Issues to Incidents

CHPC migration from JIRA to Service Now
Main differences and points of interest:

- For testing send emails to sntest@chpc.utah.edu - You may send real questions and problems here and they will be addressed just like in jira.
- When we go live on January 29th please use helpdesk@chpc.utah.edu.
- Using your Umail email address is strongly suggested
- Currently JIRA tickets are called “issues”. In Service Now, they are called “incidents”.
JIRA – email on New Issue

Julia D. Harrison created MOD-36842:

Summary: Test issue for example - JIRA
Key: MOD-36842
URL: https://jira.chpc.utah.edu/browse/MOD-36842
Project: Incoming Issue
Issue Type: Service Desk Issue
Security Level: Any User
Reporter: Julia D. Harrison

This is an example of an issue created when send an email into the jira system at CHPC.

-Julia D. Harrison

This message was sent by Atlassian JIRA (v7.3.17f30212)

Service Now – email on New Incident

Incident INC0283436 has been assigned to CHPC - Moderation

Tuesday, November 28, 2017 at 3:48 PM

US

Caller: Guest
Caller Business phone:
Alt Phone:
Location:

Short Description: Test issue for example - Service Now
Description:
Click here to view Incident: INC0283436

Severity: 3 - Low
Priority: 3 - Moderate
Category: Inquiry
Comments: 2017-11-28 15:47:59 MST - Guest
received from: julia.d.harrison@gmail.com

This is an example of an incident created when send an email into the Service Now system at CHPC.

-Julia D. Harrison
Rec:MSG2921275
In the current JIRA system, when a new issue is moderated (assigned to the relevant group of CHPC staff), you receive an email similar to the left. In this case it was changed from “MOD” to “USR” (from moderation to user services).

In Service Now, you will not get this notification.
JIRA – email comment on Issue

[CHPC Service Desk (USR-4841)] Test issue for example – JIRA

CHPC - Julia D. Harrison (Chpc) <issues@chpc.utah.edu>
Julia.d.harrison@gmail.com
Tuesday, November 28, 2017 at 3:59 PM

Comment made in Jira.

Test issue for example - JIRA

Key: USR-4841
URL: https://jira.chpc.utah.edu/browse/USR-4841
Project: User Services
Issue Type: Service Desk Issue
Security Level: Any Jira User
Reporter: Julia D. Harrison
Assignee: Julia D. Harrison

This is an example of an issue created when send an email into the Jira system at CHPC.

-Julia D. Harrison

This message was sent by Atlassian JIRA (v7.3.183012)

Service Now – email comment on Incident

[Incident INC0283436 - comments added]

You replied to this message on 11/28/17, 4:02 PM.

INC0283436 - Test issue for example - Service Now

Additional Details:

Caller: Guest
category: Inquiry
Severity: 3 - Low
Priority: 3 - Moderate

Comments:

2017-11-28 16:57:39 MST - Guest
You can view all the details of the incident by following the link below:

Take me to the Incident

Julia D. Harrison
Thank you.
This step doesn’t happen in JIRA.

In Service Now, if you don’t reply within 24 hours, the ticket will be permanently closed.

If the problem persists and there is no response within the 24 hour period, a new ticket will need to be created. We are hoping to change this to 72 hours.
JIRA – email for close Issue

[JIRA email content]

Service Now – email for close Issue

[Service Now email content]
Service-Now Portal

https://uofu.service-now.com/it
Reporting Issues through the Portal

https://uofu.service-now.com/it

Click on

We have requested a checkbox or some indication it should be routed to CHPC. In the meantime please mention this is for CHPC somewhere in the description of the issue.
Viewing your History and Active Incidents through the portal

https://uofu.service-now.com/it

Click on an incident to see the details.
Viewing details and commenting on an incident in the portal

https://uofu.service-now.com/it