**Issue Management**

**Day 7**

1. Setup your PDI as a customer instance(real world projects) with logo and theme of your choice.
2. Create Groups:
   1. “Issues Mgmt Service Desk” 🡪 This group is default group for all issues created
3. Create Roles:
   1. “issue\_mgmt\_manager” 🡪 Manager role for Sd group Manager
   2. issue\_mgmt\_worker 🡪 agents who will work on issues
   3. “issue\_mgmt\_admin” 🡪 admin of issue mgmt. app
4. List down all the components of SNOW which are captured in Update Sets and also which are not captured separately.