Jira Service Management access guide for external users

Contents

Document version

Version	Description	Resp.	Date
0.1	Draft version	KHR	20/11-2023
1.0	Released version	KHR	7/12-2023
1.1	Added login web address to section 3	KHR	8/1-2024
1.2	Added Fields section	MOC	25/2-2024

1   Introduction

This document is intended for guiding external users to RTX Jira service management portal.

2   Activation using invitation mail.

1. Review that the invitation mail is from the correct sender and press "Accept invitation" (Figure 1 shows an example of the invitiation mail).
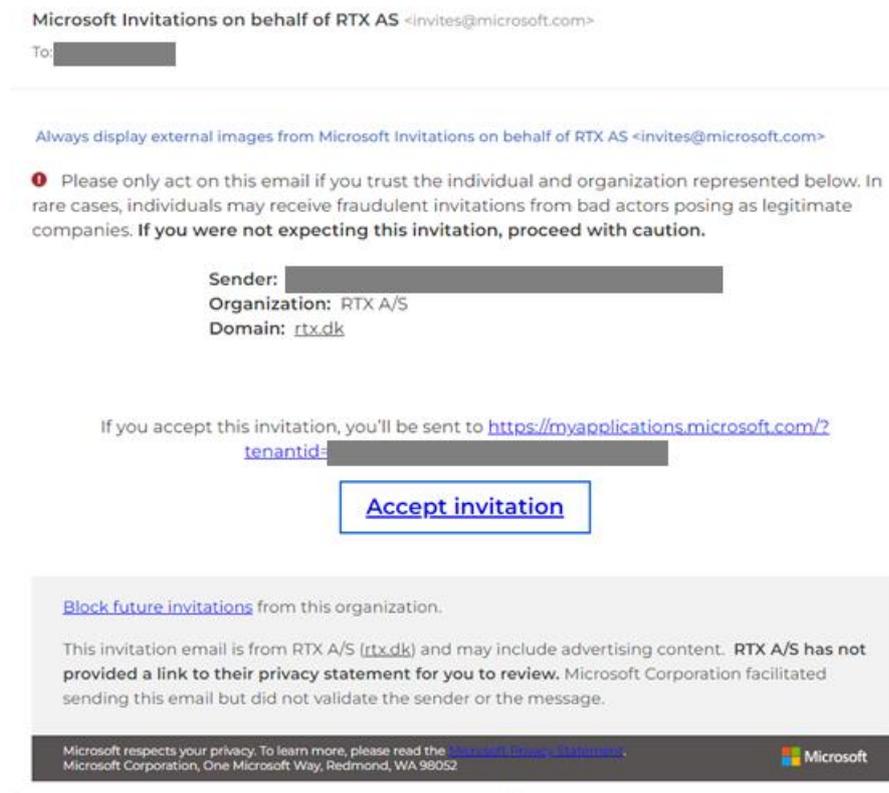
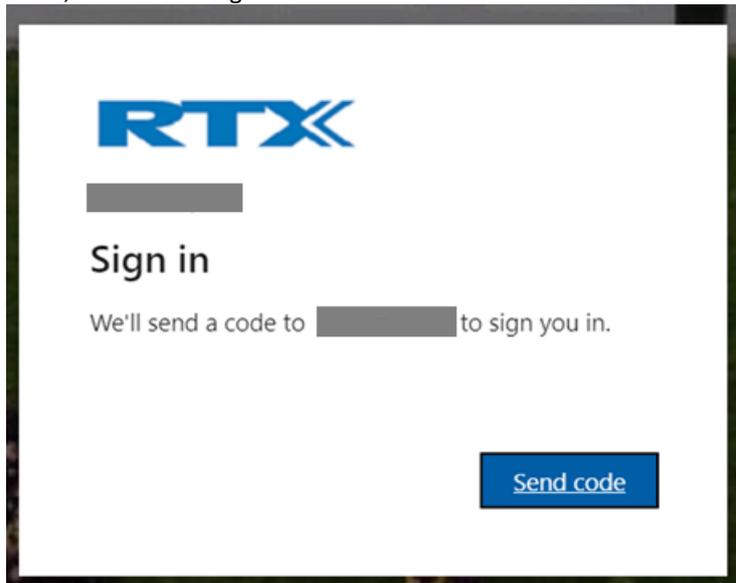2. Press "Send code", as shown in Figure 2.

Figure 2. Microsoft access activation "Send code"

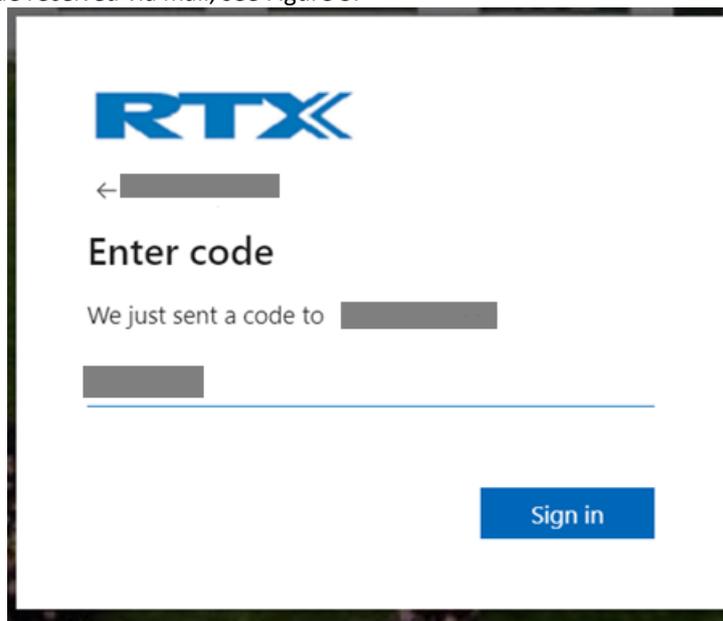3. Enter the code received via mail, see Figure 3.

Figure 3. Microsoft access activation "Enter code"

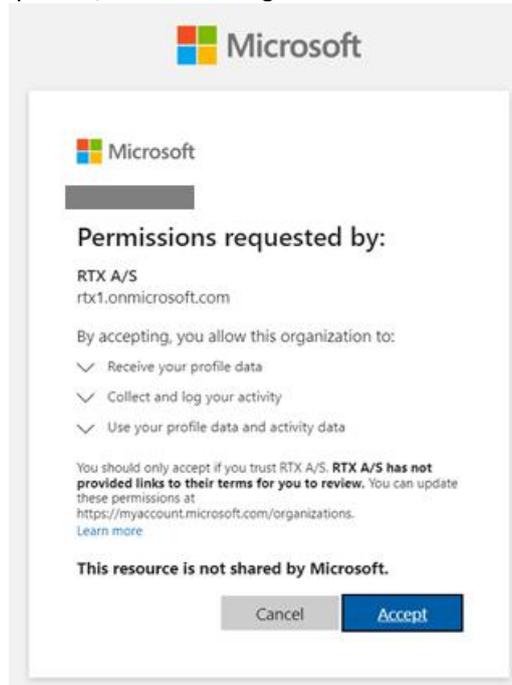4. Confirm permissions requested, as shown in Figure 4.

Figure 4. Microsoft access permissions requested.

5. Access has now been created by Microsoft system to the Atlassian Cloud (see Figure 5). Next step is to access the Jira service management, the browser page "myapplications.microsoft.com" can now be closed.
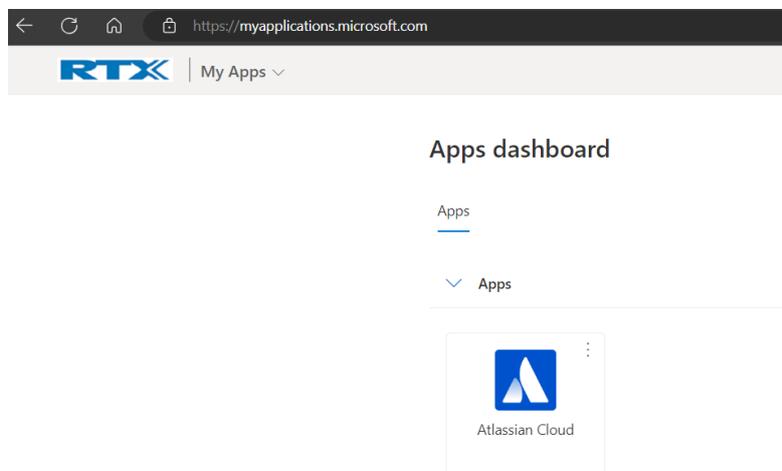

Figure 5. My applications Microsoft page.

6. Open browser and enter the following web address: https://rtx-as.atlassian.net/, enter the same mail address as the Microsoft invitation mail was sent to, as shown in Figure 6 and select "Continue"
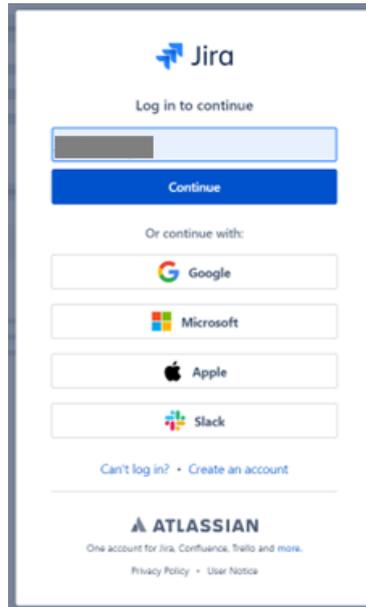

Figure 6. Atlassian login page.

7. A verification mail is now being sent as shown in Figure 7
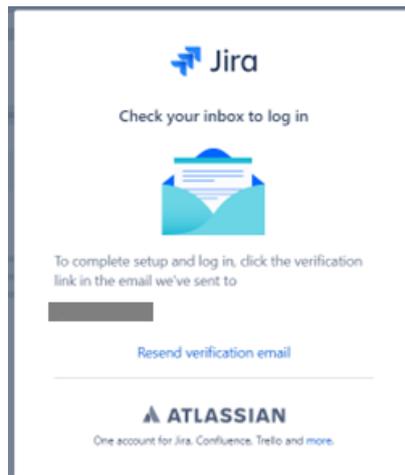

Figure 7. Atlassian verification mail

8. Select "Verify your email" in the mail received, see Figure 8 for example.
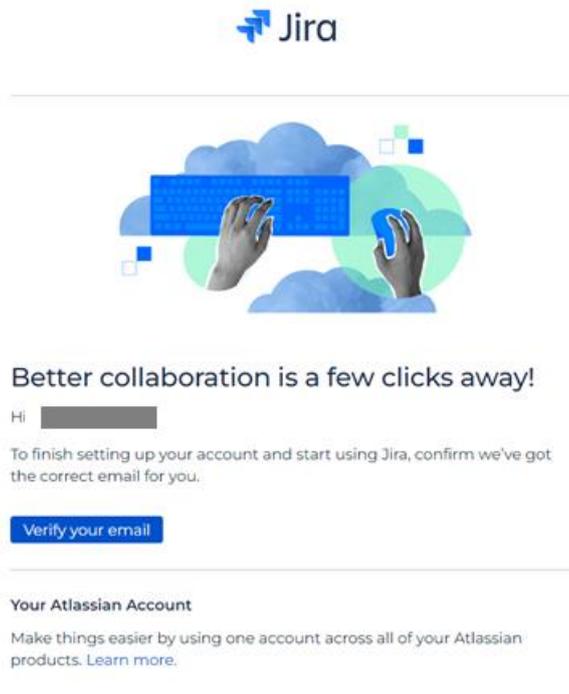

Figure 8. Mail received in inbox.

9. Enter the password you wish for the jira account.

Figure 9. Create password for the Jira account.

10. Next pages are Jira specific pages, these can be skipped.

Tell us a bit about yourself

This helps us personalise your experience.

Figure 10. Jira personalization, can be skipped.

3 Using Jira ticket system

Login using web address: https://rtx-as.atlassian.net/.

3.1 Creating a new issue

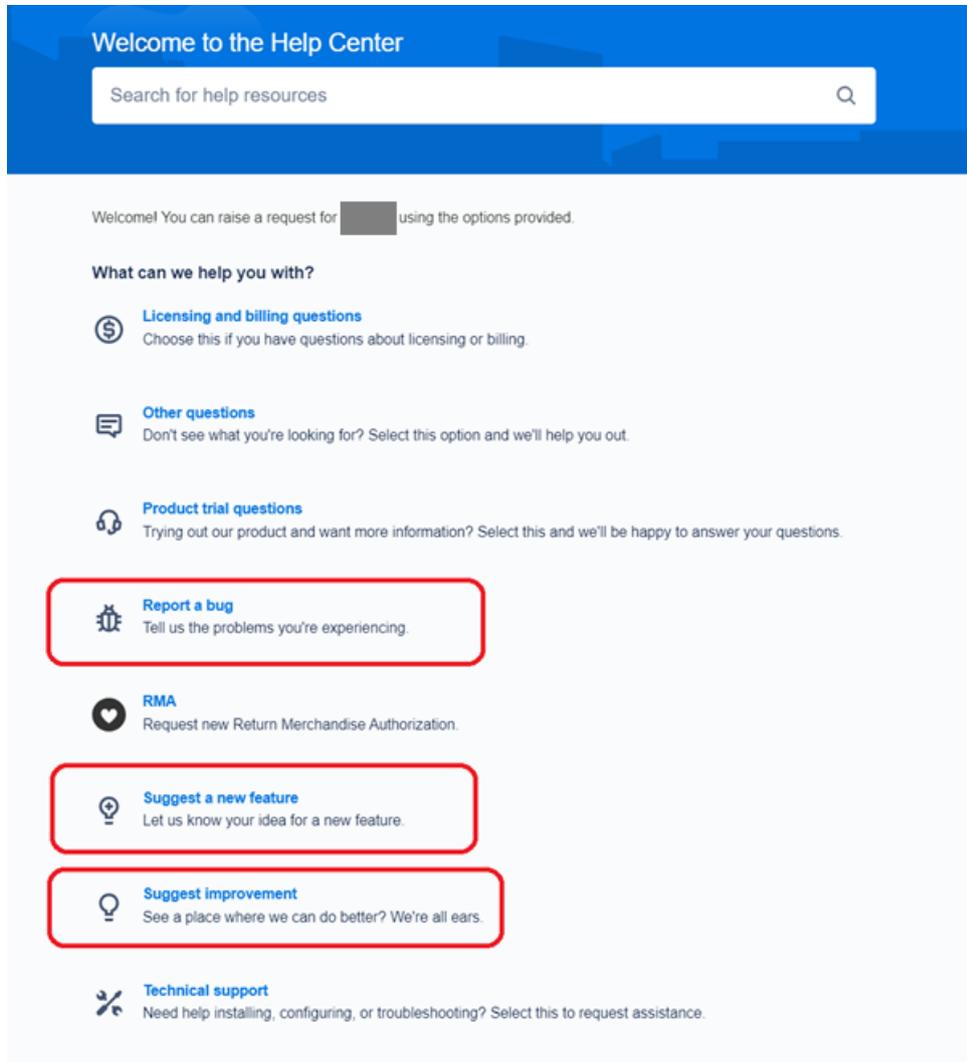You will mostly be using the request types highlighted in red.

Figure 11. Create new tickets

3.2 Finding previous issues

Navigate to top right corner and select "Requests" and All (as shown in Figure 12).
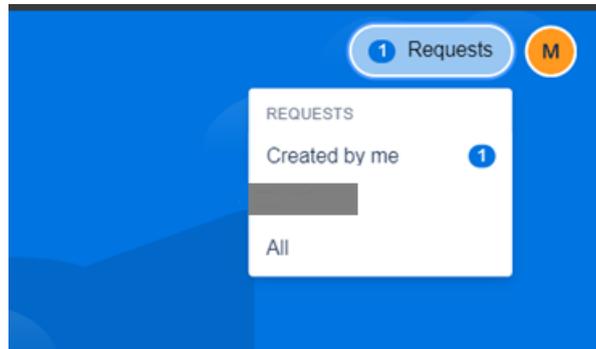

Figure 12. Previous requests are located in top right corner.

The "Requests" view lists all items created over time and their current status, by default only the open items are shown. This can be changed in the Status field.
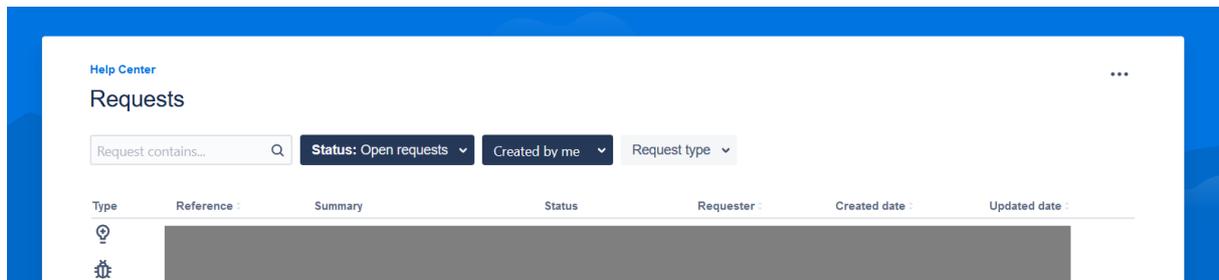

Figure 13. Request list with all items, by default only the open items are shown.

3.3 Fields

This section explains important fields in the RTX Jira Service Management Portal.

3.3.1 Description

This field is mandatory for all request types and describes the details of the request. It is important to provide all the necessary details on a request for RTX to work as efficiently as possible.

For the "Report a bug" request type, it is especially important to provide all the below details/files for RTX to reproduce an issue in the laboratory:
- Versions for all RTX products used in the affected system.
- Versions for all non-RTX products used in the affected system.
- Access to non-RTX products used in the affected system.
- Detailed steps to reproduce the issue.
- Configuration of the system, including network infrastructure. For DECT base stations, the configuration file should be provided.
- Logs and access to syslog server files.
- Traces of network traffic when the issue occurs.

Figure 14. Description field may have different headers depending on the request type.

3.3.2 Importance

This field is mandatory for all request types and represents the customer's view on importance of the request. RTX will not change the value of this field.

Figure 15. Importance field.

3.3.3 Severity

This field is optional for the "Report a bug" request type and is a suggestion to how severe an issue is. Therefore, it is also an indication of how urgent a workaround and resolution are needed.
RTX will set the value of this field, if missing.
RTX may change the value of this field to comply with the SLA agreement, and downgrade it once a workaround has been provided.

Figure 16. Severity field.

3.3.4 Business Case

This field is mandatory for the "Request a new feature" and "Suggest improvement" request types and helps RTX prioritize the request.

Figure 17. Business Case field.

3.3.5 Fix versions

This field is optional for the "Report a bug", "Request a new feature" and "Suggest improvement" request types and can be used to request the solution for specific SW versions.

RTX will set the values of this field, if missing, as planning progresses.

RTX may change the values of this field as planning progresses.
Some fix versions may not be available for selection on the time of request creation.
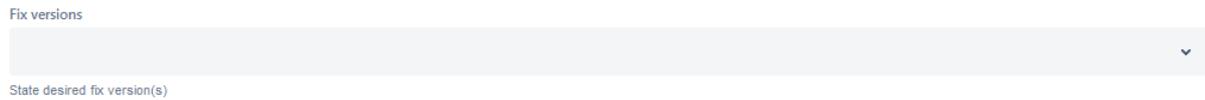
3.3.6   Share with

This field is mandatory for all request types.

Options are:
No one: You only share this request with RTX.
Share with "My organization": You share this request with all users from your organization, who are added to the RTX Jira Service Management system.
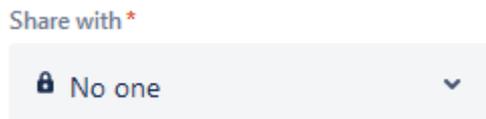

Figure 19. Share with field.

Once a request has been created, you can add more users from your organization to participate on a request by using the "+ Share" option.

Figure 20. Share with additional users option.

If users are missing, please contact your RTX Service Manager.