



User manual Jira Service Desk

Version control

Version 1.0

15-05-2023

Janneke van Velton

This manual assumes the standard operation of Jira Service Desk and is reviewed annually. Interim changes are not implemented immediately, therefore there may be variations in the description. Please contact Livits support if you have any questions regarding this.



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1. Introduction

At Livits, in addition to an online knowledge base with documentation on the software's operation, there is also the option to report incidents if you happen to experience any. All these incidents are submitted and handled in Jira Service Desk. We work with a Service Level Agreement (SLA) that describes the support services and provides expectations regarding response and resolution times.

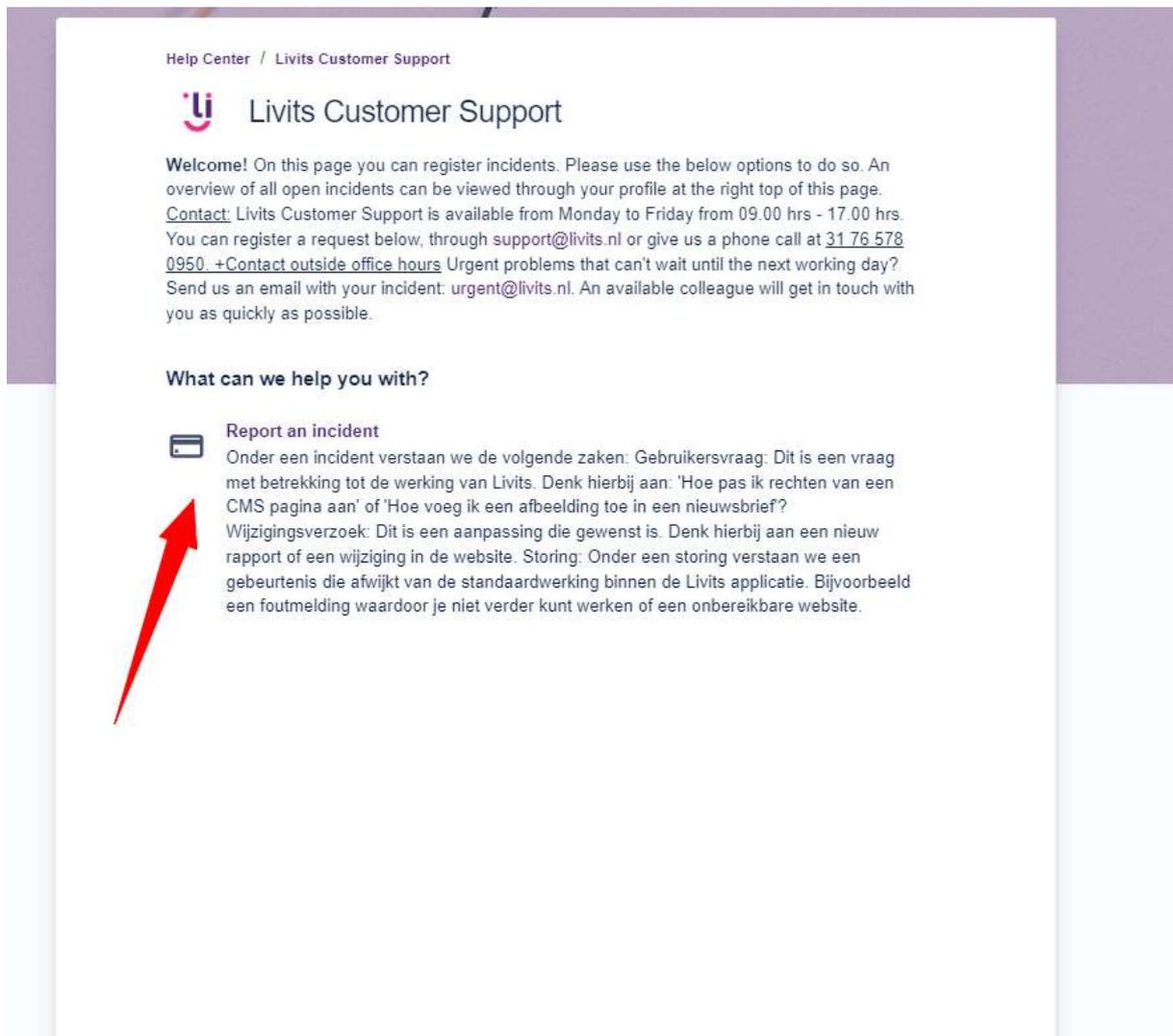
Benefits of Jira Service Desk:

- All your open requests in one place
- Quick and efficient response to your requests
- Email notifications when there are updates to your request
- Tickets submitted through our Service Desk are prioritized over emails sent to our mailbox. During busy periods, we will always process our Service Desk requests first before handling individual emails.

2. Reporting incidents

To report a question, change request, or issue, please follow these steps:

1. Go to <https://livits.atlassian.net/servicedesk>.
2. Log in using your Jira user credentials. If you don't have these credentials yet, please contact us at support@ccigroep.nl or call 076 578 0950.
3. Select "Report an Incident."



4. Please fill in the request as accurately as possible and attach any relevant screenshots or documents that are important for the request.

RAISE THIS REQUEST ON BEHALF OF

 Janneke van Velton (janneke.vanvelton@livits.nl)  

Short title/summary *

Give a short description about your question and/or issue

Livits components

Choose here which livits part your question concerns 

Description of your incident

Normal text  **B** **I** ...     @     + 

Give here a description of the issue as detailed as possible

Attachment(s)

Drag and drop files, paste screenshots, or browse

Add attachments if possible 

Priority

Minor  

3. Tables for Determining Priority

By default, issues are reported with the "Minor" priority. After the issue is submitted, Livits Customer Support will assess whether this priority is appropriate or if it needs to be adjusted. The priority is determined based on the following tables:

| Degree of malfunction | |
|-----------------------|--|
| High | <ul style="list-style-type: none"> Critical processes can no longer be executed |
| Medium | <ul style="list-style-type: none"> Supporting processes can no longer be executed Work can temporarily be postponed A workaround is available (may be a manual one) |
| Low | <ul style="list-style-type: none"> Critical or supporting processes are not impacted Work can be postponed for some time |

| Number of persons affected | |
|----------------------------|--|
| High | <ul style="list-style-type: none"> Almost all users can no longer carry their usual work Clients of Client can no longer purchase certain services There is, or threatens to be loss of production, income or claims of damages |
| Medium | <ul style="list-style-type: none"> A considerable amount of users cannot perform their regular work in the usual way |
| Low | <ul style="list-style-type: none"> Processes are not affected in the short term Some users are affected |

On the basis of the degree of malfunction the number of persons affected (Impact), the Client chooses the priority in accordance with the table below:

| Priority | | Number of persons affected | | |
|-----------------------|--------|----------------------------|--------|-----|
| | | High | Medium | Low |
| Degree of malfunction | High | 1 | 2 | 3 |
| | Medium | 2 | 3 | 4 |
| | Low | 3 | 4 | 5 |

4. Viewing Submitted Requests

By clicking on the "Requests" button, you can access and view all the submitted requests. The initial screen will display only the open requests. You can navigate to view all requests in the system by using the filters located at the top.

Clicking on the blue ticket number will allow you to view and track the contents of the ticket.

CCI Groep Customer Support
Requests

Open requests Created by me Any request type Search for requests

Any status
Open requests
Closed requests

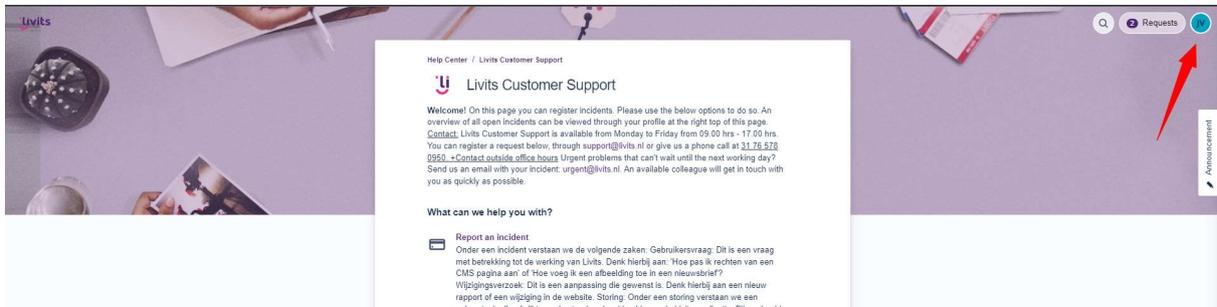
| | Service desk | Status | Requester |
|---------|--------------|-------------------------|------------------|
| | Service desk | RESOLVED | Sabrina Boetzkes |
| SD-1217 | Service desk | WAITING FOR DEVELOPMENT | Sabrina Boetzkes |
| SD-1218 | Service desk | WAITING FOR DEVELOPMENT | Sabrina Boetzkes |
| SD-1216 | Service desk | WAITING FOR DEVELOPMENT | Sabrina Boetzkes |
| SD-1203 | Service desk | RESOLVED | Sabrina Boetzkes |
| SD-1210 | Service desk | IN PROGRESS | Sabrina Boetzkes |
| SD-1206 | Service desk | OPEN | Sabrina Boetzkes |
| SD-1201 | Service desk | RESOLVED | Sabrina Boetzkes |

If colleagues are linked to a company, you can also view their requests by clicking on the "Requests" button. In this case, select the option "All requests" or choose your company name to view the requests of your colleagues.



5. User profile

You can access your profile information by clicking on the button located in the top right corner of the screen.



In your profile, you can change your password, avatar, and language settings. The language settings determine the language used for system notifications, keeping you informed about your requests.

Please note that if you choose a language other than Dutch or English, email notifications will be sent in English. However, the Jira interface will be displayed in the selected language.

