


[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

Background:

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
 - Time 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](#)

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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-uvnz-ahv>

Or dial: (US) +1 209-643-2971 PIN: 179 845 816#

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

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

- Will work on adding two fields I had questions on and 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


 ...



Solounge Bowen raised this request via Jira

[Hide details](#)

[View request in portal](#)

Maintenance type	None
Priority	 Low
Due date	None

Description

Test description..... Please check

Office/Clinic Location AR-01 Rogers / Bentonville

[SRE]
System/Service/Solution None

[SRE] Environment None

[SRE] Key Performance Indicator

Service Uptime and Avail...

Mean Time to Resolution...

Change Success Rate (%)

KPI Measure

Tested the Measure of

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