

GSD. How to handle issues with already migrated Jira

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General Information:

Possible symptoms/errors:

FME User reports an issue with one of the Jira applications:

JIRA - FME Onboarding JIRA DCJIRA - FDT EXT JIRA DCFNC EXT Jira DCFNC EXT Jira DC – dbJira

FME QREM - CAPA ManagementJIRA - FME HR OperationsDockerized FME HR Operations

JIRAJIRA - FME Global Labor Law (GLL) Dockerized FME Global Labor Law JIRAJIRA - FME

ComplianceDockerized FME Compliance JIRA

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

1. The following JIRA applications have been already migrated:

JIRA - FME Onboarding JIRA DCJIRA - FDT EXT JIRA DCFNC EXT Jira DCFNC EXT Jira DC – dbJira

FME QREM - CAPA ManagementJIRA - FME HR OperationsDockerized FME HR Operations

JIRAJIRA - FME Global Labor Law (GLL)Dockerized FME Global Labor Law JIRAJIRA - FME

ComplianceDockerized FME Compliance JIRA

2. In case of any issues or questions related to any of the above mentioned Jira applications, assign ticket to Ext_WW_BXS-JIRA_SLS_Capgemini with necessary info:

Name of affected user E-Mail Affected URL Error message Browser (Name, Version) Location/region/time zone Connection type (LAN/Wi-Fi /VPN/ Other)

Assignment Group:

Ext_WW_BXS-JIRA_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A