**Service Now/JIRA**

Service Now/JIRA is a tool which interacts between IT team and client to track the application related issues. (Production support)

* If any issue raised in Application client will use this tool to create a ticket.
* That ticket will get assigned to anyone of the team member in IT Team.
* Then IT team will work on that issue (ticket) to fix the issue.
* Once the fixed then it has to promote to production.

To perform above steps, we have 3 stages in Service Now/JIRA.

1. Incident Management - Actual Incident ticket raised by Client.
   1. Every IT team will be having a WORK GROUP NAME.
   2. We have 5 types of Incident tickets based on their priority.
      1. **P1** - Top most priority - will have to fix in 1 hour (Service Level Agreement). Raised whenever application/ certain functionalities in application is not available for client. (Ex: After login to HDFC, not able to see the Balance Amount)
      2. **P2** - Second most priority - will have to fix in 4 hours. Raised whenever a certain functionality in application is not working. (Ex : Not able to add new Beneficiary)
      3. **P3 -** will have to fix in 24 hours - raised whenever a small piece of functionality in application is not working.(Ex : Not able to update mobile number)
      4. **P4 -** will have to fix in 48 hours. Any small technical issues.
      5. **P5** - will have to fix in 5 business days. Access Related issues/Asking for information.
2. Problem Management - IT team will Problem ticket create based on criticality of the issue.
   1. Whenever IT team not able to fix the Incident within SLA or the fix is required code change then we have to create a problem ticket.
   2. We have 4 types of problem tickets.
      1. P1 - 2 days
      2. P2 - 30 days
      3. P3 - 60 days
      4. P4 - 90 days
3. Change Management - IT team will create the change ticket whenever a fix/change request has to promote to production.
   1. To push any defect fix or change request or enhancements IT team will create a change ticket with all the details.
   2. Mostly will be taken care by Team Leads.