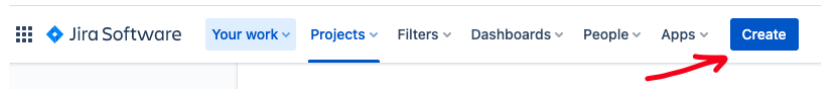


Jira creation for Support

The Jira system can be accessed in several ways, including [this](#) location. On any screen of Jira, click the blue **Create** button on the top.



Customer RCA request

To create a RCA Jira ticket follow [Internal R&D RCA and Continuous Improvement Process](#)

Note:

In most cases the RCA will be in addition to the Jira Product Issue.

The objective of the RCA request is to deliver the RCA on time.

i For **Azure** we always need a RED or MOD ticket associated with the RCA ticket.

Product issue

If the customer is facing an issue from an existing Jira:

1/ Add the customer name and 2/ possibly modify the impact score.

When opening a new Jira ticket (following a customer incident with a Zendesk ticket or not), mind with extra care the following guidelines for each field:

1. Project

- a. RED - Redis issue (Redislabs).
- b. MOD - Redis Modules.
- c. DOC - Documentation.
- d. RDSC - Redis Data Integration (RDI)

2. Issue Type

- a. Bug - In case a bug was found
 - * Improvements / New feature - should go through the [New Feature Request process](#). *

3. Status

Leave default (To Do).

4. Summary

Describe the symptom, and be relevant, specific, and accurate. (no speculations or assumptions). **Azure**: Include cache name & region & link to RedisLinks page if available

5. Assignee

Leave default (Automatic).

6. Severity

Describe the impact on the **customer**:

(0) Very High - A critical incident with a very high impact.

(1) High - An incident that can become a major if not quickly addressed.

(2) Medium - A minor incident with low impact.

(3) Low - Bugs or support issues that don't impact product usability, A support request that irritates a customer but does not impact overall system function.

You can also refer to this [page](#) for help.

Severity	Cases	Description	Examples
0 Very High	<ul style="list-style-type: none"> Complete Availability loss - endpoint is not responding - clients can't connect at all Client disconnects, continuously Stuck state machine Critical security issue/vulnerability 	<p>A critical incident with very high impact</p> <ul style="list-style-type: none"> Highest severity should be handled via the production events procedure (see above) Once the production issue has been handled, the resulting bug is to be handled by this process. 	<ul style="list-style-type: none"> Endpoint is not responding - clients can't connect at all
1 High	<ul style="list-style-type: none"> Risk for data loss Upgrade failure Cross clusters investigation Latency increase System alert that activated the R&D on-call procedure 	<p>An incident with the potential to become a major incident if not quickly addressed</p>	<ul style="list-style-type: none"> Endpoint availability is unstable (need to define benchmark) - average latency has persistently and significantly increased vs. baseline for that usecase (degradation of service)
2 Medium	<ul style="list-style-type: none"> Usability of specific features RCA for a cluster failure / bug Enhancing supportability (more impactful)* 	<p>A minor incident with low impact</p>	
3 Low	<ul style="list-style-type: none"> An applicable workaround exists Cosmetic bugs (e.g. typo) Enhancing supportability (less impactful)* 	<p>A support request that's irritating a customer but does not impact overall system function</p> <p>Bugs or support issues that don't impact product usability</p>	

7. **Data unavailable, Data loss, Downtime**
Choose yes/no. Those fields affect the ticket's CS rank.
8. **Major Prod Channel**
in case of a Major prod event, please add the **link** to the relevant Slack channel
9. **Event Status** - in case of a Major prod event, please select the status (is there any WA implemented or leave blank)
10. **Workaround** - for any bug if we have a WA, please detail the WA in a few words and specify if this is a complicated or simple implementation.
11. **Metrics** - add a link to Grafana
12. **Sprint, Epic Link**
Leave blank.
13. **Component**
This field directs RED (Redislabs) issues to the appropriate team: Cluster, DMC, CRDB, RCP, SM etc. MOD (Redismodules) tickets have a similar field named **Components**.
14. **Environment**
If the ticket was generated from customer issues (no matter which customer's env.), always select **Production**. Other environments are only for internal tests or QA.
15. **Description & Attachment**
Be informative and add as much data as possible (screenshots, logs, deployment configuration, symptoms), reproduction steps, and other relevant information. **Please include the customer expectations (Fix/RCA/else)**
16. **Priority**
Leave the default (Medium) to be edited by the product manager later (after [triage](#)). This field describes the impact on the product and not the customer(s).
17. **Labels**
add label **"CS"** / **"Support"** (as written here) accordingly. Additional labels may be added if needed.
If you think the issue could be caught with e2e tests, add the **"e2e_ta_coverage"** label.
A Azure (ACRE/AMR):
Include **Azure-Integration**, and **AMR** or **ACRE** as appropriate. Also include **Azure_RCA_req** if an RCA is needed from R&D.
18. **Reported Version/Build** - always add the reported versions (it can be more than one separate them with commas like 7.2.4, 6.0.2, 9.9.9 etc.)
19. **Affected Organizations**
select the customer name(s) from the dropdown list (this field replaces the old **"Seen by Customer/s"** field).
20. **Zendesk ID**
insert the ZD ticket ID (or IcM incident for AMR) (numbers **only, not the URL or letters**). **As this is still a free text field, it is highly important to be accurate when inserting the ticket ID.** Copy+Paste is advised.
21. **Impact Score**
Based on all the info you provided, calculate the ticket's **impact score** for prioritization.
Used this document to compute it [Support Impact score computation](#)
Enter the impact score on the right section and the computation breakdown screenshot in a comment.
For instance:

Jira	Last update	Impact & Severity Max 38	Customer ARR Max 15	SLA Breach Max 8	Frequency Max 16	Workaround Max 15	RCA Action Item Max 8	Support Multiplier (optional) 0-15%	Account Multiplier (optional) 0-15%	Impact Score
RED-140077	4/2/2025	16	10	0	8	10	0	0%	0%	44

The **Impact Score** algorithm is described [here](#).

Azure RCA Incident Description

For all **A Azure** (ACRE or AMR) Jiras, once the Jira is saved, fill in the RCA field 0 - Incident short description:

```
1 | -----  
2 | 0. Incident short description:
```

This is the only description that Azure has to go on in automated Jira reports aside from the title, so it greatly helps with communication to have this populated from the onset, even without having other RCA details yet.