

GSD. Intranet – How to handle Jira Issues

Article ID: KB0039768

Created: 2024-12-19 14:03:34

Updated: 2024-12-19 14:03:34

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/76b39008c3ca1a100acd3300150131e5',

'value': '76b39008c3ca1a100acd3300150131e5'}

General Information:

Possible symptoms/errors:

Jira issues

Alternative names of the system:

Jiraintranet

IMPORTANT NOTICE:

N/A

Solution:

Authorized User guidance to Confluence Jira HelpCenter or E-Mail support is the only scope of SD. In case of other issues, refer to Logging the ticket section.

Logging the ticket:

In case of issues like:

Access issuesAccount issuesContent issues

,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