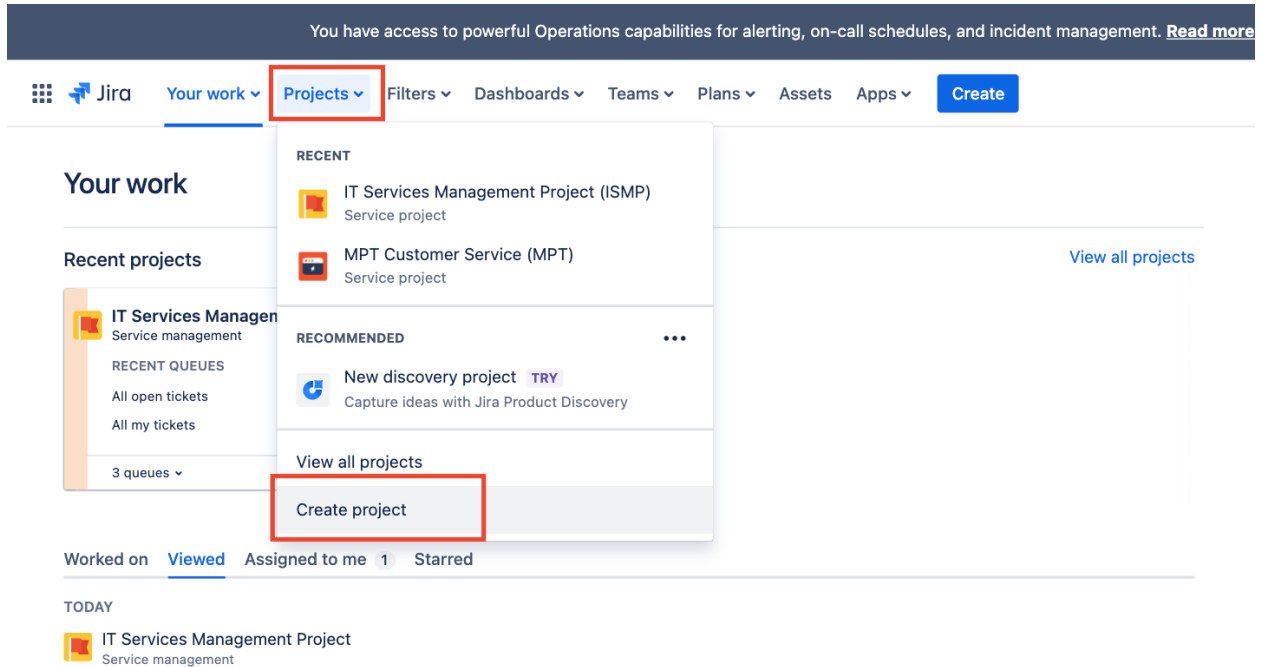


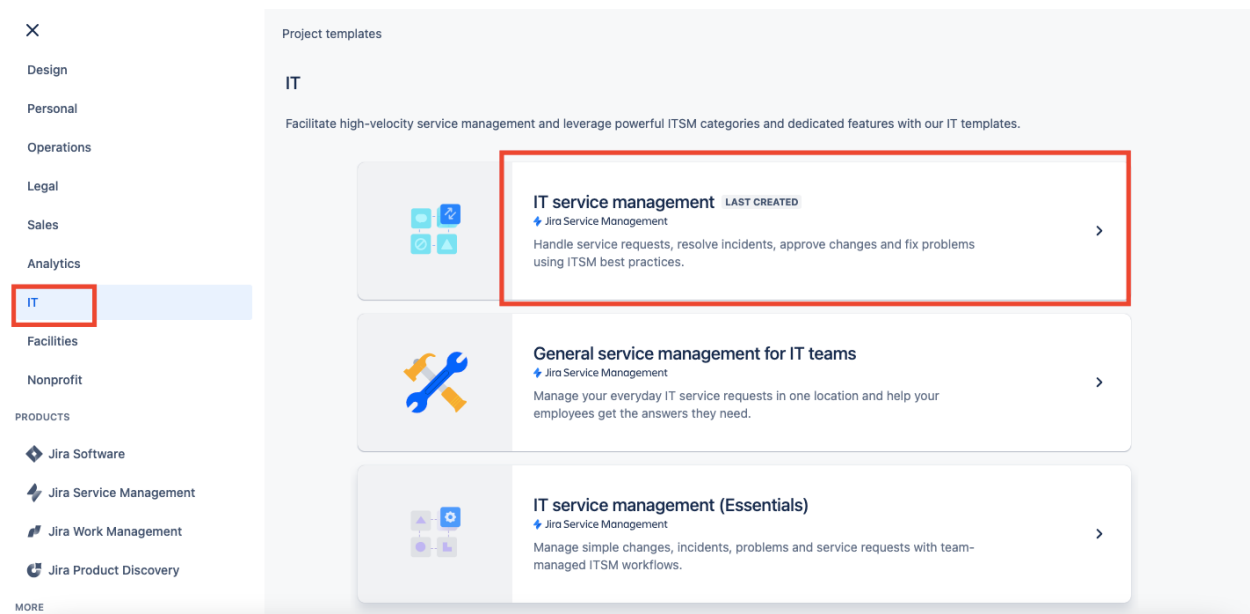
The process of creating a Jira Project and resolve a client Issue

Step 1: Create a Project

1.1.



1.2



1.3

X

Project templates

Made for you

Bundles

Software development

Service management

Work management

Product management

Marketing

Human resources

Finance

Design

Personal

Operations

Legal

Sales

Analytics



across teams to fulfill service requests faster than ever. Agents are supported by features such as bulk actions and machine learning capabilities that intelligently group similar requests.

INCIDENT REQUEST TYPES

Report a system problem

Report broken hardware

PROBLEM REQUEST TYPES

Investigate a problem

CHANGE REQUEST TYPES

Request a change

POST-INCIDENT REVIEW REQUEST TYPES

Create a post-incident review

AUTOMATIONS

- When a change request is created → then attach the default change management form
- When a deployment is completed, failed or canceled → then transition request accordingly

Use template

1.4

← Back to project templates

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.

*Indicates a required field.

Name *
MPT Customer Support Services

Key *
MCSS

Team type *
Information technology (IT)

This will help us customize your project setup experience.

Channel access *
Open

Control who can submit requests to your team.

Template [More templates](#)

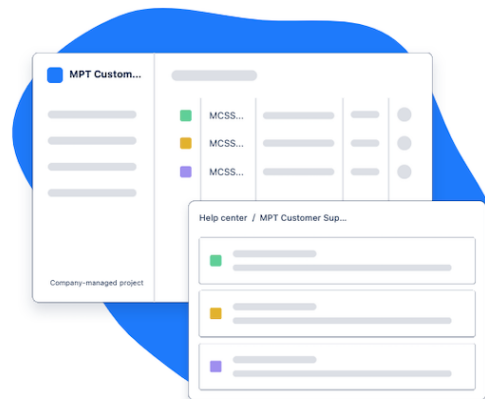
IT service management
IT Service Management
Handle service requests, resolve incidents, approve changes and fix problems using ITSM best practices.

☐ Share settings with an existing project

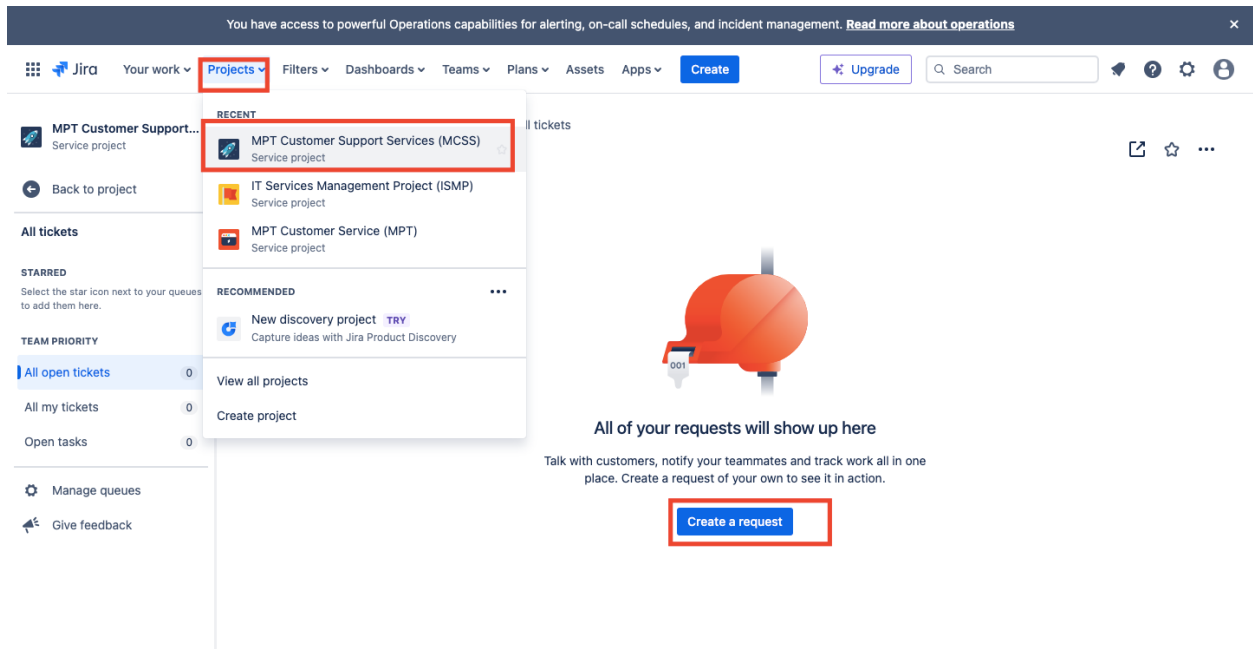
[Show more](#)

Cancel

Create project

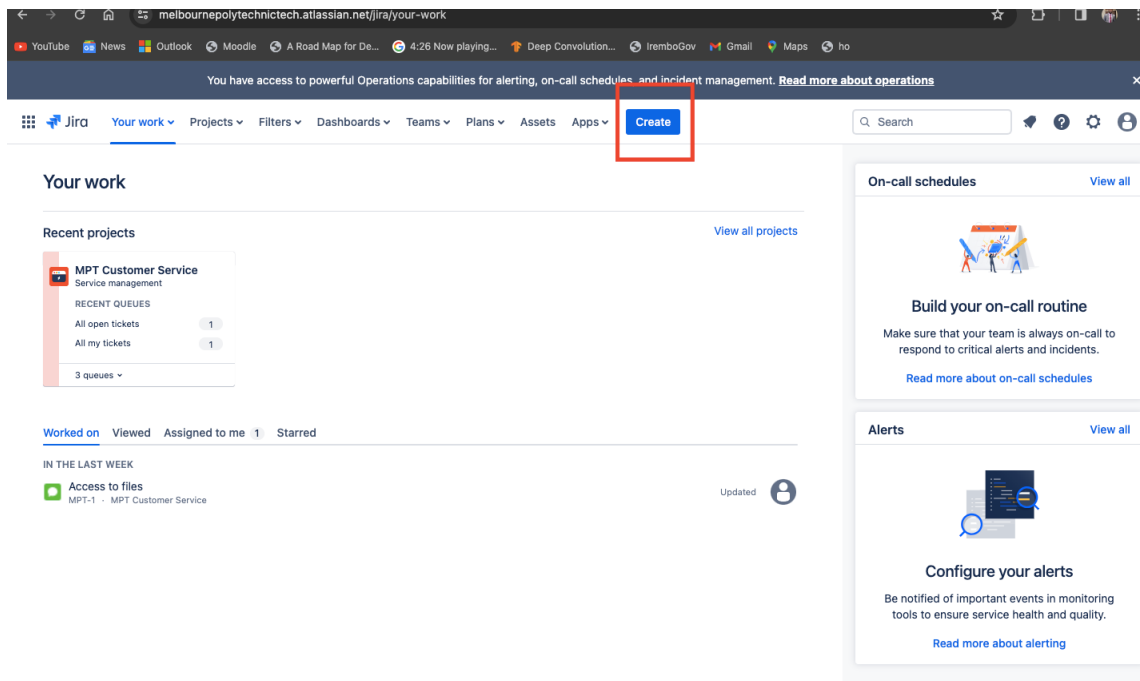


1.5



Step 2: Create an Issue

2.1



2.2

You have access to powerful Operations capabilities for alerting, on-call schedules, and incident management. [Read more about operations](#)

Create issue

Required fields are marked with an asterisk *

Project *
MPT Customer Service (MPT)

Issue type *
[System] Service request

Learn about issue types

Request type *
Fix an account problem
Having trouble accessing certain websites or system? We'll help you out.

What's this?

Use request type fields

Raise this request on behalf of *
Wang Ming

☐ Create another issue

Cancel Create

Step 3: Provide Issue Description

Jira Your work Projects Filters Dashboards Teams Plans Assets Apps Create

Projects / MPT Customer Service... / MPT-4

Wang Ming raised this request via Jira [View request in portal](#) [Hide details](#)

Description

Normal text B I ... A ...

Hi,

My name is Alex from the Business Faculty. I am not able to access my files this morning after login.

They were all ok yesterday when I left work. These are the files on our faculty drive where I have folders that I normally access using windows explorer. I could not see any drive or folders when I logged in today.

I have an exam scheduled for my students this afternoon and I need access to my files. Please help.

Save Cancel

Step 4: Click to view the request in Portal


You have access to powerful Operations capabilities for alerting, on-call schedules, and incident management

Jira Your work ▾ Projects ▾ Filters ▾ Dashboards ▾ Teams ▾ Plans ▾ Assets Apps ▾ Create

Projects / MPT Customer Service... / MPT-1

Access to files

☒ Create subtask ☒ Link issue ▾ ☒ Add form ...

 Alex Zhouyaoan raised this request via Jira [View request in portal](#) [Hide details](#)

Description

Hi,

My name is Alex from the Business Faculty. I am not able to access my files this morning after login.

They were all ok yesterday when I left work. These are the files on our faculty drive where I have folders that I normally access using windows explorer. I could not see any drive or folders when I logged in today.

I have an exam scheduled for my students this afternoon and I need access to my files. Please help.


Thanks, Alex

Step 5: View the request

Help Center

Help Center / MPT Customer Service / MPT-3

Access to my files

 Alex Zhouyaoan raised this on Today 9:25 AM [Hide details](#)

Description

Hi,

My name is Alex from the Business Faculty. I am not able to access my files this morning after login.

They were all ok yesterday when I left work. These are the files on our faculty drive where I have folders that I normally access using windows explorer. I could not see any drive or folders when I logged in today.

I have an exam scheduled for my students this afternoon and I need access to my files. Please help.

Step 6: Reply to customer, Here you can reply to the customer as much as possible in the process of resolving the issue

melbournpolytechnic.atlassian.net/jira/servicedesk/projects/MPT/queues/custom/43/MPT-4

You have access to powerful Operations capabilities for alerting, on-call schedules, and incident management. [Read more about operations](#)

Jira Your work Projects Filters Dashboards Teams Plans Assets Apps Create Upgrade Search

Back MPT-4

Normal text B I ... Canned responses

Solution to the problem:

Open Command Prompt (CMD) and type the following command,

"gpupdate/force"

This command will update the group policies used to administer user access and help you to access again your folders and files on the shared drives.

```
C:\Users>gpupdate /force
Updating Policy...
User Policy update has completed successfully.
Computer Policy update has completed successfully.
```

Waiting for support Actions

SLAs

Tomorrow 01:50 PM Time to first response within 12h

Apr 02 09:50 AM Time to resolution within 48h

Details

Assignee Unassigned Assign to me

Reporter Wang Ming

Request Type Fix an account problem

Priority Medium

Urgency None

Impact None

Save Cancel

Step 7: Finally the issue is resolved and we can see who resolved it and how

Jira Your work Projects Filters Dashboards Teams Plans Assets Apps Create Upgrade Search

Back MPT-4

Resolved

Activity

Show: All Comments History Work log Approvals Newest first

Add internal note / Reply to customer

Pro tip: press **M** to comment

Wang Ming 2 seconds ago

Solution to the problem:

Open Command Prompt (CMD) and type the following command,

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C:\Users>gpupdate /force
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User Policy update has completed successfully.
Computer Policy update has completed successfully.
```

SLAs

Tomorrow 01:50 PM Time to first response within 12h

Apr 02 09:50 AM Time to resolution within 48h

Details

Assignee Wang Ming

Reporter Wang Ming

Request Type Fix an account problem

Priority Medium

Urgency Medium

Impact Moderate / Limited

Related services Add service