

JIRA Service Desk 101

What is the LSU Foundation JIRA Service Desk?

The JIRA Service Desk is a comprehensive service desk ticketing system that allows for real time reporting and tracking on issues submitted through the system.

How does it work?



1 - You need assistance and submit a request via the JIRA Service Desk.



2 - A member of the service team picks up the issue.



3 - You and the team member discuss your request.



4 - Your request is completed and the team member closes the issue.

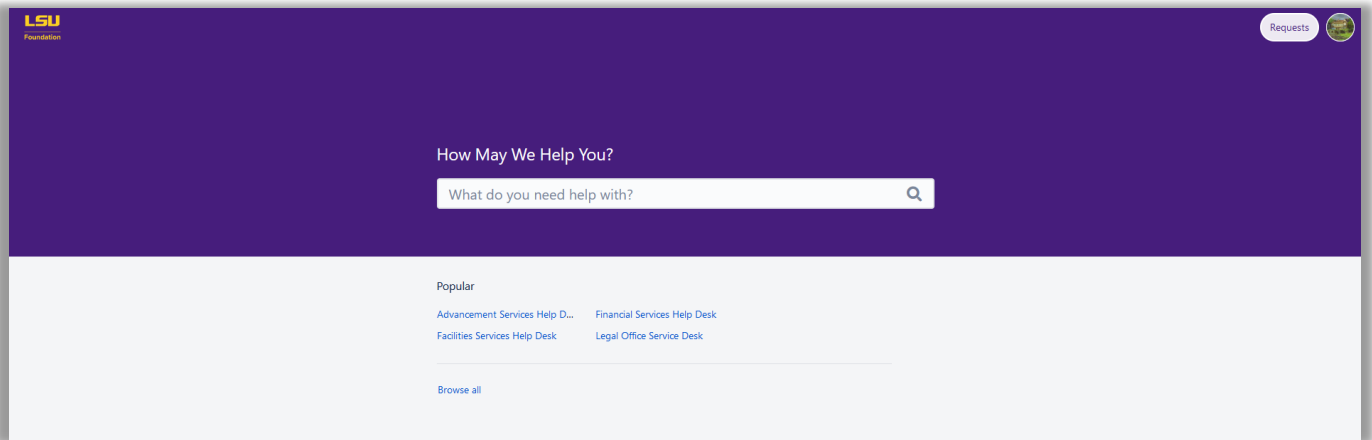
Submitting a ticket through JIRA is easy. You will access the customer portal, select the type of request you wish to submit, provide additional details for your request, and then submit your ticket. A staff member will be assigned to your request and get in touch with you if they have any questions. Otherwise, they will let you know they are working on your request and provide documentation along the way. Once you are satisfied and your request has been met, the team member will close the ticket and move on to the next. This is called the FIFO method, or First In First Out. Unless it is an emergency, all JIRA requests will be worked in this First In First Out method.

Ready to get started? Flip the page for a step-by-step guide to submitting a ticket through the customer portal.

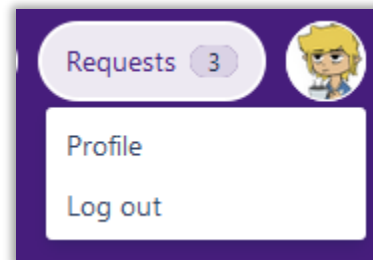
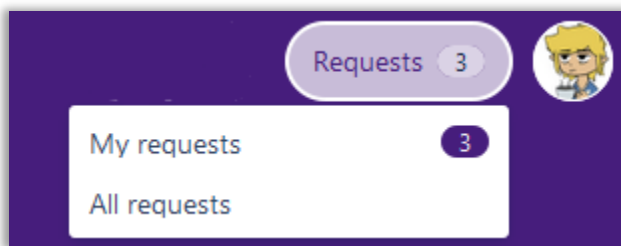
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Submitting a ticket in JIRA

1. You can access the portal through the JIRA service desk link: <https://jira.lsufoundation.org/service desk/customer/portals>. If you do not have an account, you will be able to create one on this page. You should use your business email address, and a password that will be easy for you to remember. This password is not linked to any other services/accounts and can be reset using the Forgot Password link at the sign in page if needed. If you have triggered the Captcha security message, please contact helpdesk@lsufoundation.org to have this reset as it currently does not function properly.
2. Once you are logged in you will see the list of portals and most commonly used requests. As of this update, there are four portals you may have access to: Advancement Services, Financial Services, Legal Office, and the Facilities Services (only for internal central office staff) help desks. To return to this page at any point, you may click on the LSU Foundation logo in the upper left.



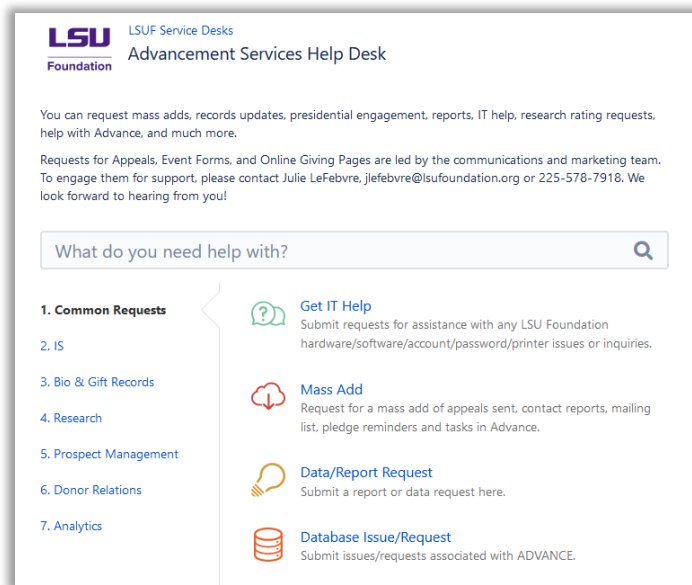
3. By default, the most common requests you have submitted will appear on the right of the service desk links. You can access your open requests by clicking "Requests" and then "My Requests" in the upper right, or if you would like to view all requests submitted under your account you may click "All Requests". You may also access your profile by clicking the avatar icon next to the "Requests" button. The profile page is where you may update your name, notification email address, and change your password.



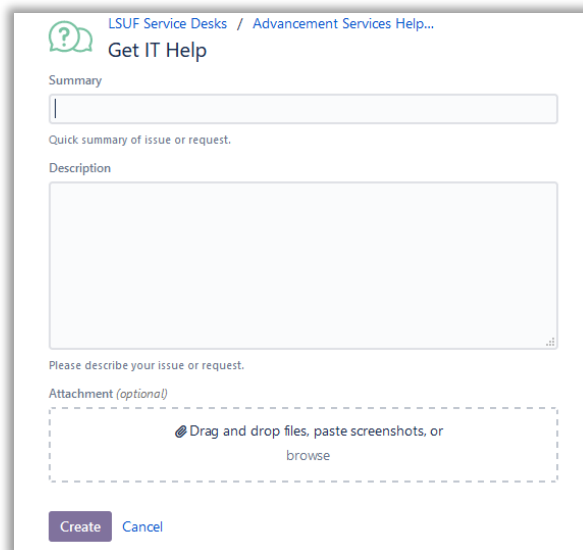
If you are experience trouble with JIRA, please contact the helpdesk at helpdesk@lsufoundation.org

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- Once you have selected a service desk, you may use the left navigation tree to find requests types separated by department. Each request type will have a description underneath its link explaining that type of request. In this example, let's submit a request for Foundation issued desktop/laptop support, so we'll click the Get IT Help link. Note*: The search functionality on these pages is quite basic and may not provide expected results.



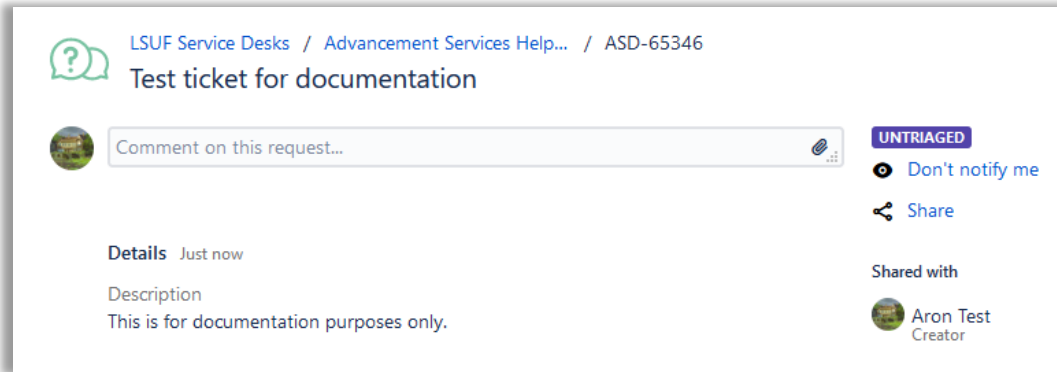
- From that link you will be taken to the request form. Describe your request with as much detail as possible and you may attach screenshots to include a specific error or issue here as well.



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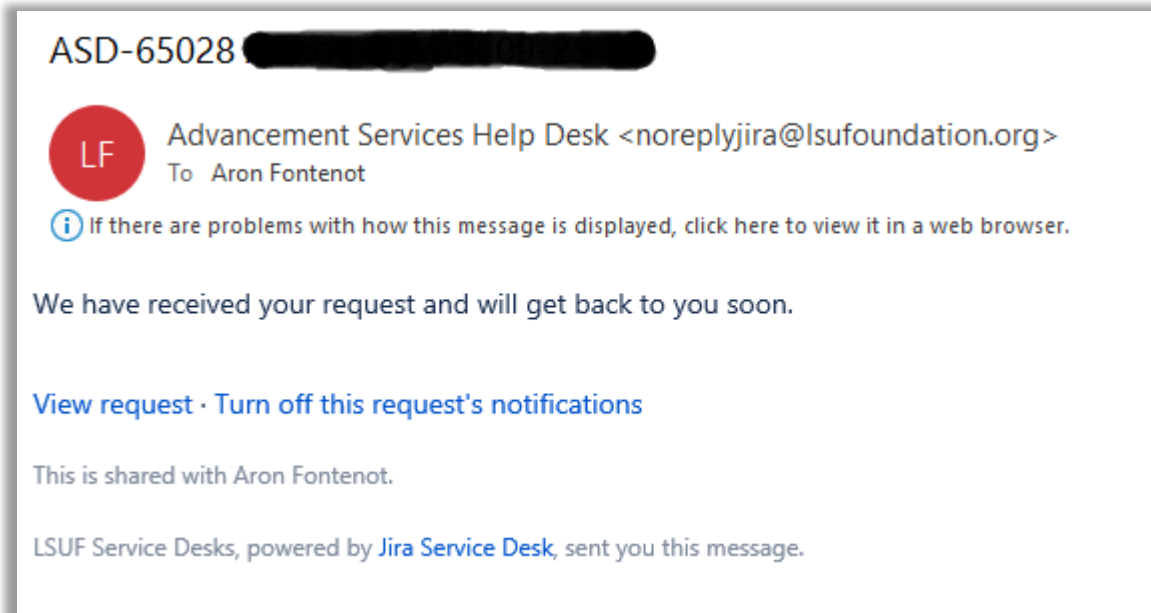
- When you click "Create" your ticket will be created. You will be linked to a page where you can review your ticket, make a comment, or add additional attachments. At the top is your ticket number that you may refer back to with questions. You will also receive an email with all of this information. Note*: replies to this email are not delivered to a mailbox.



- Congratulations! You have submitted a request through JIRA. You can click the "View Request" link in your email at any time to check on the progress of your ticket. Please be sure to comment on your ticket if you have any questions; the comments will go straight to the staff member working on your request. Note*: do not reply to comment/status emails generated by JIRA as these are not delivered to a mailbox

JIRA Email

- This is an example of the email you will received from the JIRA. This is a "No Reply" email and any replies will not be delivered to a mailbox.



- To Add comments or check the status of your request, click on either the "View request" link at the bottom of the email or click on "Requests" and then "My Requests" while logged on to the JIRA website.