Project: ITSM

EXPERIMENTAL

Configuration

ⓘ Project Details

Name: **ITSM**

Project Lead: **Admin Full Name (admin)**

Project type: ⊙ **Service**

Project category:

URL:

Description:

Key: ITSM

Id: 10000

Archived: NO

ⓘ Customer Portal details

Portal Id: 1

Name: **ITSM**

Introduction text:

> Welcome! You can raise a ITSM request from the options provided.

Show the search bar on this customer portal: **No**

Allow comment reactions on the customer portal for this project: **No**

Customer permissions

Can agents add announcements to this portal?: **No, only Jira or Project administrators can add announcements to this portal**

Who can raise requests?: **Customers who have an account on this Jira site**

Who can customers share requests with?: **Other customers in their organization**

Can customers vote for requests in the Customer Portal?: **No, customers can't vote in the portal**

Customer satisfaction

Collect customer satisfaction feedback: **Yes**

Question: **How was our service for this request?**

ⓘ Summary of project configuration

Issue Type	Workflow	Field configuration	Screen
✅ Task	ITSM: Jira Service Management default workflow	Jira Service Management Field Configuration for Project ITSM	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen
🟢 Service Request	ITSM: Service Request Fulfilment workflow for Jira Service Management	Jira Service Management Field Configuration for Project ITSM	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen
🔷 Sub-task	ITSM: Jira Service Management default workflow	Jira Service Management Field Configuration for Project ITSM	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen
🔲 Incident	ITSM: Incident Management workflow for Jira Service Management	Jira Service Management Field Configuration for Project ITSM	ITSM: Jira Service Management: Incident View/Edit Screen
⊘ Problem	ITSM: Problem Management workflow for Jira Service Management	Jira Service Management Field Configuration for Project ITSM	ITSM: Jira Service Management: Problem View/Edit Screen
🟪 Change	ITSM: Change Management workflow for Jira Service Management	Jira Service Management Field Configuration for Project ITSM	ITSM: Jira Service Management: Change View/Edit Screen
🟪 Service Request with Approvals	ITSM: Service Request Fulfilment with Approvals workflow for Jira Service Management	Jira Service Management Field Configuration for Project ITSM	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen

Configuration	Details
Issue types Scheme	ITSM: Jira Service Management Issue Type Scheme
Workflow Scheme	Jira Service Management IT Support Workflow Scheme generated for Project ITSM
Issue Type Screen Scheme	ITSM: Jira Service Management Issue Type Screen Scheme
Field Configuration Scheme	Jira Service Management Field Configuration Scheme for Project ITSM
Priority scheme	ITSM - Jira Service Management Priority Scheme
Permission Scheme	Jira Service Management Permission Scheme for Project ITSM
Issue Security Scheme	None
Notification Scheme	Default Notification Scheme
Components	Total: 16
Versions	Total: 2

Menu

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- **Priorities**
- **Workflows**
- **Issue Type Screens**

- **Components**
- **Versions**
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Issue Types

ⓘ **ITSM: Jira Service Management Issue Type Scheme** (Id: 10301)

Description: This Jira Service Management Issue Type Scheme was generated automatically

Id	Type	Default	Icon	Name	Description
10105	STANDARD	NO	☑️	Task	A task that needs to be done.
10101	STANDARD	NO	🟩	Service Request	Created by Jira Service Management.
10106	SUB-TASK	NO	🔷	Sub-task	The sub-task of the issue
10100	STANDARD	NO	🟥	Incident	For system outages or incidents. Created by Jira Service Management.
10104	STANDARD	NO	🚫	Problem	Track underlying causes of incidents. Created by Jira Service Management.
10103	STANDARD	NO	🟪	Change	Created by Jira Service Management.
10102	STANDARD	NO	🟪	Service Request with Approvals	For requests that require approval. Created by Jira Service Management

Priorities

ⓘ **ITSM - Jira Service Management Priority Scheme** (Id: 10303)

Description:

Id	Icon	Default	Name	Description	Color
10000	🔴	NO	Blocker	The problem will block progress.	🟥
2	🔺	NO	High	Serious problem that could block progress.	🟥
3	🟰	NO	Medium	Has the potential to affect progress.	🟧
4	🔽	NO	Low	Minor problem or easily worked around.	⬛
10001	⚪	NO	Minor	Trivial problem with little or no impact on progress.	⬜

Workflows

ⓘ **Jira Service Management IT Support Workflow Scheme generated for Project ITSM** (Id: 10100)

Description: This Jira Service Management IT Support Workflow Scheme was generated for Project ITSM

Workflow	Issue Types
📄 ITSM: Service Request Fulfilment with Approvals workflow for Jira Service Management	🟪 Service Request with Approvals
📄 ITSM: Problem Management workflow for Jira Service Management	🚫 Problem
📄 ITSM: Service Request Fulfilment workflow for Jira Service Management	🟩 Service Request
📄 ITSM: Incident Management workflow for Jira Service Management	🟥 Incident
📄 ITSM: Jira Service Management default workflow	☑️ Task 🔷 Sub-task
📄 ITSM: Change Management workflow for Jira Service Management	🟪 Change

Issue Type Screens

ⓘ **ITSM: Jira Service Management Issue Type Screen Scheme** (Id: 10000)

Description: This Jira Service Management Issue Type Screen Scheme was generated automatically

Issue Types	Screen Scheme Id	Screen Scheme Name
Default	10000	ITSM: Jira Service Management Screen Scheme
🔷 Sub-task	10004	ITSM: Jira Service Management: Request Fulfilment Screen Scheme
🟩 Service Request	10004	ITSM: Jira Service Management: Request Fulfilment Screen Scheme
🟥 Incident	10002	ITSM: Jira Service Management: Incident Management Screen Scheme
🟪 Change	10001	ITSM: Jira Service Management: Change Management Screen Scheme

🟪 Service Request with Approvals	10004		ITSM: Jira Service Management: Request Fulfilment Screen Scheme
☑️ Task	10004		ITSM: Jira Service Management: Request Fulfilment Screen Scheme
🚫 Problem	10003		ITSM: Jira Service Management: Problem Management Screen Scheme

Screen Schemes

ⓘ ITSM: Jira Service Management Screen Scheme (Id: 10000)

Description: This Jira Service Management Issue Type Screen Scheme was generated automatically

Operation Id	Issue Operation	Screen Id	Screen Name
N/A	Default	10000	ITSM: Jira Service Management Screen

ⓘ ITSM: Jira Service Management: Request Fulfilment Screen Scheme (Id: 10004)

Description: This Jira Service Management Issue Type Screen Scheme was generated automatically

Operation Id	Issue Operation	Screen Id	Screen Name
N/A	Default	10007	ITSM: Jira Service Management: Request Fulfilment Create Issue Screen
0	Create Issue	10007	ITSM: Jira Service Management: Request Fulfilment Create Issue Screen
1	Edit Issue	10008	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen
2	View issue	10008	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen

ⓘ ITSM: Jira Service Management: Request Fulfilment Screen Scheme (Id: 10004)

Description: This Jira Service Management Issue Type Screen Scheme was generated automatically

Operation Id	Issue Operation	Screen Id	Screen Name
N/A	Default	10007	ITSM: Jira Service Management: Request Fulfilment Create Issue Screen
0	Create Issue	10007	ITSM: Jira Service Management: Request Fulfilment Create Issue Screen
1	Edit Issue	10008	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen
2	View issue	10008	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen

ⓘ ITSM: Jira Service Management: Incident Management Screen Scheme (Id: 10002)

Description: This Jira Service Management Issue Type Screen Scheme was generated automatically

Operation Id	Issue Operation	Screen Id	Screen Name
N/A	Default	10003	ITSM: Jira Service Management: Incident Create Issue Screen
0	Create Issue	10003	ITSM: Jira Service Management: Incident Create Issue Screen
1	Edit Issue	10004	ITSM: Jira Service Management: Incident View/Edit Screen
2	View issue	10004	ITSM: Jira Service Management: Incident View/Edit Screen

ⓘ ITSM: Jira Service Management: Change Management Screen Scheme (Id: 10001)

Description: This Jira Service Management Issue Type Screen Scheme was generated automatically

Operation Id	Issue Operation	Screen Id	Screen Name
N/A	Default	10001	ITSM: Jira Service Management: Change Create Issue Screen
0	Create Issue	10001	ITSM: Jira Service Management: Change Create Issue Screen
1	Edit Issue	10002	ITSM: Jira Service Management: Change View/Edit Screen
2	View issue	10002	ITSM: Jira Service Management: Change View/Edit Screen

ⓘ ITSM: Jira Service Management: Request Fulfilment Screen Scheme (Id: 10004)

Description: This Jira Service Management Issue Type Screen Scheme was generated automatically

Operation Id	Issue Operation	Screen Id	Screen Name
N/A	Default	10007	ITSM: Jira Service Management: Request Fulfilment Create Issue Screen
0	Create Issue	10007	ITSM: Jira Service Management: Request Fulfilment Create Issue Screen
1	Edit Issue	10008	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen
2	View issue	10008	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen

ⓘ ITSM: Jira Service Management: Request Fulfilment Screen Scheme (Id: 10004)

Description: This Jira Service Management Issue Type Screen Scheme was generated automatically

Operation Id	Issue Operation	Screen Id	Screen Name
N/A	Default	10007	ITSM: Jira Service Management: Request Fulfilment Create Issue Screen
0	Create Issue	10007	ITSM: Jira Service Management: Request Fulfilment Create Issue Screen
1	Edit Issue	10008	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen
2	View issue	10008	ITSM: Jira Service Management: Request Fulfilment View/Edit Screen

ⓘ **ITSM: Jira Service Management: Problem Management Screen Scheme** (Id: 10003)

Description: This Jira Service Management Issue Type Screen Scheme was generated automatically

Operation Id	Issue Operation	Screen Id	Screen Name
N/A	Default	10005	ITSM: Jira Service Management: Problem Create Issue Screen
0	Create Issue	10005	ITSM: Jira Service Management: Problem Create Issue Screen
1	Edit Issue	10006	ITSM: Jira Service Management: Problem View/Edit Screen
2	View issue	10006	ITSM: Jira Service Management: Problem View/Edit Screen

Screens

🗒 ITSM: Jira Service Management Screen (Id: 10000)

Tabs:	Default

Fields:	Summary (summary)
	Issue Type (issuetype)
	Reporter (reporter)
	Component/s (components)
	Attachment (attachment)
	Due Date (duedate)
	Description (description)
	Linked Issues (issuelinks)
	Assignee (assignee)
	Priority (priority)
	Labels (labels)
	Request participants (10003)
	Approvers (10101)
	Organizations (10004)

🗒 ITSM: Jira Service Management: Request Fulfilment Create Issue Screen (Id: 10007)

Tabs:	Default

Fields:	Summary (summary)
	Issue Type (issuetype)
	Reporter (reporter)
	Component/s (components)
	Attachment (attachment)
	Description (description)
	Linked Issues (issuelinks)
	Assignee (assignee)
	Priority (priority)
	Labels (labels)
	Request participants (10003)
	Approvers (10101)
	Organizations (10004)

🗒 ITSM: Jira Service Management: Request Fulfilment View/Edit Screen (Id: 10008)

Tabs:	Default

Fields:	Summary (summary)
	Issue Type (issuetype)
	Reporter (reporter)
	Component/s (components)
	Attachment (attachment)
	Description (description)
	Linked Issues (issuelinks)
	Assignee (assignee)
	Priority (priority)
	Labels (labels)
	Request participants (10003)
	Approvers (10101)
	Organizations (10004)
	Impact (10102)
	Urgency (10108)
	Pending reason (10109)
	Product categorization (10110)
	Operational categorization (10111)

🗒 ITSM: Jira Service Management: Incident Create Issue Screen (Id: 10003)

Tabs:	Default

Fields:	Summary (summary)
	Issue Type (issuetype)
	Reporter (reporter)
	Component/s (components)
	Attachment (attachment)
	Description (description)

Description (description)
Linked Issues (issuelinks)
Assignee (assignee)
Priority (priority)
Labels (labels)
Request participants (10003)
Approvers (10101)
Organizations (10004)
Impact (10102)
Urgency (10108)
Product categorization (10110)
Operational categorization (10111)
Source (10112)

📄 ITSM: Jira Service Management: Incident View/Edit Screen (Id: 10004)

Tabs: Default

Fields: Summary (summary)
Issue Type (issuetype)
Reporter (reporter)
Component/s (components)
Attachment (attachment)
Description (description)
Linked Issues (issuelinks)
Assignee (assignee)
Priority (priority)
Labels (labels)
Request participants (10003)
Approvers (10101)
Organizations (10004)
Impact (10102)
Urgency (10108)
Product categorization (10110)
Operational categorization (10111)
Pending reason (10109)
Source (10112)

📄 ITSM: Jira Service Management: Change Create Issue Screen (Id: 10001)

Tabs: Default

Fields: Summary (summary)
Issue Type (issuetype)
Reporter (reporter)
Component/s (components)
Attachment (attachment)
Description (description)
Linked Issues (issuelinks)
Assignee (assignee)
Priority (priority)
Labels (labels)
Request participants (10003)
Approvers (10101)
Organizations (10004)
Change type (10103)
Change start date (10106)
Change completion date (10107)
Impact (10102)
Urgency (10108)
Change risk (10104)
Change reason (10105)
Change managers (10113)
CAB (10114)

📄 ITSM: Jira Service Management: Change View/Edit Screen (Id: 10002)

Tabs: Default

Fields: Summary (summary)
Issue Type (issuetype)
Reporter (reporter)
Component/s (components)
Attachment (attachment)
Description (description)
Linked Issues (issuelinks)
Assignee (assignee)
Priority (priority)
Labels (labels)
Request participants (10003)
Approvers (10101)
Organizations (10004)
Impact (10102)
Urgency (10108)
Change type (10103)
Change reason (10105)
Change risk (10104)
Change start date (10106)
Change completion date (10107)
CAB (10114)
Pending reason (10109)

📄 ITSM: Jira Service Management: Problem Create Issue Screen (Id: 10005)

Tabs: Default

Fields: Summary (summary)
Issue Type (issuetype)
Reporter (reporter)
Component/s (components)
Attachment (attachment)
Description (description)
Linked Issues (issuelinks)
Assignee (assignee)

Priority (priority)
Labels (labels)
Request participants (10003)
Approvers (10101)
Organizations (10004)
Impact (10102)
Urgency (10108)
Source (10112)
Investigation reason (10115)
Product categorization (10110)
Operational categorization (10111)
Pending reason (10109)
Root cause (10116)
Workaround (10117)

⊞ ITSM: Jira Service Management: Problem View/Edit Screen (Id: 10006)

Tabs:	Default

Fields:	Summary (summary)
	Issue Type (issuetype)
	Reporter (reporter)
	Component/s (components)
	Attachment (attachment)
	Description (description)
	Linked Issues (issuelinks)
	Assignee (assignee)
	Priority (priority)
	Labels (labels)
	Request participants (10003)
	Approvers (10101)
	Organizations (10004)
	Impact (10102)
	Urgency (10108)
	Source (10112)
	Investigation reason (10115)
	Product categorization (10110)
	Operational categorization (10111)
	Pending reason (10109)
	Root cause (10116)
	Workaround (10117)

Field Configuration Schemes

ⓘ **Jira Service Management Field Configuration Scheme for Project ITSM** (Id: 10000)

Description: This Jira Service Management Field Configuration Scheme was generated for Project ITSM

Issue Types	Field Configuration Id	Field Configuration Name
Default	10100	Jira Service Management Field Configuration for Project ITSM

Field Configurations

ⓘ **Jira Service Management Field Configuration for Project ITSM** (Id: 10100)

Description: This Jira Service Management Field Configuration was generated for Project ITSM

Id	Name	Renderer	Required	Hidden	Description
VERSIONS	Affects Version/s	Autocomplete	NO	NO	
10001	Approvals	Default Text	NO	NO	Provides search options for Jira Service Management approvals information. This custom field is created programmatically and required by Jira Service Management.
10101	Approvers	Default Text	NO	NO	Contains users needed for approval. This custom field was created by Jira Service Management.
ARCHIVEDDATE	Archived	Default Text	NO	NO	
ARCHIVEDBY	Archiver	Default Text	NO	NO	
ASSIGNEE	Assignee	Default Text	NO	NO	
ATTACHMENT	Attachment	Default Text	NO	NO	
10114	CAB	Default Text	NO	NO	Change Advisory Board members
10107	Change completion date	Default Text	NO	NO	Specify the completion time for the change request
10113	Change managers	Default Text	NO	NO	Contains the change managers for the change management process.
10105	Change reason	Default Text	NO	NO	Choose the reason for the change request
10104	Change risk	Default Text	NO	NO	
10106	Change start date	Default Text	NO	NO	Specify the time and date for the start of the change
10103	Change type	Default Text	NO	NO	
COMMENT	Comment	Wiki Style	NO	NO	
COMPONENTS	Component/s	Autocomplete	NO	NO	
10002	Customer Request Type	Default Text	NO	NO	Holds information about which service project was used to create a ticket. This custom field is created programmatically and must not be modified.
DESCRIPTION	Description	Wiki Style	NO	NO	

10100	Development	Default Text	NO	NO	Development Summary Field for Jira Software use only.
DUEDATE	Due Date	Default Text	NO	NO	
ENVIRONMENT	Environment	Wiki Style	NO	NO	For example operating system, software platform and/or hardware specifications (include as appropriate for the issue).
10014	Epic Colour	Default Text	NO	NO	Epic Colour field for Jira Software use only.
10015	Epic Link	Default Text	NO	NO	Choose an epic to assign this issue to.
10012	Epic Name	Default Text	YES	NO	Provide a short name to identify this epic.
10013	Epic Status	Default Text	NO	NO	Epic Status field for Jira Software use only.
FIXVERSIONS	Fix Version/s	Autocomplete	NO	NO	
10102	Impact	Default Text	NO	NO	
10115	Investigation reason	Default Text	NO	NO	Reason for problem investigation
ISSUETYPE	Issue Type	Default Text	NO	NO	
LABELS	Labels	Default Text	NO	NO	
ISSUELINKS	Linked Issues	Default Text	NO	NO	
10000	Linked major incidents	Default Text	NO	NO	A custom field to store major incidents linked to an issue. This custom field is created programmatically and required by Jira Service Management.
WORKLOG	Log Work	Wiki Style	NO	NO	Allows work to be logged whilst creating, editing or transitioning issues.
10111	Operational categorization	Default Text	NO	NO	
10004	Organizations	Default Text	NO	NO	Stores the organizations that are associated with a service project customer portal requests. This custom field is created programmatically and required by service project.
10011	Original story points	Default Text	NO	NO	
10008	Parent Link	Default Text	NO	NO	
10109	Pending reason	Default Text	NO	NO	Specify the reason for moving the issue to the Pending status
PRIORITY	Priority	Default Text	NO	NO	
10110	Product categorization	Default Text	NO	NO	
10017	Rank	Default Text	NO	NO	Global rank field for Jira Software use only.
REPORTER	Reporter	Default Text	NO	NO	
10003	Request participants	Default Text	NO	NO	Stores the users that are participants in service project customer portal requests. This custom field is created programmatically and required by Jira Service Management.
RESOLUTION	Resolution	Default Text	NO	NO	
10116	Root cause	Default Text	NO	NO	Describe the root cause for the problem
10005	Satisfaction	Default Text	NO	NO	Stores request feedback in service project requests. This custom field is created programmatically and required by service project.
10006	Satisfaction date	Default Text	NO	NO	Stores request feedback date in service project requests. This custom field is created programmatically and required by service project.
SECURITY	Security Level	Default Text	NO	NO	
10112	Source	Default Text	NO	NO	Captures the reporting source for this issue
10016	Sprint	Default Text	NO	NO	Jira Software sprint field
10018	Story Points	Default Text	NO	NO	Measurement of complexity and/or size of a requirement.
SUMMARY	Summary	Default Text	YES	NO	
10010	Target end	Default Text	NO	NO	The targeted end date. This custom field is created and required by Advanced Roadmaps for Jira.
10009	Target start	Default Text	NO	NO	The targeted start date. This custom field is created and required by Advanced Roadmaps for Jira.
10007	Team	Default Text	NO	NO	
TIMETRACKING	Time Tracking	Default Text	NO	NO	An estimate of how much work remains until this issue will be resolved. The format of this is ' *w *d *h *m ' (representing weeks, days, hours and minutes – where * can be any number). Examples: 4d, 5h 30m, 60m and 3w.
10121	Time to approve normal change	Default Text	NO	NO	This custom field was created by Jira Service Management.
10120	Time to close after resolution	Default Text	NO	NO	This custom field was created by Jira Service Management.
10119	Time to first response	Default Text	NO	NO	This custom field was created by Jira Service Management.
10118	Time to resolution	Default Text	NO	NO	This custom field was created by Jira Service Management.
10108	Urgency	Default Text	NO	NO	
10117	Workaround	Default Text	NO	NO	Describe the workaround for the problem

Fields

Fields

ⓘ **Custom fields**

All custom fields with context for this project

Id	Name	Locked	Type	Context Id	Context Name
10001	Approvals	YES	Approvals	10201	Default Configuration Scheme for Approvals
10101	Approvers	NO	User Picker (multiple users)	10302	Default Configuration Scheme for Approvers
10114	CAB	NO	User Picker (multiple users)	10316	Default Configuration Scheme for CAB
10107	Change completion date	NO	Date Time Picker	10309	Default Configuration Scheme for Change completion date
10113	Change managers	NO	User Picker (multiple users)	10315	Default Configuration Scheme for Change managers
10105	Change reason	NO	Select List (single choice)	10307	Default Configuration Scheme for Change reason
10104	Change risk	NO	Select List (single choice)	10306	Default Configuration Scheme for Change risk
10106	Change start date	NO	Date Time Picker	10308	Default Configuration Scheme for Change start date
10103	Change type	NO	Select List (single choice)	10305	Default Configuration Scheme for Change type
10002	Customer Request Type	YES	Customer Request Type Custom Field	10202	Default Configuration Scheme for Customer Request Type
10100	Development	YES	Development Summary	10300	Default Configuration Scheme for Development
10014	Epic Colour	YES	Colour of Epic	10217	Default Configuration Scheme for Epic Colour
10015	Epic Link	YES	Epic Link Relationship	10218	Default Configuration Scheme for Epic Link
10012	Epic Name	YES	Name of Epic	10213	Default Configuration Scheme for Epic Name
10013	Epic Status	YES	Status of Epic	10215	Default Configuration Scheme for Epic Status
10102	Impact	NO	Select List (single choice)	10304	Default Configuration Scheme for Impact
10115	Investigation reason	NO	Select List (single choice)	10317	Default Configuration Scheme for Investigation reason
10000	Linked major incidents	YES	Linked major incidents	10200	Default Configuration Scheme for Linked major incidents
10111	Operational categorization	NO	Select List (cascading)	10313	Default Configuration Scheme for Operational categorization
10004	Organizations	YES	Organizations	10204	Default Configuration Scheme for Organizations
10011	Original story points	YES	Original story points	10211	Default Configuration Scheme for Original story points
10008	Parent Link	YES	Parent Link	10208	Default Configuration Scheme for Parent Link
10109	Pending reason	NO	Select List (single choice)	10311	Default Configuration Scheme for Pending reason
10110	Product categorization	NO	Select List (cascading)	10312	Default Configuration Scheme for Product categorization
10017	Rank	YES	Global Rank	10220	Default Configuration Scheme for Rank
10003	Request participants	YES	Request Participants	10203	Default Configuration Scheme for Request participants
10116	Root cause	NO	Text Field (multi-line)	10318	Default Configuration Scheme for Root cause
10005	Satisfaction	YES	Satisfaction	10205	Default Configuration Scheme for Satisfaction
10006	Satisfaction date	YES	Satisfaction date	10206	Default Configuration Scheme for Satisfaction date
10112	Source	NO	Select List (single choice)	10314	Default Configuration Scheme for Source
10016	Sprint	YES	Jira Sprint Field	10219	Default Configuration Scheme for Sprint
10018	Story Points	NO	Number Field	10221	Default Configuration Scheme for Story Points
10010	Target end	YES	Target end	10210	Default Configuration Scheme for Target end
10009	Target start	YES	Target start	10209	Default Configuration Scheme for Target start
10007	Team	YES	Team	10207	Default Configuration Scheme for Team
10121	Time to approve normal change	YES	SLA CustomField Type	10323	Default Configuration Scheme for Time to approve normal change
10120	Time to close after resolution	YES	SLA CustomField Type	10322	Default Configuration Scheme for Time to close after resolution
10119	Time to first response	YES	SLA CustomField Type	10321	Default Configuration Scheme for Time to first response
10118	Time to resolution	YES	SLA CustomField Type	10320	Default Configuration Scheme for Time to resolution
10108	Urgency	NO	Select List (single choice)	10310	Default Configuration Scheme for Urgency
10117	Workaround	NO	Text Field (multi-line)	10319	Default Configuration Scheme for Workaround

Field Context Configurations

Field Context Configurations

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≡ Default Configuration Scheme for Approvals (Id: 10201)

Custom Field: Approvals (Id: 10001, Type: Approvals)

Description: Default configuration scheme generated by Jira

ℹ️ There are no specific configuration on this project.

≡ Default Configuration Scheme for Approvers (Id: 10302)

Custom Field: Approvers (Id: 10101, Type: User Picker (multiple users))

Description: Default configuration scheme generated by Jira

User Filtering
All active users are allowed

⊟ **Default Configuration Scheme for CAB** (Id: 10316)

Custom Field: CAB (Id: 10114, Type: User Picker (multiple users))

Description: Default configuration scheme generated by Jira

User Filtering
All active users are allowed

⊟ **Default Configuration Scheme for Change completion date** (Id: 10309)

Custom Field: Change completion date (Id: 10107, Type: Date Time Picker)

Description: Default configuration scheme generated by Jira

> ⓘ There are no specific configuration on this project.

⊟ **Default Configuration Scheme for Change managers** (Id: 10315)

Custom Field: Change managers (Id: 10113, Type: User Picker (multiple users))

Description: Default configuration scheme generated by Jira

User Filtering
All active users are allowed

⊟ **Default Configuration Scheme for Change reason** (Id: 10307)

Custom Field: Change reason (Id: 10105, Type: Select List (single choice))

Description: Default configuration scheme generated by Jira

Id	Disable	Order	Name
10011	NO	1	Repair
10012	NO	2	Upgrade
10013	NO	3	Maintenance
10014	NO	4	New functionality
10015	NO	5	Other

⊟ **Default Configuration Scheme for Change risk** (Id: 10306)

Custom Field: Change risk (Id: 10104, Type: Select List (single choice))

Description: Default configuration scheme generated by Jira

Id	Disable	Order	Name
10007	NO	1	Critical
10008	NO	2	High
10009	NO	3	Medium
10010	NO	4	Low

⊟ **Default Configuration Scheme for Change start date** (Id: 10308)

Custom Field: Change start date (Id: 10106, Type: Date Time Picker)

Description: Default configuration scheme generated by Jira

> ⓘ There are no specific configuration on this project.

⊟ **Default Configuration Scheme for Change type** (Id: 10305)

Custom Field: Change type (Id: 10103, Type: Select List (single choice))

Description: Default configuration scheme generated by Jira

| Id	Disable	Order	Name
10004	NO	1	Standard
10005	NO	2	Normal
10006	NO	3	Emergency

⊟ **Default Configuration Scheme for Customer Request Type** (Id: 10202)

Custom Field: Customer Request Type (Id: 10002, Type: Customer Request Type Custom Field)

Description: Default configuration scheme generated by Jira

☰ Default Configuration Scheme for Development (Id: 10300)

Custom Field: Development (Id: 10100, Type: Development Summary)

Description: Default configuration scheme generated by Jira

☰ Default Configuration Scheme for Epic Colour (Id: 10217)

Custom Field: Epic Colour (Id: 10014, Type: Colour of Epic)

Description: Default configuration scheme generated by Jira

☰ Default Configuration Scheme for Epic Link (Id: 10218)

Custom Field: Epic Link (Id: 10015, Type: Epic Link Relationship)

Description: Default configuration scheme generated by Jira

☰ Default Configuration Scheme for Epic Name (Id: 10213)

Custom Field: Epic Name (Id: 10012, Type: Name of Epic)

Description: Default configuration scheme generated by Jira

☰ Default Configuration Scheme for Epic Status (Id: 10215)

Custom Field: Epic Status (Id: 10013, Type: Status of Epic)

Description: Default configuration scheme generated by Jira

☰ Default Configuration Scheme for Impact (Id: 10304)

Custom Field: Impact (Id: 10102, Type: Select List (single choice))

Description: Default configuration scheme generated by Jira

Id	Disable	Order	Name
10000	NO	1	Extensive / Widespread
10001	NO	2	Significant / Large
10002	NO	3	Moderate / Limited
10003	NO	4	Minor / Localized

☰ Default Configuration Scheme for Investigation reason (Id: 10317)

Custom Field: Investigation reason (Id: 10115, Type: Select List (single choice))

Description: Default configuration scheme generated by Jira

Id	Disable	Order	Name
10098	NO	1	High impact incident
10099	NO	2	Recurring incident
10100	NO	3	Non-routine incident
10101	NO	4	Other

☰ Default Configuration Scheme for Linked major incidents (Id: 10200)

Custom Field: Linked major incidents (Id: 10000, Type: Linked major incidents)

Description: Default configuration scheme generated by Jira

☰ Default Configuration Scheme for Operational categorization (Id: 10313)

Custom Field: Operational categorization (Id: 10111, Type: Select List (cascading))

Description: Default configuration scheme generated by Jira

Id	Disable	Order	Name
10038	NO	1	Account Request

10039	NO	1.1	Firewall
10040	NO	1.2	Active Directory
10041	NO	1.3	Printer
10042	NO	1.4	Operating System
10043	NO	1.5	Virus scan
10044	NO	1.6	VPN
10045	NO	2	Break / Fix
10046	NO	2.1	Monitor
10047	NO	2.2	Keyboard
10048	NO	2.3	PC
10049	NO	2.4	Laptop
10050	NO	2.5	Hard Drive
10051	NO	2.6	Docking Station
10052	NO	3	Configuration
10053	NO	3.1	Firewall
10054	NO	3.2	Active Directory
10055	NO	3.3	Printer
10056	NO	3.4	Operating System
10057	NO	3.5	Virus scan
10058	NO	3.6	VPN
10059	NO	3.7	User Account
10060	NO	4	Connectivity
10061	NO	5	Hardware Request
10062	NO	5.1	Add
10063	NO	5.2	Configure
10064	NO	5.3	Move
10065	NO	5.4	New
10066	NO	5.5	Repair
10067	NO	6	Instance Request
10068	NO	6.1	Copy
10069	NO	6.2	Create
10070	NO	6.3	Move
10071	NO	6.4	Remove
10072	NO	6.5	Repair
10073	NO	7	Network Request
10074	NO	7.1	Create
10075	NO	7.2	Modify
10076	NO	7.3	Terminate
10077	NO	8	Process Request
10078	NO	8.1	Audit
10079	NO	8.2	Update
10080	NO	9	Server Change
10081	NO	9.1	Decommission
10082	NO	9.2	Extend
10083	NO	9.3	Network
10084	NO	9.4	Post Implementation
10085	NO	9.5	Provision
10086	NO	9.6	Storage
10087	NO	9.7	Update Configuration
10088	NO	10	VM Request
10089	NO	10.1	Extend
10090	NO	10.2	Provision
10091	NO	10.3	Remove

≔ Default Configuration Scheme for Organizations (Id: 10204)

Custom Field: Organizations (Id: 10004, Type: Organizations)

Description: Default configuration scheme generated by Jira

ℹ️ There are no specific configuration on this project.

≡ **Default Configuration Scheme for Original story points** (Id: 10211)

Custom Field: Original story points (Id: 10011, Type: Original story points)

Description: Default configuration scheme generated by Jira

ℹ️ There are no specific configuration on this project.

≡ **Default Configuration Scheme for Parent Link** (Id: 10208)

Custom Field: Parent Link (Id: 10008, Type: Parent Link)

Description: Default configuration scheme generated by Jira

ℹ️ There are no specific configuration on this project.

≡ **Default Configuration Scheme for Pending reason** (Id: 10311)

Custom Field: Pending reason (Id: 10109, Type: Select List (single choice))

Description: Default configuration scheme generated by Jira

Id	Disable	Order	Name
10020	NO	1	More info required
10021	NO	2	Awaiting approval
10022	NO	3	Waiting on vendor
10023	NO	4	Pending on change request

≡ **Default Configuration Scheme for Product categorization** (Id: 10312)

Custom Field: Product categorization (Id: 10110, Type: Select List (cascading))

Description: Default configuration scheme generated by Jira

Id	Disable	Order	Name
10024	NO	1	Hardware
10025	NO	1.1	CPD
10026	NO	1.2	Peripheral
10027	NO	1.3	Power
10028	NO	1.4	Component
10029	NO	1.5	Process Equipment
10030	NO	1.6	Virtual
10031	NO	1.7	Disc
10032	NO	1.8	Tape
10033	NO	2	Software
10034	NO	3	Communication
10035	NO	4	Service
10036	NO	5	People
10037	NO	6	Document

≡ **Default Configuration Scheme for Rank** (Id: 10220)

Custom Field: Rank (Id: 10017, Type: Global Rank)

Description: Default configuration scheme generated by Jira

ℹ️ There are no specific configuration on this project.

≡ **Default Configuration Scheme for Request participants** (Id: 10203)

Custom Field: Request participants (Id: 10003, Type: Request Participants)

Description: Default configuration scheme generated by Jira

ℹ️ There are no specific configuration on this project.

≡ **Default Configuration Scheme for Root cause** (Id: 10318)

Custom Field: Root cause (Id: 10116, Type: Text Field (multi-line))

Description: Default configuration scheme generated by Jira

ℹ️ There are no specific configuration on this project.

≔ Default Configuration Scheme for Satisfaction (Id: 10205)

Custom Field: Satisfaction (Id: 10005, Type: Satisfaction)

Description: Default configuration scheme generated by Jira

> ⓘ There are no specific configuration on this project.

≔ Default Configuration Scheme for Satisfaction date (Id: 10206)

**Custom Field**: Satisfaction date (Id: 10006, Type: Satisfaction date)

Description: Default configuration scheme generated by Jira

> ⓘ There are no specific configuration on this project.

≔ Default Configuration Scheme for Source (Id: 10314)

Custom Field: Source (Id: 10112, Type: Select List (single choice))

Description: Default configuration scheme generated by Jira

Id	Disable	Order	Name
10092	NO	1	Email
10093	NO	2	Phone
10094	NO	3	Monitoring systems
10095	NO	4	Vendor/technical advisory
10096	NO	5	Customer
10097	NO	6	Other

≔ Default Configuration Scheme for Sprint (Id: 10219)

Custom Field: Sprint (Id: 10016, Type: Jira Sprint Field)

Description: Default configuration scheme generated by Jira

> ⓘ There are no specific configuration on this project.

≔ Default Configuration Scheme for Story Points (Id: 10221)

**Custom Field**: Story Points (Id: 10018, Type: Number Field)

Description: Default configuration scheme generated by Jira

> ⓘ There are no specific configuration on this project.

≔ Default Configuration Scheme for Target end (Id: 10210)

Custom Field: Target end (Id: 10010, Type: Target end)

Description: Default configuration scheme generated by Jira

> ⓘ There are no specific configuration on this project.

≔ Default Configuration Scheme for Target start (Id: 10209)

**Custom Field**: Target start (Id: 10009, Type: Target start)

Description: Default configuration scheme generated by Jira

> ⓘ There are no specific configuration on this project.

≔ Default Configuration Scheme for Team (Id: 10207)

**Custom Field**: Team (Id: 10007, Type: Team)

Description: Default configuration scheme generated by Jira

> ⓘ There are no specific configuration on this project.

≔ Default Configuration Scheme for Time to approve normal change (Id: 10323)

Custom Field: Time to approve normal change (Id: 10121, Type: SLA CustomField Type)

Description: Default configuration scheme generated by Jira

> ⓘ There are no specific configuration on this project.

≔ Default Configuration Scheme for Time to close after resolution (Id: 10322)

Custom Field: Time to close after resolution (Id: 10120, Type: SLA CustomField Type)

Description: Default configuration scheme generated by Jira

☰ **Default Configuration Scheme for Time to first response** (Id: 10321)

Custom Field: Time to first response (Id: 10119, Type: SLA CustomField Type)

Description: Default configuration scheme generated by Jira

☰ **Default Configuration Scheme for Time to resolution** (Id: 10320)

Custom Field: Time to resolution (Id: 10118, Type: SLA CustomField Type)

Description: Default configuration scheme generated by Jira

☰ **Default Configuration Scheme for Urgency** (Id: 10310)

Custom Field: Urgency (Id: 10108, Type: Select List (single choice))

Description: Default configuration scheme generated by Jira

Id	Disable	Order	Name
10016	NO	1	Critical
10017	NO	2	High
10018	NO	3	Medium
10019	NO	4	Low

☰ **Default Configuration Scheme for Workaround** (Id: 10319)

Custom Field: Workaround (Id: 10117, Type: Text Field (multi-line))

Description: Default configuration scheme generated by Jira

Permissions

Permissions

🔼 Back to menu

ⓘ **Jira Service Management Permission Scheme for Project ITSM** (Id: 10000)

Description: This Jira Service Management Permission Scheme was generated for Project ITSM

Project Permissions

Permission	Granted to	Description
Administer Projects ☑ Extended project administration	**Project Role** Administrators (Id: 10002)	Ability to administer a project in Jira.
Browse Project Archive		Ability to browse archived issues from a specific project.
Browse Projects	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to browse projects and the issues within them.
Edit Sprints		Ability to edit sprint name and goal.
Manage Sprints		Ability to manage sprints.
Service Desk Agent	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101)	Allows users to interact with customers and access Jira Service Management features of a project.
Start/Complete Sprints		Ability to start and complete sprints.
View Development Tools	**Project Role** Administrators (Id: 10002)	Allows users in a software project to view development-related information on the issue, such as commits, reviews and build information.
View Read-Only Workflow	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101)	Users with this permission may view a read-only version of a workflow.

Issue Permissions

Permission	Granted to	Description
Archive Issues		Ability to archive issues for a specific project.
Assignable User	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101)	Users with this permission may be assigned to issues.
Assign Issues	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to assign issues to other people.
Close Issues	**Project Role** Administrators (Id: 10002)	Ability to close issues. Often useful where your developers resolve issues, and a QA department closes them.

Service Desk Team (Id: 10101)
Service Project Customer - Portal Access

Create Issues	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to create issues.
Delete Issues	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to delete issues.
Edit Issues	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to edit issues.
Link Issues	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to link issues together and create linked issues. Only useful if issue linking is turned on.
Modify Reporter	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to modify the reporter when creating or editing an issue.
Move Issues	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to move issues between projects or between workflows of the same project (if applicable). Note the user can only move issues to a project he or she has the create permission for.
Resolve Issues	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to resolve and reopen issues. This includes the ability to set a fix version.
Restore Issues		Ability to restore issues for a specific project.
Schedule Issues	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to view or edit an issue's due date.
Set Issue Security	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to set the level of security on an issue so that only people in that security level can see the issue.
Transition Issues	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to transition issues.

Voters & Watchers Permissions

Permission	Granted to	Description
Manage Watchers	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to manage the watchers of an issue.
View Voters and Watchers	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to view the voters and watchers of an issue.

Comments Permissions

Permission	Granted to	Description
Add Comments	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to comment on issues.
Delete All Comments	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101)	Ability to delete all comments made on issues.
Delete Own Comments	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to delete own comments made on issues.
Edit All Comments	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101)	Ability to edit all comments made on issues.
Edit Own Comments	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Ability to edit own comments made on issues.

Attachments Permissions

Permission	Granted to	Description
Create Attachments	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101) **Service Project Customer - Portal Access**	Users with this permission may create attachments.
Delete All Attachments	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101)	Users with this permission may delete all attachments.

Delete Own Attachments	**Project Role**	Users with this permission may delete own attachments.
	Administrators (Id: 10002)	
	Service Desk Team (Id: 10101)	
	Service Project Customer - Portal Access	

Time Tracking Permissions

Permission	Granted to	Description
Delete All Worklogs	**Project Role** Administrators (Id: 10002)	Ability to delete all worklogs made on issues.
Delete Own Worklogs	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101)	Ability to delete own worklogs made on issues.
Edit All Worklogs	**Project Role** Administrators (Id: 10002)	Ability to edit all worklogs made on issues.
Edit Own Worklogs	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101)	Ability to edit own worklogs made on issues.
Work On Issues	**Project Role** Administrators (Id: 10002) Service Desk Team (Id: 10101)	Ability to log work done against an issue. Only useful if Time Tracking is turned on.

Issue Security

ℹ Issue security is currently not enabled for this project.

Notifications

ⓘ **Default Notification Scheme** (Id: 10000)

Description:

Id	Event	System	Notifications	Active	Template	Description
1	**Issue Created**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Created	This is the 'issue created' event.
2	**Issue Updated**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Updated	This is the 'issue updated' event.
3	**Issue Assigned**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Assigned	This is the 'issue assigned' event.
4	**Issue Resolved**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Resolved	This is the 'issue resolved' event.
5	**Issue Closed**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Closed	This is the 'issue closed' event.
6	**Issue Commented**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Commented	This is the 'issue commented' event.
14	**Issue Comment Edited**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Comment Edited	This is the 'issue comment edited' event.
17	**Issue Comment Deleted**	YES		NO	Issue Comment Deleted	This is the 'issue comment deleted' event.
7	**Issue Reopened**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Reopened	This is the 'issue reopened' event.
8	**Issue Deleted**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Deleted	This is the 'issue deleted' event.
9	**Issue Moved**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Moved	This is the 'issue moved' event.
10	**Work Logged On Issue**	YES	• Current Assignee • Reporter • All Watchers	YES	Work Logged On Issue	This is the 'work logged on issue' event.
11	**Work Started On Issue**	YES	• Current Assignee • Reporter • All Watchers	YES	Work Started On Issue	This is the 'work started on issue' event.
12	**Work Stopped On Issue**	YES	• Current Assignee • Reporter • All Watchers	YES	Work Stopped On Issue	This is the 'work stopped on issue' event.
15	**Issue Worklog Updated**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Worklog Updated	This is the 'issue worklog updated' event.
16	**Issue Worklog Deleted**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Worklog Deleted	This is the 'issue worklog deleted' event.

13	**Generic Event**	YES	• Current Assignee • Reporter • All Watchers	YES	Generic Event	This is the 'generic event' event.
18	**Issue Archived**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Archived	This is the 'issue archived' event
19	**Issue Restored**	YES	• Current Assignee • Reporter • All Watchers	YES	Issue Restored	This is the 'issue restored' event

Versions

Id	Name	Status	Start date	Release date	Description
10000	Version #1	**UNRELEASED**	1/Oct/22	31/Oct/22	
10002	Version #2	**UNRELEASED**			

Components

Id	Name	Status	Lead	Default assignee	Description
10000	Active Directory	**ACTIVE**	User Full Name (user)	Project lead	Created by Jira Service Management
10001	Analytics and Reporting Service	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10002	Billing Services	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10003	Cloud Storage Services	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10004	Data Center Services	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10005	Email and Collaboration Services	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10006	Financial Services	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10007	HR Services	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10008	Intranet	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10009	Jira	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10010	Office Network	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10011	Payroll Services	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10012	Printers	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10013	Public Website	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10014	VPN Server	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management
10015	Webstore Purchasing Services	**ACTIVE**	Admin Full Name (admin)	Project lead	Created by Jira Service Management

Issue Links

Id	Name	Outward	Inward
10000	**Blocks**	blocks	is blocked by
10001	**Cloners**	clones	is cloned by
10002	**Duplicate**	duplicates	is duplicated by
10201	**Problem/Incident**	causes	is caused by
10003	**Relates**	relates to	relates to

Resolutions

Id	Name	Description
10000	**Done**	Work has been completed on this issue.
10001	**Won't Do**	This issue won't be actioned.
10002	**Duplicate**	The problem is a duplicate of an existing issue.
10003	**Declined**	This issue was not approved.

Roles

Id	Role	Groups	Users
10002	Administrators		Admin Full Name (admin), User Full Name (user)
10200	Developers		
10100	Service Desk Customers		
10101	Service Desk Team	jira-software-users	User Full Name (user)
10201	Testers	jira-software-users	

ⓘ Groups

Group name	Users
jira-software-users	Admin Full Name (admin), User Full Name (user)

Request Types

▤ Request types groups

Id	Order	Name
1	1	Common Requests
3	2	Logins and Accounts
2	3	Computers
5	4	Applications
4	5	Servers and Infrastructure
HIDDEN	6	Hidden from portal

▤ Group configuration: **Common Requests** (Id: 1)

Request Id	Icon	Name	Issue Type	Description
1		Get IT help	🟩 Service Request	Get assistance for general IT problems and questions.
4	🔒	Set up VPN to the office	🟩 Service Request	Want to access work stuff from outside? Let us know.
6	⊕	Request a new account	🟩 Service Request	Request a new account for a system.
8	🤖	Desktop/Laptop support	🟩 Service Request	If you are having computer problems, let us know here.
12	🔄	Request a desk phone	🟩 Service Request	If you'd like to request a desk phone, get one here.
14	⚠️	Report a system problem	🟥 Incident	Having trouble with a system?

▤ Group configuration: **Logins and Accounts** (Id: 3)

Request Id	Icon	Name	Issue Type	Description
2	</>	Fix an account problem	🟩 Service Request	Having trouble accessing certain websites or systems? We'll help you out.
3	((·))	Get a guest wifi account	🟩 Service Request	Raise a request to ask for temp wifi access for guests.
4	🔒	Set up VPN to the office	🟩 Service Request	Want to access work stuff from outside? Let us know.
5	⚙️	Request admin access	🟩 Service Request	For example, if you need to administer Jira.
6	⊕	Request a new account	🟩 Service Request	Request a new account for a system.
7	👥	Onboard new employees	🟩 Service Request	Request access for new employees.

▤ Group configuration: **Computers** (Id: 2)

Request Id	Icon	Name	Issue Type	Description
1		Get IT help	🟩 Service Request	Get assistance for general IT problems and questions.
8	🤖	Desktop/Laptop support	🟩 Service Request	If you are having computer problems, let us know here.
10	💿	Request new software	🟩 Service Request	If you need a software license, raise a request here.
11	⌨️	Request new hardware	🟩 Service Request	For example, a new mouse or monitor.
13	📱	New mobile device	🟪 Service Request with Approvals	Need a mobile phone or time for replacement? Let us know.

▤ Group configuration: **Applications** (Id: 5)

Request Id	Icon	Name	Issue Type	Description
10	💿	Request new software	🟩 Service Request	If you need a software license, raise a request here.
14	⚠️	Report a system problem	🟥 Incident	Having trouble with a system?

| | | 16 | | Upgrade or change a managed system | Change | For example, upgrade Jira. |

| 16 | | Upgrade or change a managed system | Change | For example, upgrade Jira. |

Group configuration: Servers and Infrastructure (Id: 4)

Request Id	Icon	Name	Issue Type	Description
9		Set up a phone line redirect	Service Request	Request a redirect of our phone systems for a specific date and time.
14		Report a system problem	Incident	Having trouble with a system?
15		Upgrade or change a server	Change	For example, upgrade the VPN server.

Group configuration: Hidden from portal (Id: hidden)

> ℹ No request types have been configured.

Request type configuration: Get IT help (Id: 1)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		
DESCRIPTION	Description	YES	NO		
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

Request type configuration: Request new software (Id: 10)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summarize the request	YES	YES		
DESCRIPTION	Why do you need this?	YES	YES		
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

Request type configuration: Request new hardware (Id: 11)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		
DESCRIPTION	Why do you need this?	YES	YES		
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

Request type configuration: Request a desk phone (Id: 12)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summarize your request	YES	YES		e.g. Desk phone for Charlie Smith
DESCRIPTION	Additional details	YES	NO		e.g. where you sit

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

📱 Request type configuration: **New mobile device** (Id: 13)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		e.g. New mobile phone for Alice Smith
10101	Who is your manager?	YES	YES		
DESCRIPTION	Phone details and justification	YES	NO		e.g. 32G or 64G, the size of the screen, etc. Please also fill in why you need this new device
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ️ There are no specific configuration for this request type.

⚠️ Request type configuration: **Report a system problem** (Id: 14)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summarize the problem	YES	YES		
DESCRIPTION	Description	YES	NO		
ATTACHMENT	Attachment	YES	NO		
COMPONENTS	Select a system	YES	NO		
PRIORITY	How urgent is this?	YES	NO		
10102	What's the impact?	YES	NO		e.g. If it impacts x people, select Significant. See [link name|http://example.com] for the explanation.

Workflow Statuses:

> ℹ️ There are no specific configuration for this request type.

🗄️ Request type configuration: **Upgrade or change a server** (Id: 15)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		
DESCRIPTION	Which server and why?	YES	YES		
COMPONENTS	Component/s	YES	NO		
10103	Change type	YES	NO		
10104	Change risk	YES	NO		
10105	Change reason	YES	NO		
10106	Change start date	YES	NO		
10107	Change completion date	YES	NO		
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ️ There are no specific configuration for this request type.

⏻ Request type configuration: **Upgrade or change a managed system** (Id: 16)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		e.g. Upgrade Jira
DESCRIPTION	Description	YES	YES		Please tell us why and when you need this, e.g. security patches. You can link to existing information such as change plans too (e.g. a story or epic or Confluence page).
COMPONENTS	Impacted services	YES	YES		
10103	Change type	YES	NO		
10104	Change risk	YES	NO		
10105	Change reason	YES	NO		

10106	Change start date	YES	NO
10107	Change completion date	YES	NO
ATTACHMENT	Attachment	YES	NO

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

</ > Request type configuration: **Fix an account problem** (Id: 2)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		
DESCRIPTION	Description	YES	NO		
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

Request type configuration: **Get a guest wifi account** (Id: 3)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		
DESCRIPTION	Description	YES	NO		
DUEDATE	Guest arrival date	YES	NO		
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

🔒 Request type configuration: **Set up VPN to the office** (Id: 4)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		
DESCRIPTION	Description	YES	NO		
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

Request type configuration: **Request admin access** (Id: 5)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		
DESCRIPTION	Description	YES	NO		Tell us why you need this permission
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

⊕ Request type configuration: **Request a new account** (Id: 6)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description

SUMMARY	Summary	YES	YES		e.g. Create an account on Jira
COMPONENTS	Select a system	YES	YES		
DESCRIPTION	Tell us why you need an account	YES	NO		
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

🧑‍🤝‍🧑 Request type configuration: **Onboard new employees** (Id: 7)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		e.g. Joseph Wilson starts on September 1
DUEDATE	Employee start date	YES	NO		If you are not sure of the exact date, put in a tentative one.
DESCRIPTION	Description	YES	NO		
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

🧑‍🔧 Request type configuration: **Desktop/Laptop support** (Id: 8)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		e.g. My laptop shuts down unexpectedly
DESCRIPTION	Details	YES	YES		Please provide details, such as the model of your laptop (Mac or Windows), or the specific problems you are having (e.g. screen blinks).
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

👥 Request type configuration: **Set up a phone line redirect** (Id: 9)

Help and instructions:

Fields:

Id	Name	Displayed	Required	Value	Description
SUMMARY	Summary	YES	YES		
DESCRIPTION	Description	YES	NO		Please let us know the details and when you want the redirect to happen
ATTACHMENT	Attachment	YES	NO		

Workflow Statuses:

> ℹ There are no specific configuration for this request type.

Knowledge Base

> ℹ Confluence is not linked with this project

SLAs

🕐 SLAs

Id	Custom Field Id	Show in customer portal	Name
1	10118	NO	Time to resolution
2	10119	NO	Time to first response
3	10120	NO	Time to close after resolution
4	10121	NO	Time to approve normal change

🕐 SLA: **Time to resolution** (Id: 1)

Time metric:

Start	Pause on	Stop
Issue Created		Resolution: Set
Resolution: Cleared		

Goals:

Id	Default	Issues (JQL)	Goal	Calendar Id	Calendar Name
1	NO	issuetype = Incident	4h	1	Sample 9-5 Calendar
2	NO	issuetype in ("Service Request", "Service Request with Approvals")	8h	1	Sample 9-5 Calendar
3	YES	All remaining issues	No target	1	Sample 9-5 Calendar

🕐 SLA: **Time to first response** (Id: 2)

Time metric:

Start	Pause on	Stop
Issue Created		Comment: For Customers
		Entered Status: **WAITING FOR CUSTOMER**
		Resolution: Set

Goals:

Id	Default	Issues (JQL)	Goal	Calendar Id	Calendar Name
4	NO	issuetype = Incident	2h	1	Sample 9-5 Calendar
5	NO	issuetype in ("Service Request", "Service Request with Approvals")	4h	1	Sample 9-5 Calendar
6	YES	All remaining issues	No target	1	Sample 9-5 Calendar

🕐 SLA: **Time to close after resolution** (Id: 3)

Time metric:

Start	Pause on	Stop
Resolution: Set		Entered Status: **CLOSED**
		Resolution: Cleared

Goals:

Id	Default	Issues (JQL)	Goal	Calendar Id	Calendar Name
7	NO	issuetype in (Incident, "Service Request", "Service Request with Approvals")	24h	1	Sample 9-5 Calendar
8	YES	All remaining issues	No target	1	Sample 9-5 Calendar

🕐 SLA: **Time to approve normal change** (Id: 4)

Time metric:

Start	Pause on	Stop
Entered Status: **AWAITING CAB APPROVAL**		Entered Status: **AWAITING IMPLEMENTATION**
Entered Status: **PEER REVIEW / CHANGE MANAGER APPROVAL**		Entered Status: **CANCELED**
		Entered Status: **CLOSED**
		Entered Status: **DECLINED**
		Entered Status: **IMPLEMENTING**
		Entered Status: **PENDING**
		Entered Status: **PLANNING**
		Entered Status: **RESOLVED**

Goals:

Id	Default	Issues (JQL)	Goal	Calendar Id	Calendar Name
9	NO	issuetype = Change AND "Change type" = Normal	40h	1	Sample 9-5 Calendar
10	YES	All remaining issues	No target	1	Sample 9-5 Calendar

📅 Calendars

Id	Name	Time zone	Description
1	Sample 9-5 Calendar	Europe/Warsaw	

📅 Calendar configuration: **Sample 9-5 Calendar** (Id: 1)

Working hours

Id	Day	Disabled	Start time	End time
1	Monday	NO	9:00	17:00
2	Tuesday	NO	9:00	17:00
3	Wednesday	NO	9:00	17:00
4	Thursday	NO	9:00	17:00
5	Friday	NO	9:00	17:00

Holidays

> ℹ️ You don't have any holidays in this calendar.

Queues

⚏ Queues

Id	Order	Name	JQL
1	1	All open	resolution = Unresolved ORDER BY "Time to resolution" ASC
2	2	Unassigned issues	assignee is EMPTY AND resolution = Unresolved ORDER BY "Time to resolution" ASC
3	3	Assigned to me	assignee = currentUser() AND resolution = Unresolved ORDER BY "Time to resolution" ASC
4	4	↳ Waiting on me	assignee = currentUser() AND resolution = Unresolved AND status in ("Waiting for support", "In progress", Escalated) ORDER BY "Time to resolution" ASC
5	5	Incidents	resolution = Unresolved AND issuetype = Incident ORDER BY "Time to resolution" ASC
6	6	↳ Reported in the last 60 minutes	issuetype = Incident AND created >= -60m ORDER BY created DESC
7	7	↳ Critical	resolution = Unresolved AND issuetype = Incident AND priority in (Blocker, High) ORDER BY created DESC
8	8	Service requests	resolution = Unresolved AND issuetype = "Service Request" ORDER BY "Time to resolution" ASC
9	9	↳ Due in 24h	resolution = Unresolved AND issuetype = "Service Request" AND due <= 24h ORDER BY due ASC
10	10	Change	resolution = Unresolved AND issuetype = Change
11	11	↳ Ready for implementation	resolution = Unresolved AND issuetype = Change AND status = "Awaiting implementation" ORDER BY created DESC
12	12	↳ Emergency change	resolution = Unresolved AND issuetype = Change AND "Change type" = Emergency ORDER BY created DESC
13	13	Problem	resolution = Unresolved AND issuetype = Problem ORDER BY priority DESC
14	14	↳ Completed last 30 days	issuetype = Problem AND status = Completed AND resolved >= -30d
15	15	Recently resolved	resolved >= -1w ORDER BY resolved DESC

⊟ Queue fields: **All open** (Id: 1)

Id	Order	Custom Field Id	Name
1	1	10118	Time to resolution
2	2	ISSUETYPE	Issue Type
3	3	ISSUEKEY	Key
4	4	STATUS	Status
5	5	SUMMARY	Summary
6	6	CREATED	Created
7	7	PRIORITY	Priority
8	8	REPORTER	Reporter

⊟ Queue fields: **Unassigned issues** (Id: 2)

Id	Order	Custom Field Id	Name
9	1	10118	Time to resolution
10	2	ISSUETYPE	Issue Type
11	3	ISSUEKEY	Key
12	4	PRIORITY	Priority

Id	Order		
13	5	STATUS	Status
14	6	SUMMARY	Summary
15	7	COMPONENTS	Component/s
16	8	CREATED	Created
17	9	REPORTER	Reporter

⊞ Queue fields: **Assigned to me** (Id: 3)

Id	Order	Custom Field Id	Name
18	1	10118	Time to resolution
19	2	ISSUETYPE	Issue Type
20	3	ISSUEKEY	Key
21	4	STATUS	Status
22	5	SUMMARY	Summary
23	6	CREATED	Created
24	7	PRIORITY	Priority
25	8	REPORTER	Reporter

⊞ Queue fields: ↳ **Waiting on me** (Id: 4)

Id	Order	Custom Field Id	Name
26	1	10118	Time to resolution
27	2	ISSUETYPE	Issue Type
28	3	ISSUEKEY	Key
29	4	STATUS	Status
30	5	SUMMARY	Summary
31	6	CREATED	Created
32	7	REPORTER	Reporter
33	8	DUEDATE	Due Date

⊞ Queue fields: **Incidents** (Id: 5)

Id	Order	Custom Field Id	Name
34	1	10118	Time to resolution
35	2	10119	Time to first response
36	3	ISSUETYPE	Issue Type
37	4	ISSUEKEY	Key
38	5	STATUS	Status
39	6	SUMMARY	Summary
40	7	COMPONENTS	Component/s
41	8	CREATED	Created
42	9	PRIORITY	Priority
43	10	10102	Impact
44	11	10108	Urgency
45	12	REPORTER	Reporter

⊞ Queue fields: ↳ **Reported in the last 60 minutes** (Id: 6)

Id	Order	Custom Field Id	Name
46	1	10118	Time to resolution
47	2	10119	Time to first response
48	3	ISSUETYPE	Issue Type
49	4	ISSUEKEY	Key
50	5	STATUS	Status
51	6	SUMMARY	Summary
52	7	COMPONENTS	Component/s
53	8	CREATED	Created
54	9	PRIORITY	Priority
55	10	10102	Impact
56	11	10108	Urgency
57	12	REPORTER	Reporter

⊞ Queue fields: ↳ **Critical** (Id: 7)

Id	Order	Custom Field Id	Name
58	1	10118	Time to resolution
59	2	10119	Time to first response
60	3	ISSUETYPE	Issue Type
61	4	ISSUEKEY	Key
62	5	STATUS	Status
63	6	SUMMARY	Summary
64	7	COMPONENTS	Component/s
65	8	CREATED	Created
66	9	PRIORITY	Priority
67	10	10102	Impact
68	11	10108	Urgency
69	12	REPORTER	Reporter

⊟ Queue fields: **Service requests** (Id: 8)

Id	Order	Custom Field Id	Name
70	1	10118	Time to resolution
71	2	ISSUETYPE	Issue Type
72	3	ISSUEKEY	Key
73	4	STATUS	Status
74	5	SUMMARY	Summary
75	6	10002	Customer Request Type
76	7	CREATED	Created
77	8	PRIORITY	Priority
78	9	REPORTER	Reporter

⊟ Queue fields: ↳ **Due in 24h** (Id: 9)

Id	Order	Custom Field Id	Name
79	1	10118	Time to resolution
80	2	ISSUETYPE	Issue Type
81	3	ISSUEKEY	Key
82	4	STATUS	Status
83	5	SUMMARY	Summary
84	6	10002	Customer Request Type
85	7	CREATED	Created
86	8	PRIORITY	Priority
87	9	REPORTER	Reporter

⊟ Queue fields: **Change** (Id: 10)

Id	Order	Custom Field Id	Name
88	1	10121	Time to approve normal change
89	2	ISSUETYPE	Issue Type
90	3	ISSUEKEY	Key
91	4	STATUS	Status
92	5	SUMMARY	Summary
93	6	COMPONENTS	Component/s
94	7	10103	Change type
95	8	10106	Change start date
96	9	10107	Change completion date
97	10	CREATED	Created
98	11	PRIORITY	Priority
99	12	REPORTER	Reporter

⊟ Queue fields: ↳ **Ready for implementation** (Id: 11)

Id	Order	Custom Field Id	Name
100	1	10121	Time to approve normal change
101	2	ISSUETYPE	Issue Type

Id	Order	Custom Field Id	Name
102	3	ISSUEKEY	Key
103	4	STATUS	Status
104	5	SUMMARY	Summary
105	6	COMPONENTS	Component/s
106	7	10103	Change type
107	8	10106	Change start date
108	9	10107	Change completion date
109	10	CREATED	Created
110	11	PRIORITY	Priority
111	12	REPORTER	Reporter

⊟ Queue fields: ⌞ **Emergency change** (Id: 12)

Id	Order	Custom Field Id	Name
112	1	ISSUEKEY	Key
113	2	STATUS	Status
114	3	SUMMARY	Summary
115	4	COMPONENTS	Component/s
116	5	10106	Change start date
117	6	10107	Change completion date
118	7	CREATED	Created
119	8	PRIORITY	Priority

⊟ Queue fields: **Problem** (Id: 13)

Id	Order	Custom Field Id	Name
120	1	10118	Time to resolution
121	2	ISSUETYPE	Issue Type
122	3	ISSUEKEY	Key
123	4	STATUS	Status
124	5	SUMMARY	Summary
125	6	CREATED	Created
126	7	REPORTER	Reporter
127	8	DUEDATE	Due Date

⊟ Queue fields: ⌞ **Completed last 30 days** (Id: 14)

Id	Order	Custom Field Id	Name
128	1	10118	Time to resolution
129	2	ISSUETYPE	Issue Type
130	3	ISSUEKEY	Key
131	4	STATUS	Status
132	5	SUMMARY	Summary
133	6	CREATED	Created
134	7	REPORTER	Reporter
135	8	DUEDATE	Due Date

⊟ Queue fields: **Recently resolved** (Id: 15)

Id	Order	Custom Field Id	Name
136	1	10118	Time to resolution
137	2	ISSUETYPE	Issue Type
138	3	ISSUEKEY	Key
139	4	STATUS	Status
140	5	SUMMARY	Summary
141	6	CREATED	Created
142	7	REPORTER	Reporter
143	8	10005	Satisfaction

Language Support

ID	Default	Available to customers	Language

4	NO	NO	Polish (Poland)
5	YES	YES	English (United States)
6	NO	NO	Czech (Czechia)
7	NO	NO	German (Germany)

🌐 Custom translations - Polish (Poland) [pl-PL]

Type	Default translation	Translation
Content - Description	Welcome! You can raise a ITSM request from the options provided.	Witaj na portalu ITSM
Content - Name	ITSM	ITSM PL
Request type **(Id: 10)** – Description	If you need a software license, raise a request here.	Jeśli potrzebujesz licencję utwórz zgłoszenie tutaj
Request type **(Id: 10)** – Name	Request new software	Nowe oprogramowanie
Request type **(Id: 10)** – Field ↳ Attachment	Attachment	Załącznik
Request type **(Id: 10)** – Field ↳ Description	Why do you need this?	Czemu potrzebujesz tego oprogramowania?
Request type **(Id: 10)** – Field ↳ Summary	Summarize the request	Podsumowanie

Email Requests

> ℹ️ You have no email channels yet

Customer Notifications

ID	Enabled	Name	Description
5	NO	Request created	When customers create requests in the portal or send an email to your email channel, your service project sends a confirmation that their request was received.
6	YES	Public comment added	When a comment that is visible to your customers is added to the request/issue, your service project sends all the customers involved on the request a notification.
7	YES	Public comment edited	When a comment that is visible to your customers is edited, your service project sends all the people involved on the request a notification.
8	YES	Request resolved	When a request resolution field is set, your service project notifies the reporter and all customers involved. This notification is sent to the reporter even if they have turned off notifications for a request.
9	YES	Request reopened	When a request's resolution field is cleared, your service project notifies all people involved.
10	YES	Participant added	When participants are added to a request, your service project notifies the new participants.
11	YES	Organization added	When a request is shared to an organization, your service project notifies the organization's members so they can opt-in to further updates.
12	YES	Approval required	When a request transitions to an approval stage of its workflow, your service project notifies approvers that they must act on the request.
13	YES	Customer-visible status changed	When a request transitions to a status that is visible to the customer, your service project notifies the customers involved.

🌐 Custom translations - English (United States) [en-US]

Customer Notification	Default translation	Translation
Public comment added	${event.user.name} commented: ${comment}	${event.user.name} commented ${issue.key} ${comment}
Request created	Just confirming that we got your request. We're on it.	Just confirming that we got your request. We're on it :)

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▲ ATLASSIAN