JIRA Service Desk tickets.

Tickets are usually created from this page

A screenshot of a web page

Description automatically generated

It’s split by the products and categories of questions about those products.   
Each product belongs to a team responsible for its development and maintenance. Depending on the selected category, the newly created ticket is assigned to the responsible team.

**Teams’ responsibilities**

Atlas

* Developer Portal
* API Catalog
* MissionControl

Deimos

* CloudWalker

Galatea

* Iris
* Iris-Broker
* Irix
* Chevron
* Orion

Hyperion

* Stargate
* Spacegate
* Rover

Pandora

* Horizon

Skoll

* Logging issues
* Raccoon Monitoring
* Drax Tracing

Triton

* Infrastructure
* Firewall clearance
* User Access requests
* Environment, Operation System, Kubernetes cluster request

Architects

* Questions that can’t be addressed anywhere else.

**Data provided (requested from the user) on ticket creation:**

* A short summary of the issue
* Environment:
  + Playground
  + Preprod
  + Prod
  + QA
* Hub name
* Name of the team in MissionControl
* (Optional) API usage
  + Provider
  + Consumer
* TARDIS Platform used
  + AWS
  + CaaS@DTIT
  + Cetus
  + Canis
* Full description of the issue
* (Optional) How to reproduce
* (Optional) What is the expected behavior

