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Ticketing Systems

Objectives

- Overview of ticketing systems
- Why they matter in tech roles
- Change Requests
- SLAs

What is a Ticketing System?

- A centralized way to track work
- Includes issues, bugs, tasks, change requests

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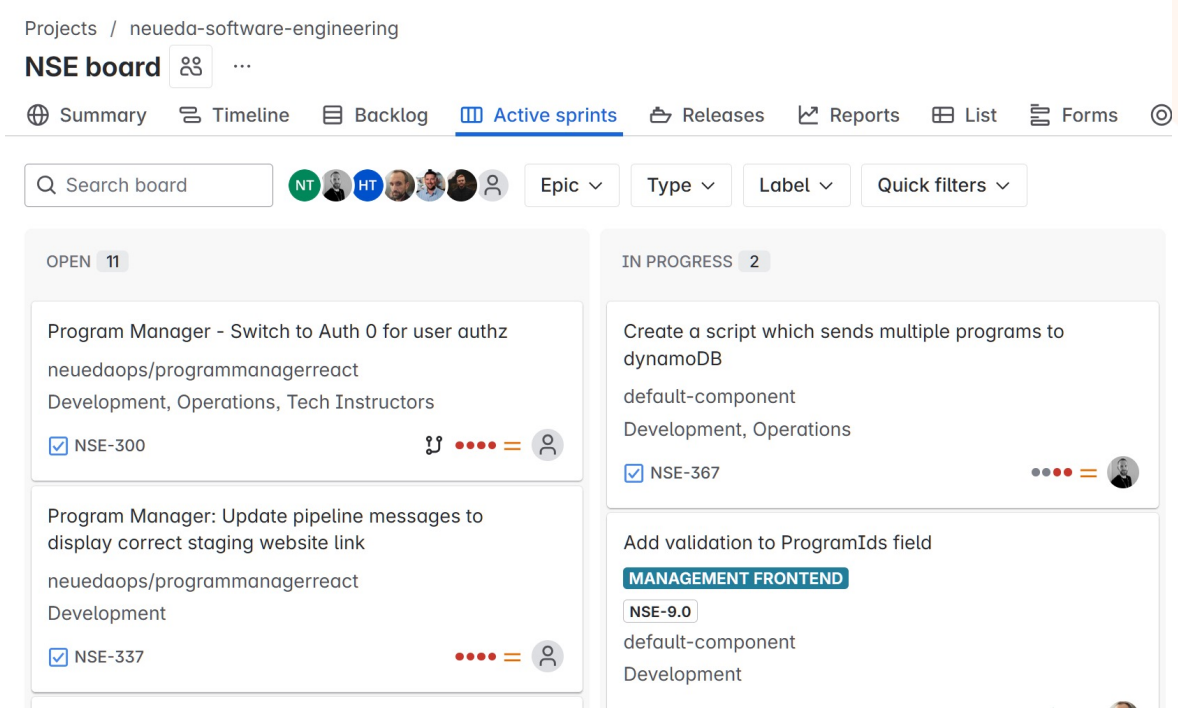
Why Ticketing Systems Matter in Banking Tech

- Compliance and audit trail
- Structured workflows
- Cross-team collaboration

Common Systems Used in the Industry

- Jira
- ServiceNow
- Azure DevOps
- Other banking-specific systems



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Core Concepts of Ticketing Systems

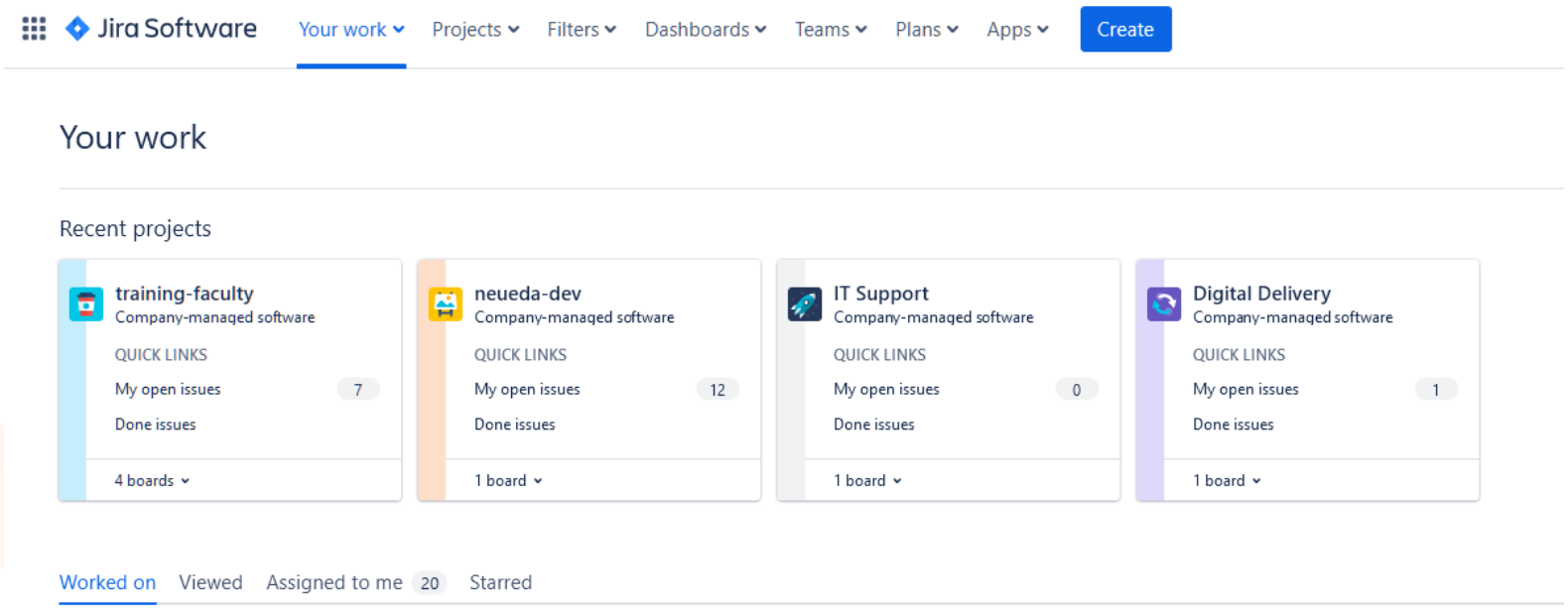
- Tickets (or issues)
- Projects
- Workflows
- Status transitions

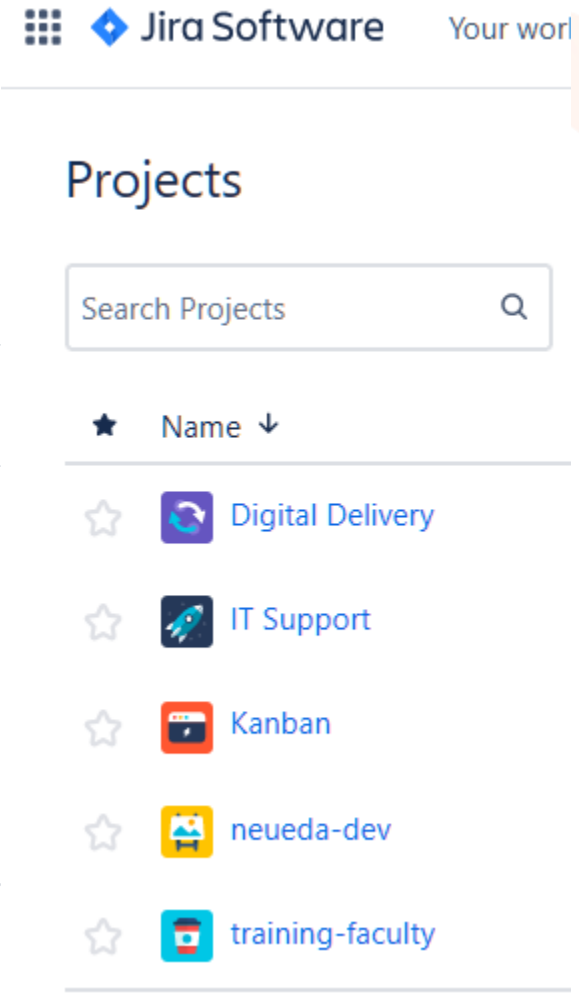
Understanding Projects

- Projects are a collection of tasks or issues that need to be completed to achieve a goal.
- A project can be anything from building a house to creating a software application.
- Projects have a defined start and end date, and are typically designed to achieve a specific outcome or objective.

Projects in Jira

- Jira allows you to create and manage projects





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Projects and Issues

- Issues are individual tasks that need to be completed as part of a project.
- Issues can be anything from fixing a bug to adding a new feature.
- Issues are organized into a project, which allows you to track progress and prioritize work.

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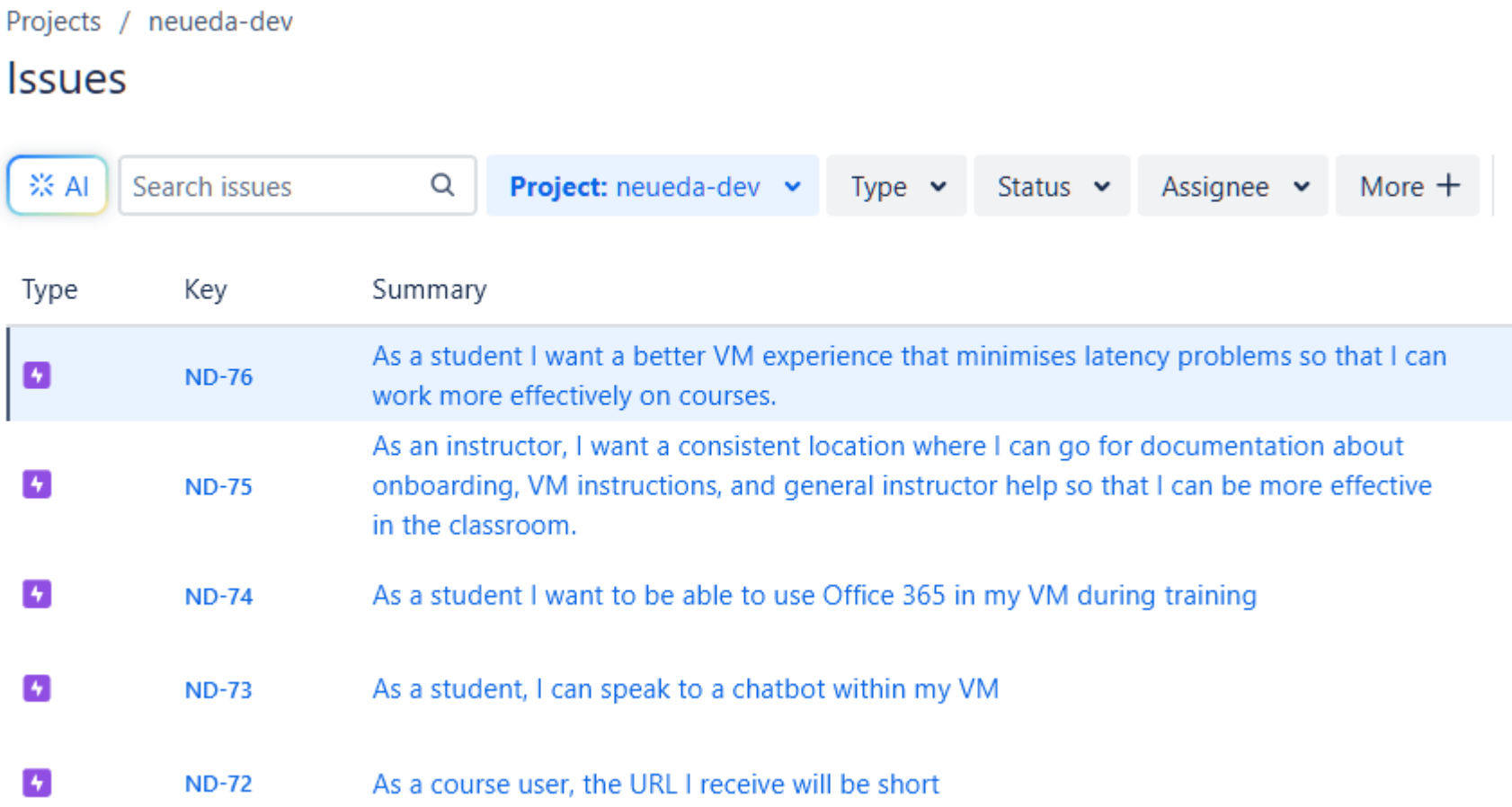
Issues Example



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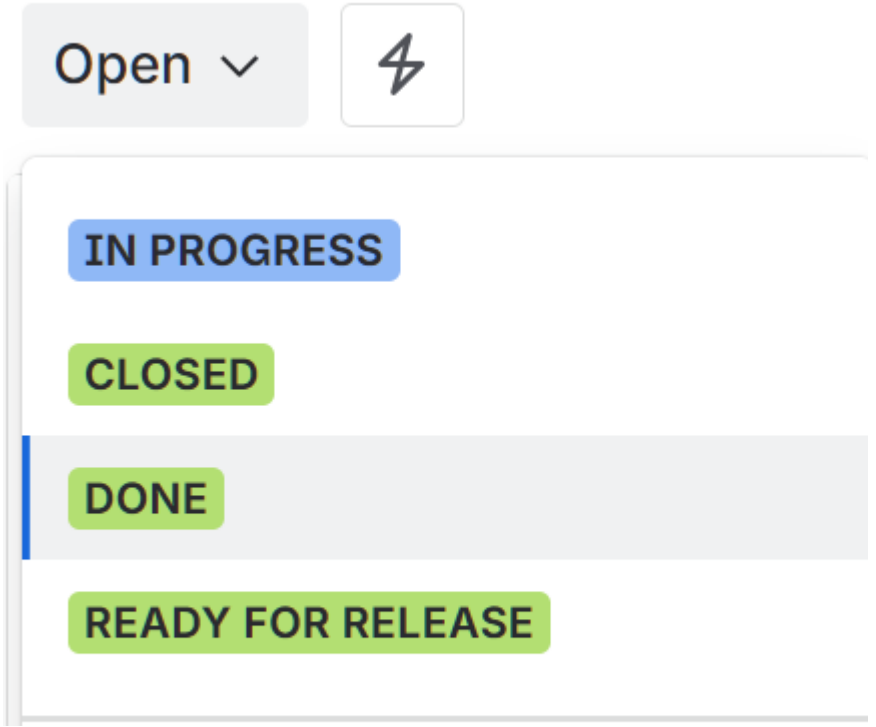
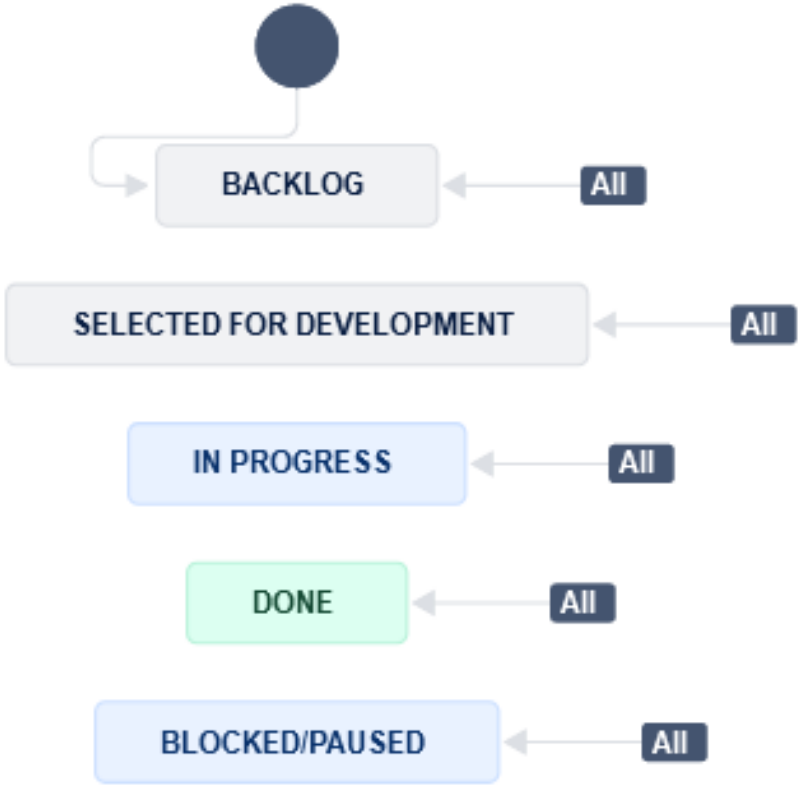
The Life of a Ticket

- You define your own statuses, they can be things like
  - Created
  - Assigned
  - Worked on
  - Resolved
  - Closed



Custom Workflows

- Create and customize workflows
- Automate processes
- Streamline team collaboration



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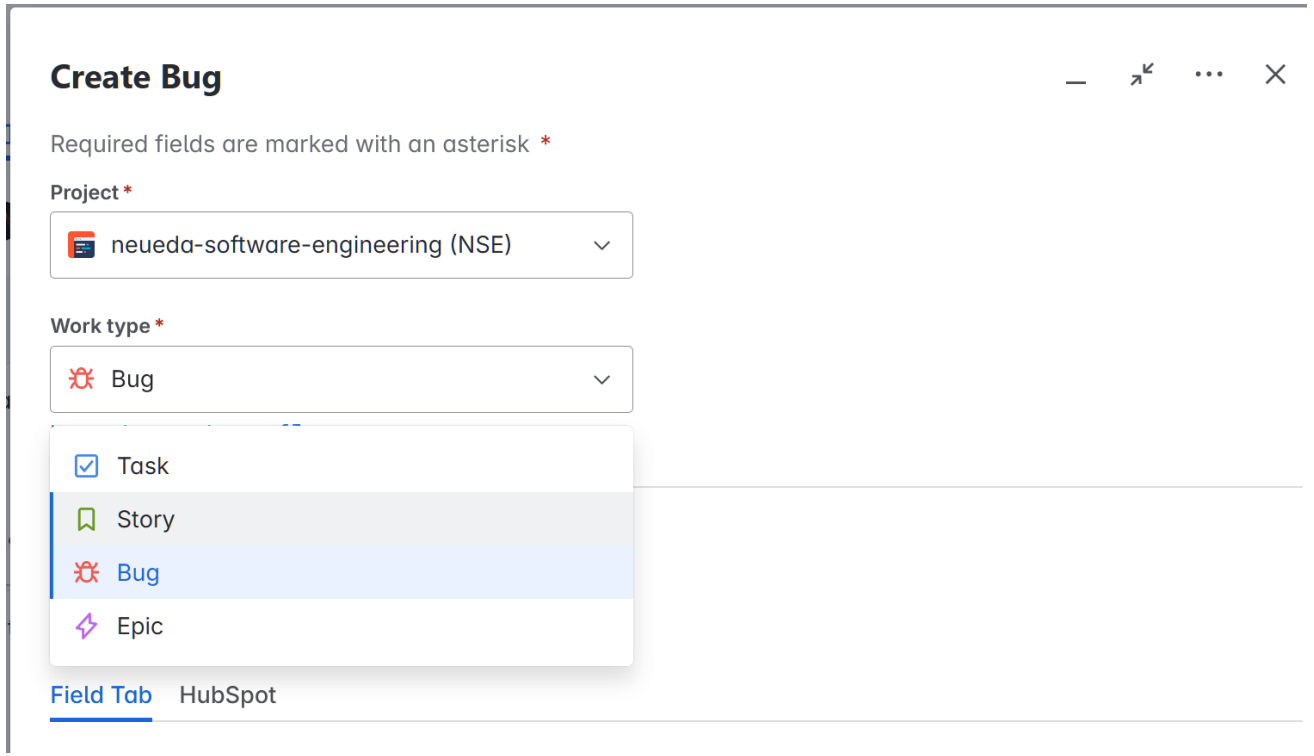
Types of Tickets

- Bugs
- Tasks
- Stories
- Epics
- Change Requests



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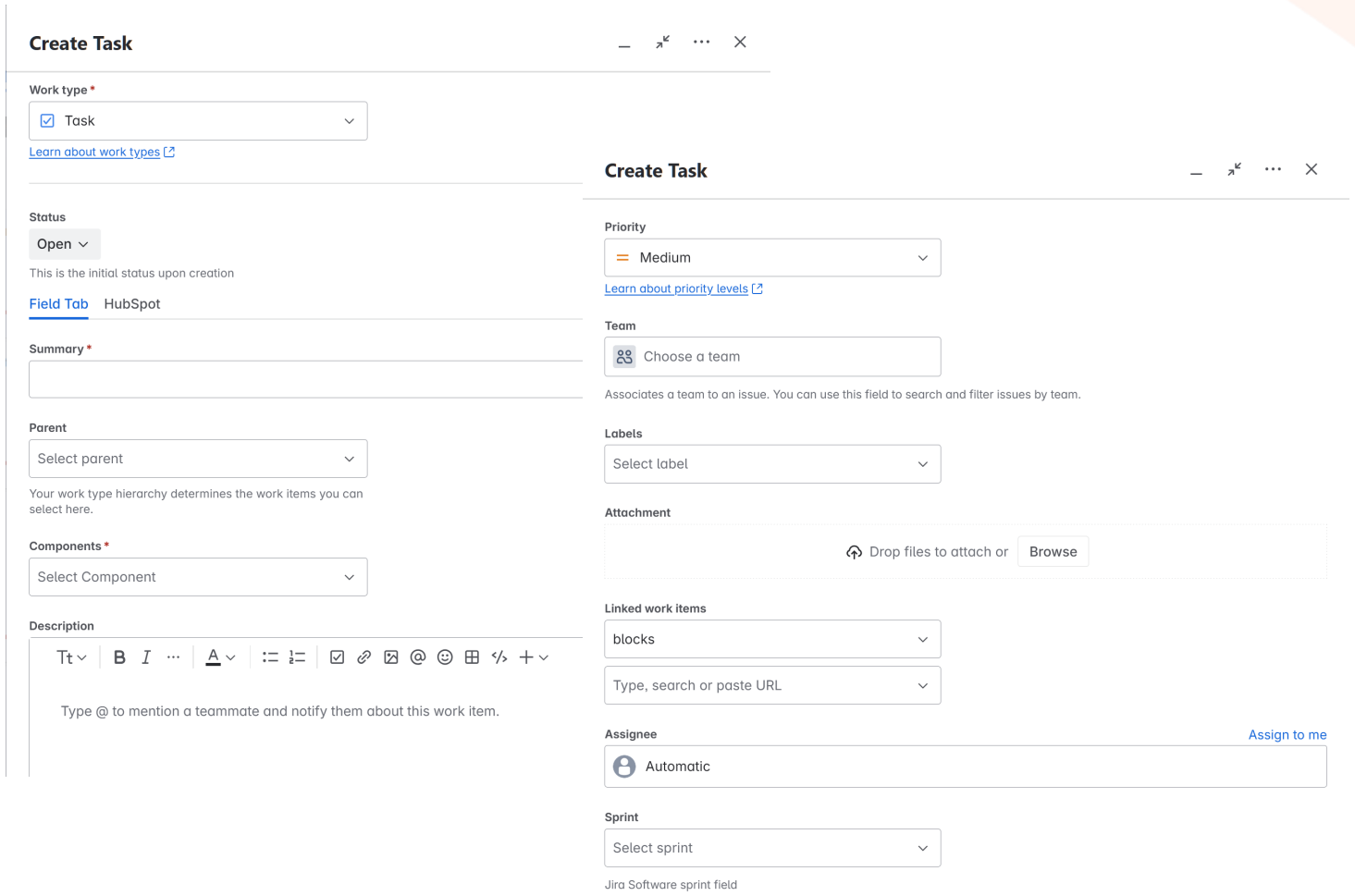
Basic Ticket Anatomy

- Summary
- Description
- Priority
- Assignee
- Reporter
- Labels or Tags
- Attachments



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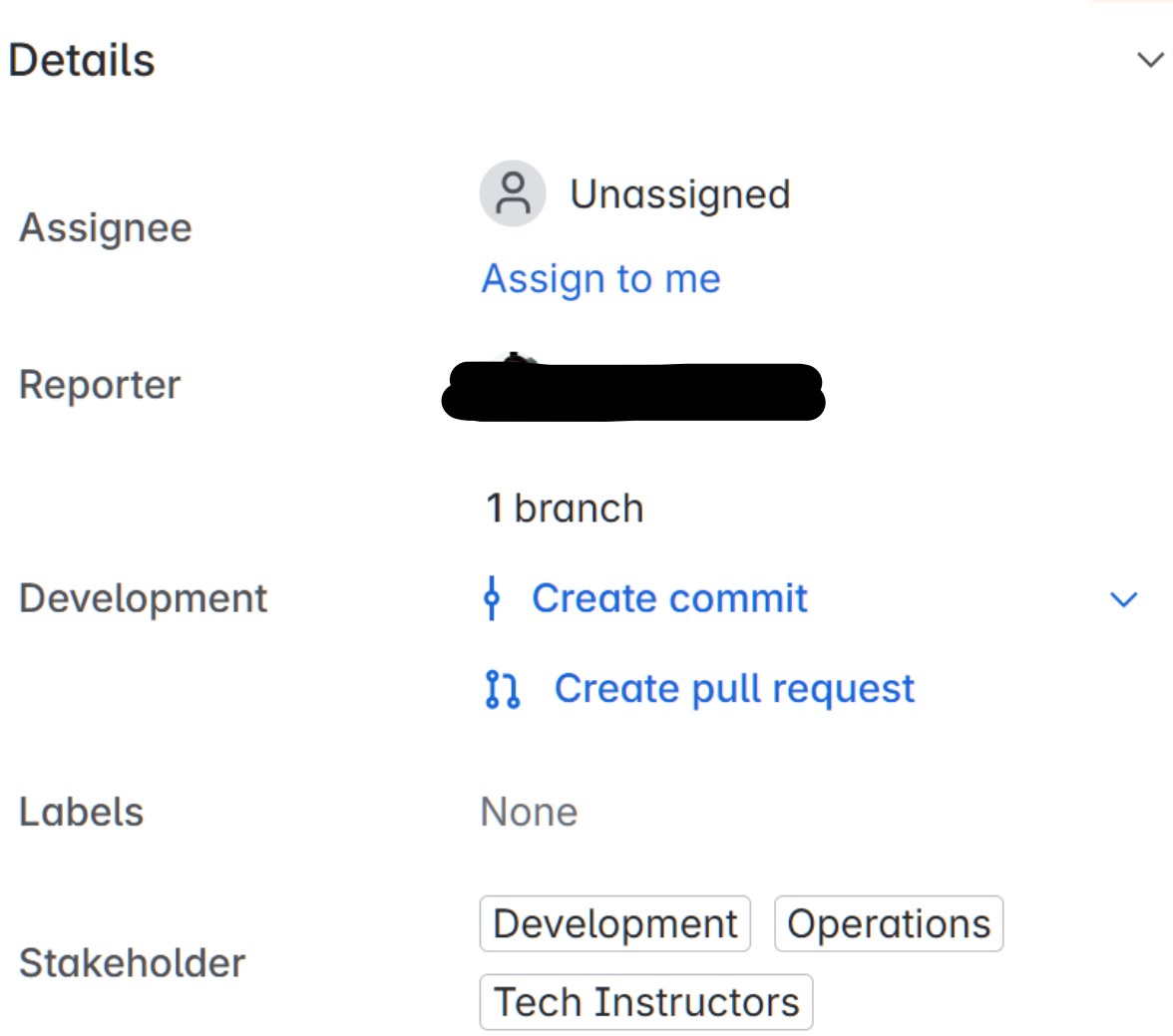
Roles in a Ticketing System

- Reporter
- Assignee
- Watcher
- Project Manager
- Approver



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Creating a Ticket: Best Practices

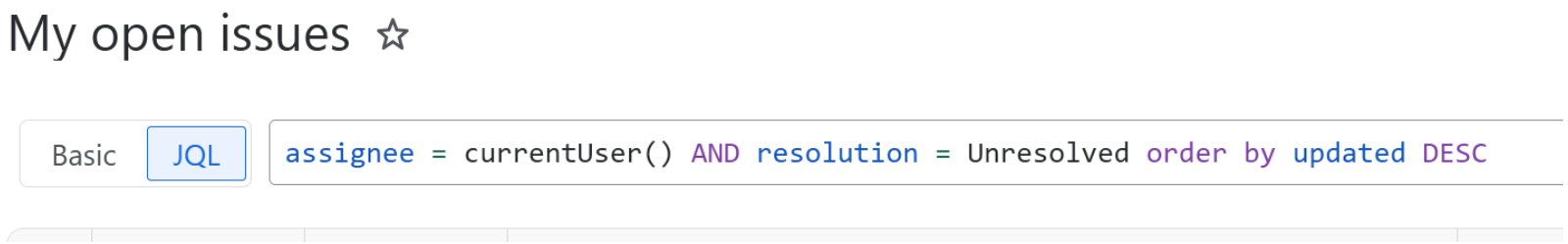
- Be clear and concise
- Use appropriate fields
- Link to other tickets or documentation

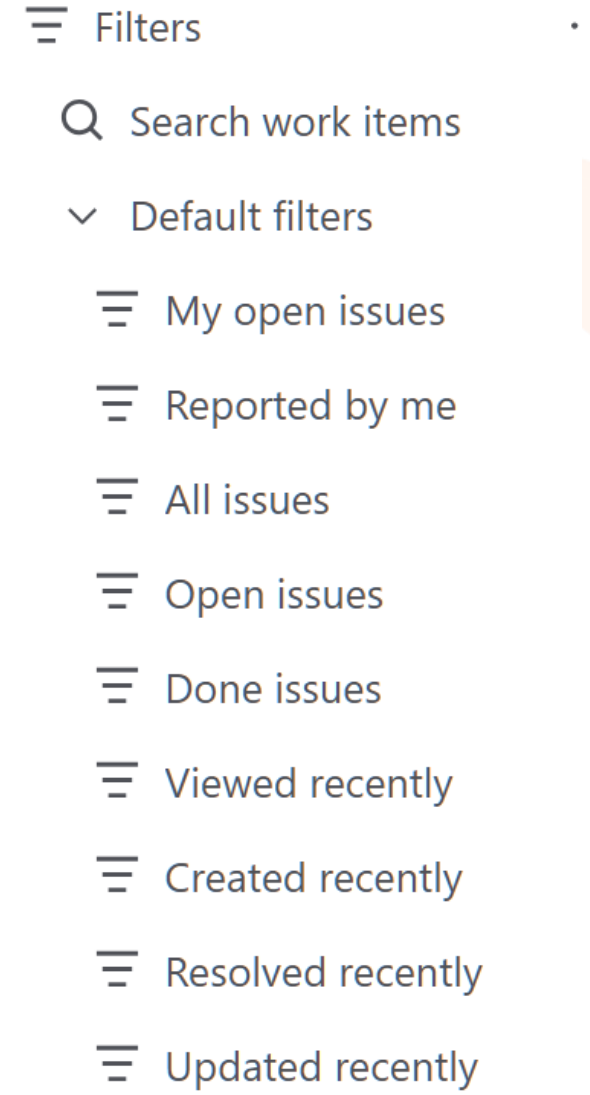
Examples of Good vs. Bad Tickets

- Vague: 'System not working'
- Clear: 'Login page returns 500 error when username includes special characters'

Searching and Filtering Tickets

- Jira Query Language (JQL) basics
- Using filters, saved searches





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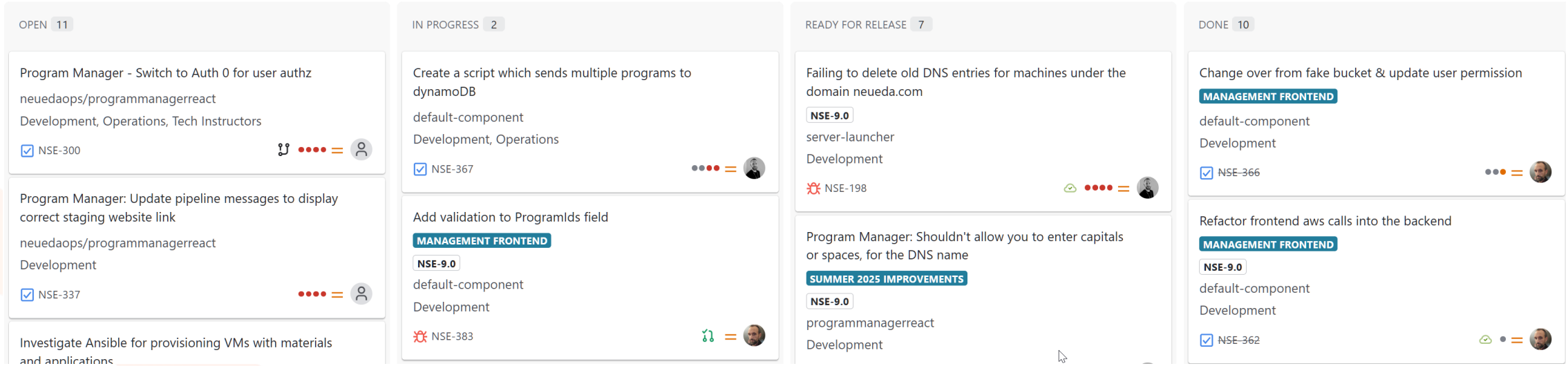
Agile Boards

- An agile board is a visual representation of a team's work process
- It helps to monitor project progress and work status
- It is a tool that can be customized to fit different team's needs

Using Agile Boards

- Scrum and Kanban boards
- Viewing progress visually
- Understanding swimlanes and columns



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How Agile Boards Work

- Agile boards have columns representing different stages of the project
- Tasks move across the board as they progress
- Team members collaborate by updating tasks on the board

Purpose of Agile Boards

- Agile boards help teams visualize the work process
- Agile boards help teams identify bottlenecks and areas for improvement
- Agile boards promote team collaboration and communication

Understanding Epics and Stories

- Epics = big units of work
- Stories = smaller, actionable pieces
- Linking stories to epics

Subtasks and Task Breakdown

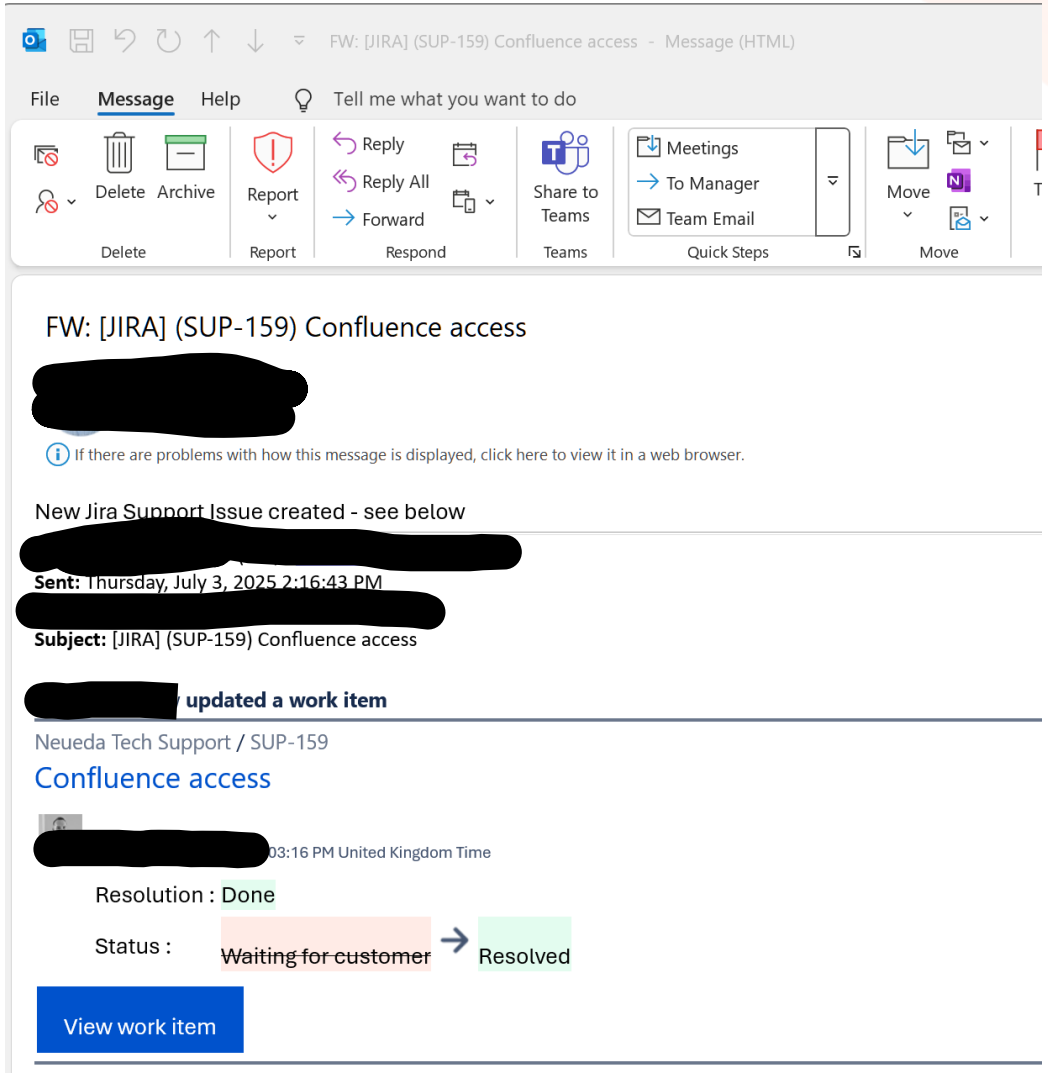
- How complex tasks are broken down
- Why subtasks improve clarity and tracking

Assigning and Reassigning Work

- How assignment works
- When to reassign
- Etiquette of handing over tickets

Handling Comments and Communication

- Collaborating in the ticket
- When to update vs. comment
- Email notifications



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SLA and Priority

- What is SLA (Service Level Agreement)
  - Gmail 99.9% available
- How priority levels guide response time
- Business vs technical priority

Gmail SLA. Google shall use all reasonable commercial efforts to ensure that the Gmail web interface is operating and available to Customers **99.9%** of the time in any calendar month. In the event Customer experiences any of the service performance issues defined below due to Google's failure to provide Services, Customer will be eligible to receive the Service Credits described below (the "Gmail SLA").

Period	Allowed Downtime
Per Year	8 hours 45 minutes
Per Month	43 minutes 50 seconds
Per Week	10 minutes 5 seconds
Per Day	1 minute 26 seconds

Introduction to Change Requests

- What is a Change Request (CR)
- Why change needs formal management
- Examples in banking tech

Initiating a Change Request

- How CRs are raised
- Typical fields: justification, impact, risk
- Change Advisory Board (CAB) process

Storing and Tracking Change Requests

- CRs stored as tickets
- May be linked to a parent project or epic
- Workflow includes approvals and signoff

Change Workflow Example

- Submitted → Under Review → Approved → Scheduled → Implemented → Closed

Audit and Compliance Considerations

- Why change tracking matters in banking
- Access controls
- Immutable logs and audit trails

Summary

- Overview of ticketing systems
- Why they matter in tech roles
- Change Requests
- SLAs