| [TO-3927] Jira: SRE Team Project Creation Created: 07/May/25 Updated: 26/Jun/25 Due: 16/May/25 Resolved: 27/May/25 | | | | |
|--|-----------------------------|--|--|--|
| Status: | Closed | | | |
| Project: | Technology Operations Board | | | |
| Components: | None | | | |
| Fix versions: | None | | | |

| Type: | Epic | Priority: | Medium | | |
|---------------------|-----------------|-----------|----------------|--|--|
| Reporter: | Matthew Ammlung | Assignee: | Solounge Bowen | | |
| Resolution: | Resolved | Votes: | 0 | | |
| Labels: | None | | | | |
| Remaining Estimate: | Not Specified | | | | |
| Time Spent: | Not Specified | | | | |
| Original estimate: | Not Specified | | | | |

| Attachments: | Screenshot 2025-05-14 at 3.59.42 PM.png |
|---------------------------------|--|
| [Tech Ops] Vendor/ Issue Type: | Technical Requests - Process Improvement |
| [TO] Key Performance Indicator: | Data Capture Rate, Data Quality & Safety Improvement, Improved User Experience, Reduction of time/workload |
| KPI Measure: | Created dedicated SRE board to centralize tickets, improve visibility, reduce missed issues, and streamline workflows with custom fields, statuses, and automations. |
| Request participants: | None |
| Link URL: | https://kindbody.atlassian.net/jira/servicedesk/projects/SRE/queues/custom/607 |

Description

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The SRE team needs a better process to capture all various ticket types that they handle. Currently they use the DevOp project to capture and the TSD board for any ITSM related topics. They would like to have their own separate board for SRE to capture any ITSM related tickets that often get lost due to no concrete destination for the team's tickets

Next Steps:

- Have a meeting with Matt to review the current process used and how the process should look future state.
- •

Follow Up:

• 5/7/25- Confirmed the SRE project should mirror the Tech Ops Structure

References:

• https://docs.google.com/document/d/1WIBGMp8IHkQkCYb0STA3fuA1qEffT3ZU2exBslk5k9w/edit?tab=t.0#heading=h.eypa8b8jpw03

Comments

Comment by Solounge Bowen [13/May/25]

Updates

- So far I've created the SRE project
- · Created the Issue types to match process
- · Added the admins and developers within the project
- Created statuses/added existing
- Added SLA to the project
 - Time to resolution
 - Tiem to first response
- Created new custom fields tailored for the SRE Team
 - Cloud Resource
 - Request Types
 - Priority
 - When was issue first identified

- What are the steps to reproduce the issue
- SRE Key Performance Indicator

Automations Created

- Auto close after 5 business days in a resolved state https://kindbody.atlassian.net/jira/servicedesk/projects/SRE/settings/automate#/rule/28354839
- Dashboards/Filters Created
 - 1. Unassigned Tickets
 - 2. Open Tickets by Assignee & Status
 - 3. Open Tickets with a Blocking state
 - 4. Closed Tickets by Assignee (Last 7 days)

Remaining Items

Automation- Recurring maintenance tickets being created, if that's an automation element. [TO DO]

Comment by Solounge Bowen [13/May/25]

Update

- Automation- Recurring maintenance tickets being created, if that's an automation element. [DONE]
 - Link to Daily Health Checks
 - Link to Weekly Heath Checks
 - Link to Monthly Health Checks
 - Link to Quarterly Health Checks

Comment by Solounge Bowen [13/May/25]

Scheduled a meeting with Matt to review this project board and it's process

Matthew / Solounge- SRE Project Review Wednesday, May 14 · 2:30 – 3:00pm

Time zone: America/Chicago Google Meet joining info

Video call link: https://meet.google.com/san-uvmz-ahv Or dial: (US) +1 209-643-2971 PIN: 179 845 816#

More phone numbers: https://tel.meet/san-uvmz-ahv?pin=7963156061024

Comment by Solounge Bowen [14/May/25]

Met with Matt and reviewed the project board and was a success.

- Will work on adding two fields I had questions on an can proceed to close this ticket
 - Environment field[IN PROGRESS]
 - system/Service/Solution field [IN PROGRESS]

Reference: https://docs.google.com/document/d/1WIBGMp8IHkQkCYb0STA3fuA1qEffT3ZU2exBslk5k9w/edit?tab=t.0

Comment by Solounge Bowen [14/May/25]

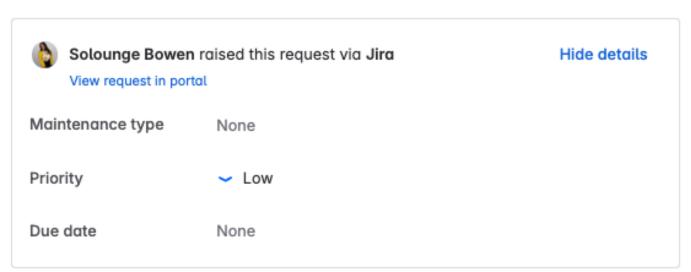
Updates

- Environment field[DONE]
- system/Service/Solution field [DONE]



test





Description

Test description..... Please check

Office/Clinic Location AR-01 Rogers / Bentonville

[SRE]
System/Service/Solution None

[SRE] Environment None

[SRE] Key Performance Service Uptime and Avail... Mean Time to Resolution...
Indicator Change Success Rate (%)

KPI Measure

Tested the Measure of

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