IT Help Desk Workflow Simulation Using Jira

Project Overview

This project simulates an IT Support Desk using Jira Software and Jira Service Management. It covers ticket creation, workflow tracking, priority labeling, SLA monitoring, and both agent and customer perspectives.

Tools Used

- Jira Software (Cloud)

- Jira Service Management

- Issue Types, Boards, Labels, SLAs

- Kanban View, List View, Reports

IT Help Desk Workflow Simulation Using Jira

Created a new Jira project titled 'IT Support Desk Workflow' and viewed it in List view to manage tickets in a table format.

IT Help Desk Workflow Simulation Using Jira
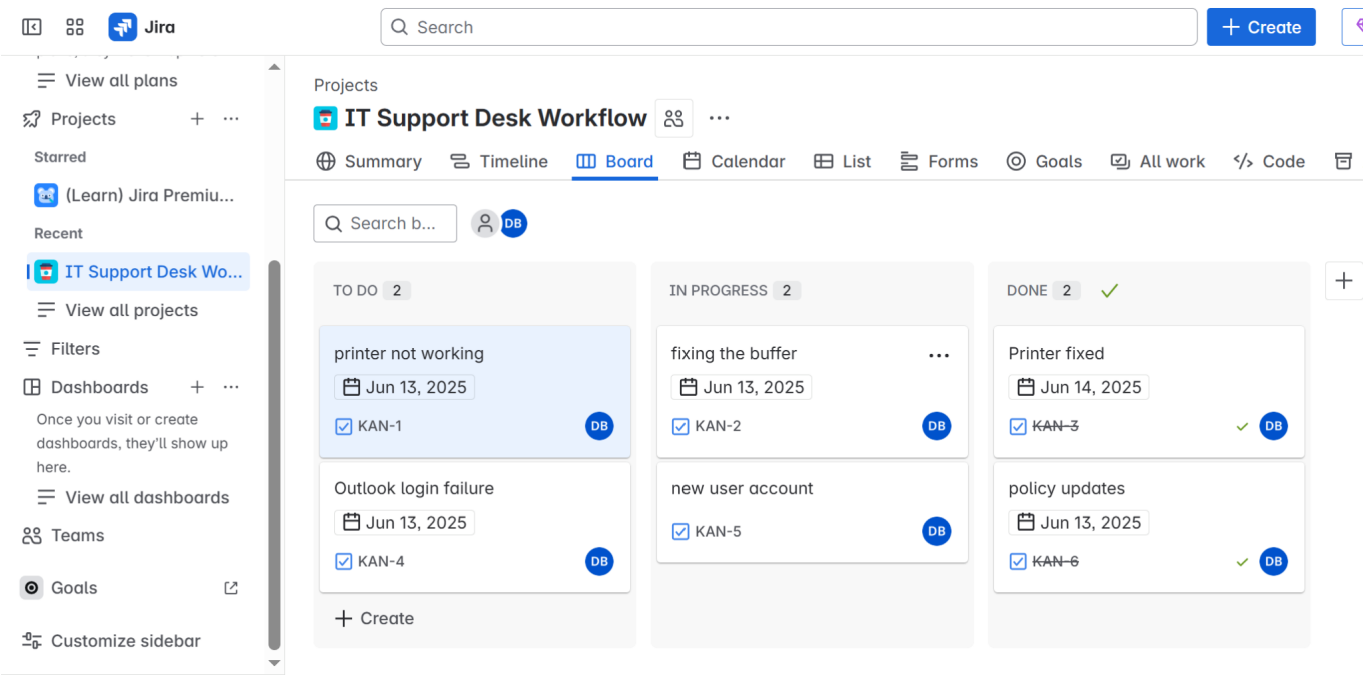
Viewed the Kanban board showing ticket flow across TO DO, IN PROGRESS, and DONE columns. Sample tickets represent real-world issues.

IT Help Desk Workflow Simulation Using Jira

🔲 IT Support Desk Workflow ⋯

🌐 **Summary** | ⧉ Timeline | ▭ Board | 📅 Calendar | ⊞ List | ☰ Forms

⚊ Filter

✅ **2 completed**
in the last 7 days

✎ **6 updated**
in the last 7 days

Status overview
Get a snapshot of the status of your work items. **View all work items**

6
Total work item...

■ To Do: 2

■ In Progress: 2

■ Done: 2

ssian.net/jira/dashboards

Checked the project summary page to view ticket stats. Displayed completion count and a donut chart showing status distribution.

IT Help Desk Workflow Simulation Using Jira

Filtered tickets with the 'urgent' label to highlight priority tasks in the board view.

IT Help Desk Workflow Simulation Using Jira

Projects
IT Support Desk Workflow

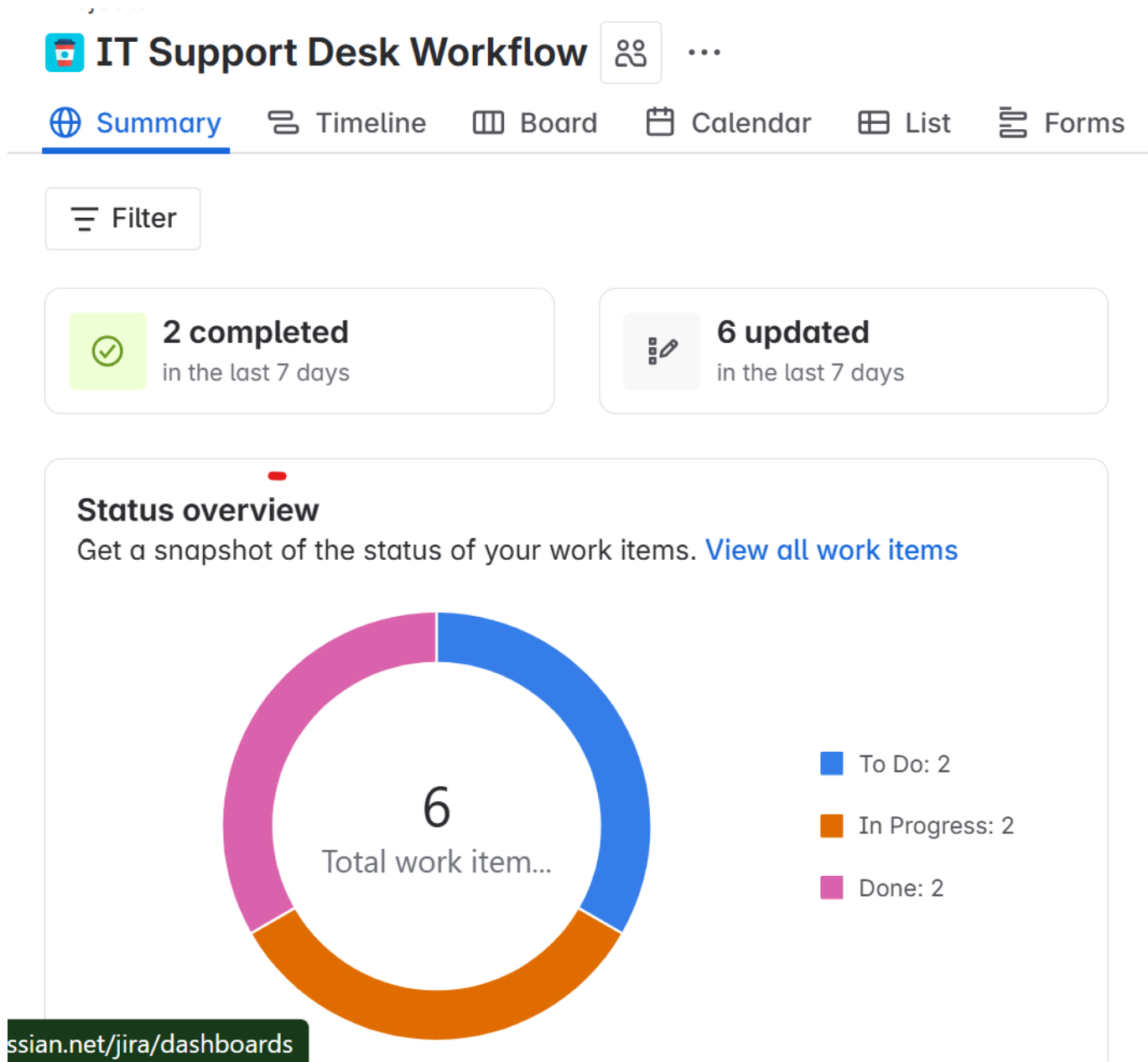Summary | Timeline | Board | Calendar | List | Forms | Goals | All work | Code | Archived work items | More 2

	Type	Key	Summary	Status	Comments	Assignee
☐	☑	KAN-1	printer not working	TO DO	Add comment	DB Dhanuka Bulathsing...
☐	☑	KAN-2	fixing the buffer	IN PROGRESS	Add comment	DB Dhanuka Bulathsing...
☐	☑	KAN-3	Printer fixed	DONE	Add comment	DB Dhanuka Bulathsing...
☐	☑	KAN-4	Outlook login failure	TO DO	Add comment	DB Dhanuka Bulathsing...
☐	☑	KAN-5	new user account	IN PROGRESS	Add comment	DB Dhanuka Bulathsing...
☐	☑	KAN-6	policy updates	DONE	Add comment	DB Dhanuka Bulathsing...

List view showing all created tickets with their statuses and assignees. Helpful for overview and quick edits.

IT Help Desk Workflow Simulation Using Jira

Create project

Add your project's details and confirm your template to create your new project in seconds. Edit project details anytime in project settings.

Required fields are marked with an asterisk *

Name *

Actrive directory Cloud migration

Key * ⓘ

ADCM

Team type *

⚙ Operations - Business ⌄

This will help us customize your project setup experience.

Channel access * ⓘ

👤🔒 Open ⌄

Control who can submit requests to your team.

Template   **More templates**

Created another project titled 'Active Directory Cloud Migration' to simulate service management for infrastructure.

IT Help Desk Workflow Simulation Using Jira

Buy licence

DB **Dhanuka Bulathsinghala** raised this on Today 8:28 PM   Hide details

What are the details of your request?

Have to buy licence

Activity

DB Add a comment

Status

TO DO

🏷 Notifications on

Request type

🛟 Submit a request or incident

Shared with

DB Dhanuka Bulathsinghala
Creator

➕ Share

Submitted a request as a customer to simulate the end-user perspective in Jira Service Management.

IT Help Desk Workflow Simulation Using Jira

All work

AI | Basic | JQL | Search wo... | Project = ∨ Actrive directory Cloud mi... ∨ | Assignee = ∨ Dhanuka Bulathsinghala ∨ | Type ∨

Status ∨ | Request Type = ∨ Submit a request or incident ⓘ ✕ | Status Category != ∨ Done +1 ✕ | More filters ∨ | Clear filters | Save filter

Order by ∨

There's nothing matching your search

ADCM-1

Activity

Show: Comments ∨   ✦ Summarize comments

DB Add internal note / Reply to customer 📎

Pro tip: press M to comment

DB Dhanuka Bulathsinghala 2 seconds ago 🔗
Yes I will do it
😊 · Edit · Delete

To Do ∨ ⚡

SLAs

Tomorrow 05:00 PM ⏸

Time to first response
within 8h

Jun 26 05:00 PM ⏸

Time to resolution
within 80h

Viewed SLA timers for response and resolution. This is critical for ensuring timely IT support operations.