JIRA & Confluence Access details

Article ID: KB0029920
Created: 2023-10-03 13:01:59
Updated: 2023-10-03 13:02:26
Author: {'link':
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Purpose:

Follow this procedure when a user report that

Need Jira and confluence access

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Details/Scenarios/Notes

The access requests for Jira or Confluence applications must be submitted on ServiceNow.

Troubleshooting Process

1.

New User Jira and Confluence Access

To add a new access to Jira and Confluence, create a ServiceNow incident with the following information:

User's e-mail addressEmployee IDAssignment GroupMention Jira or Confluence access

Scenario 1:   The helpdesk may add the group in Okta from the ServiceRequest. No eAccess request required. Adding the group in Okta will provide the access needed. Any problems with the setup should be escalated to Hardeep Saini (JIRA – QA) and Thomas Forgues (Okta).

Jira okta group : Okta_Jira_Prod_UsersConfluence okta group : Okta_ Confluence_Prod_Users

Scenario 2: Once a user has been added to the JIRA and Confluence applications, Project Managers may add users to their Jira and Confluence projects. No ServiceNow ticket is needed.

Web link :

Link to navigate to JIRA site: https://fresenius.atlassian.net/secure/Dashboard.jspaOnce you click on above link you will see the below screen.Click on the "Arrow" as shown in the below picture in order to reach to the login page

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

Incident Classification Requirements

Category

Identity & Access

Subcategory

Facility Access

Service

Jira

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent)

Resolution Category

Identity & Access

Resolution Subcategory

Facility Access

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-ADEX-IT QA Support - L2

Published by

DTI-EUX-HCL-HelpDesk-L1