

Issues to Incidents

CHPC migration from JIRA to Service Now

Main differences and points of interest:

- For testing send emails to sntest@chpc.utah.edu - You may send real questions and problems here and they will be addressed just like in jira.
- When we go live on January 29th please use helpdesk@chpc.utah.edu.
- Using your Umail email address is strongly suggested
- Currently JIRA tickets are called “issues”. In Service Now, they are called “incidents”.

JIRA – email on New Issue

[CHPC Service Desk] (MOD-36842) Test issue for example - JIRA - INBOX

Message

Delete Archive Reply Reply All Forward Attachment Meeting Move Junk Rules Read/Unread Categorize Follow Up

[CHPC Service Desk] (MOD-36842) Test issue for example - JIRA

CHPC - Julia D. Harrison <issues@chpc.utah.edu>
julia.d.harrison@gmail.com
Tuesday, November 28, 2017 at 3:43 PM
[Show Details](#)

Julia D. Harrison **created MOD-36842:**

Summary: Test issue for example - JIRA
Key: MOD-36842
URL: <https://jira.chpc.utah.edu/browse/MOD-36842>
Project: Incoming Issue
Issue Type: Service Desk Issue
Security Level: Any Jira User
Reporter: Julia D. Harrison

This is an example of an issue created when send an email into the jira system at CHPC.

-Julia D. Harrison

—
This message was sent by Atlassian JIRA (v7.3.1#73012)

Service Now – email on New Incident

Incident INC0283436 has been assigned to CHPC - Moderation - @ServiceNow

Message

Delete Reply Reply All Forward Attachment Meeting Move Junk Rules Read/Unread Categorize Follow Up

Incident INC0283436 has been **assigned to CHPC - Moderation**

UIT Service Management Team <uofu@service-now.com>
Robben Migacz; Colette Durrant; Chonghuan Xia; Brett A Milash; Wim Rm Cardoen; Anita Orendt; Amanda Allen; + 2 more
Tuesday, November 28, 2017 at 3:48 PM
[Show Details](#)

Caller: Guest
Caller Business phone:
Alt Phone:
Location:

Short Description: Test issue for example - Service Now
Description:
Click here to view Incident: [INC0283436](#)

Severity: 3 - Low
Priority: 3 - Moderate
Category: Inquiry
Comments:

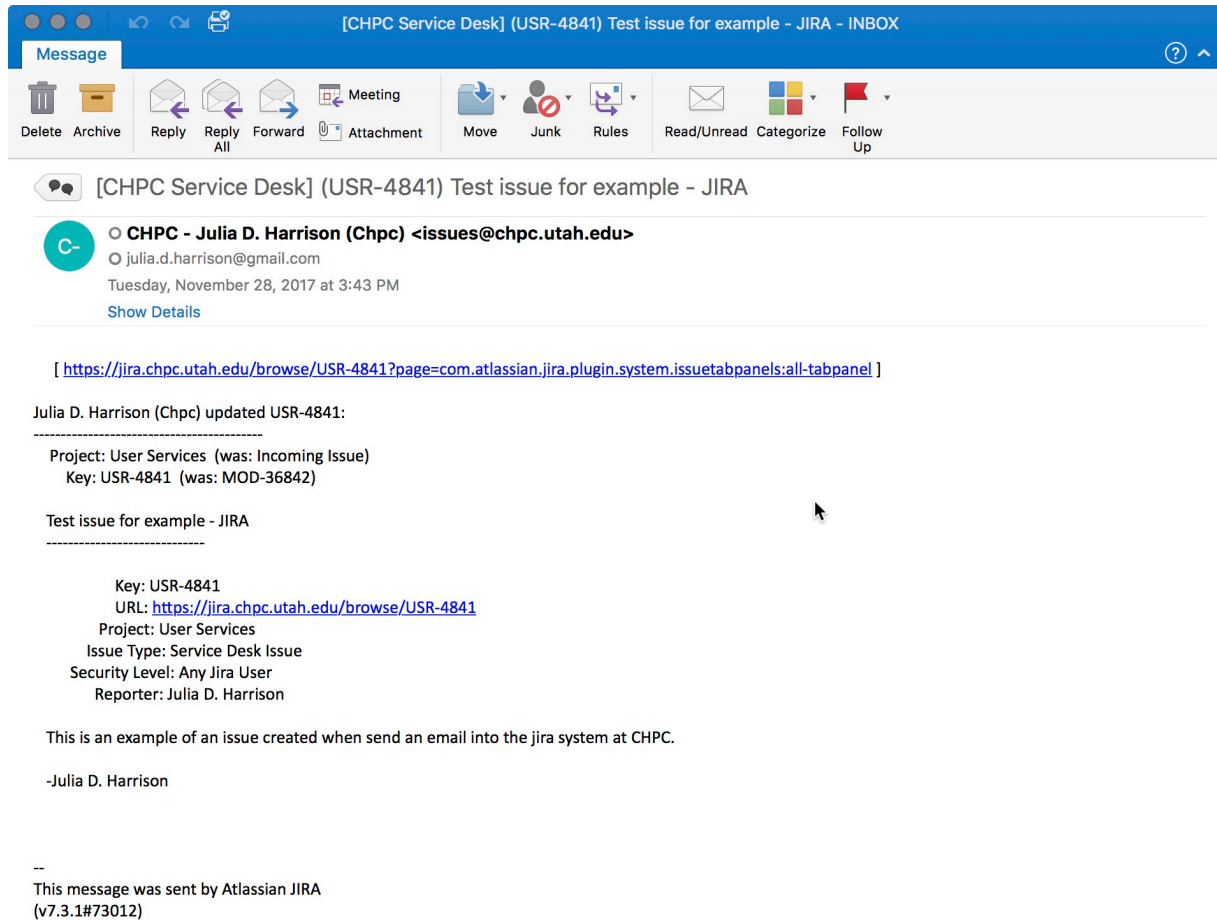
2017-11-28 15:47:59 MST - Guest received from: julia.d.harrison@gmail.com Comments

This is an example of an incident created when send an email into the Service Now system at CHPC.

-Julia D. Harrison

Ref:MSG2921275

JIRA – email for moderation



In the current JIRA system, when a new issue is moderated (assigned to the relevant group of CHPC staff), you receive an email similar to the left. In this case it was changed from “MOD” to “USR” (from moderation to user services).

In Service Now, you will not get this notification.

JIRA – email comment on Issue

[CHPC Service Desk] (USR-4841) Test issue for example - JIRA - INBOX

Message

Delete Archive Reply Reply All Forward Attachment Meeting Move Junk Rules Read/Unread Categorize Follow Up

[CHPC Service Desk] (USR-4841) Test issue for example - JIRA

CHPC - Julia D. Harrison (Chpc) <issues@chpc.utah.edu>
julia.d.harrison@gmail.com
Tuesday, November 28, 2017 at 3:59 PM
[Show Details](#)

[<https://jira.chpc.utah.edu/browse/USR-4841?page=com.atlassian.jira.plugin.system.issuetabpanels:comment-tabpanel&focusedCommentId=212053#comment-212053>]

Julia D. Harrison (Chpc) commented on USR-4841:

Comment made in Jira.

Test issue for example - JIRA

Key: USR-4841
URL: <https://jira.chpc.utah.edu/browse/USR-4841>
Project: User Services
Issue Type: Service Desk Issue
Security Level: Any Jira User
Reporter: Julia D. Harrison
Assignee: Julia D. Harrison (Chpc)

This is an example of an issue created when send an email into the jira system at CHPC.

-Julia D. Harrison

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This message was sent by Atlassian JIRA (v7.3.1#73012)

Service Now – email comment on Incident

Incident INC0283436 - comments added - INBOX

Message

Delete Archive Reply Reply All Forward Attachment Meeting Move Junk Rules Read/Unread Categorize Follow Up

Incident INC0283436 - comments added

UIT Service Management Team <uofu@service-now.com>
julia.d.harrison@gmail.com
Tuesday, November 28, 2017 at 3:56 PM
[Show Details](#)

← You replied to this message on 11/28/17, 4:02 PM. [Show Reply](#)

INC0283436 - Test issue for example - Service Now

Additional Details:

Caller: Guest
category: Inquiry
Severity: 3 - Low
Priority: 3 - Moderate

Comments:

2017-11-28 15:56:13 MST - Julia Harrison
Just a comment made in service now system. [Comments](#)

2017-11-28 15:47:59 MST - Guest
received from: julia.d.harrison@gmail.com [Comments](#)

This is an example of an incident created when send an email into the Service Now system at CHPC.

-Julia D. Harrison

You can view all the details of the incident by following the link below:

[Take me to the Incident](#)

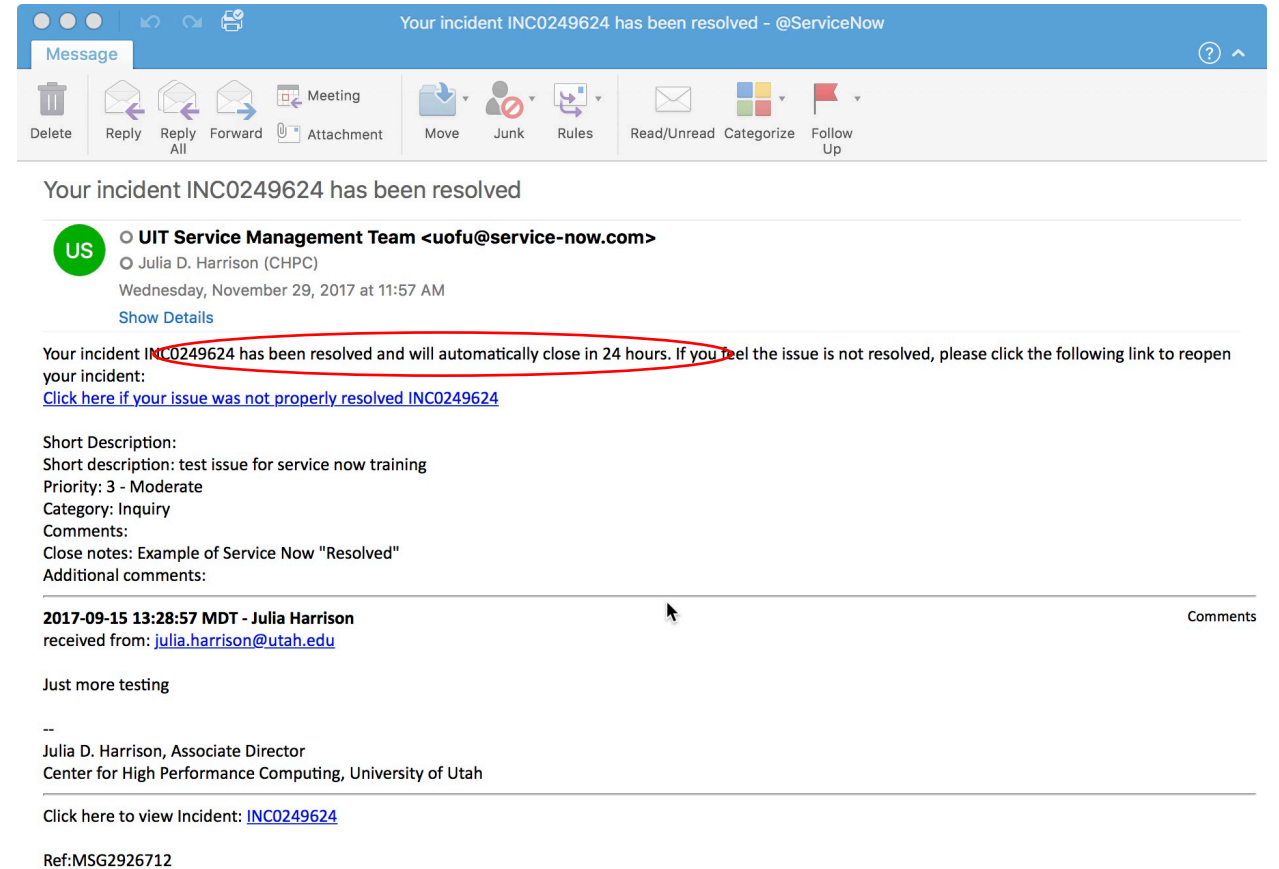
Thank you.

Service Now - resolved

This step doesn't happen in JIRA.

In Service Now, if you don't reply within 24 hours, the ticket will be permanently closed.

If the problem persists and there is no response within the 24 hour period, a new ticket will need to be created. We are hoping to change this to 72 hours.



The screenshot shows an email notification from ServiceNow. The subject line is "Your incident INC0249624 has been resolved - @ServiceNow". The email body contains the following information:

- Sender:** UIT Service Management Team <uofu@service-now.com>
- Recipient:** Julia D. Harrison (CHPC)
- Date:** Wednesday, November 29, 2017 at 11:57 AM
- Action:** [Show Details](#)
- Message:** Your incident INC0249624 has been resolved and will automatically close in 24 hours. If you feel the issue is not resolved, please click the following link to reopen your incident:
[Click here if your issue was not properly resolved INC0249624](#)
- Short Description:** Short description: test issue for service now training
- Priority:** 3 - Moderate
- Category:** Inquiry
- Comments:**
- Close notes:** Example of Service Now "Resolved"
- Additional comments:**

At the bottom of the email, there is a timestamp and sender information:

2017-09-15 13:28:57 MDT - Julia Harrison Comments
received from: julia.harrison@utah.edu

Just more testing

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Julia D. Harrison, Associate Director
Center for High Performance Computing, University of Utah

Click here to view Incident: [INC0249624](#)

Ref:MSG2926712

JIRA – email for close Issue

[CHPC Service Desk] (USR-4841) Test issue for example - JIRA - INBOX

Message

Delete Archive Reply Reply All Forward Meeting Attachment Move Junk Rules Read/Unread Categorize Follow Up

[CHPC Service Desk] (USR-4841) Test issue for example - JIRA

CHPC - Julia D. Harrison (Chpc) <issues@chpc.utah.edu>
julia.d.harrison@gmail.com
Wednesday, November 29, 2017 at 11:28 AM
[Show Details](#)

[<https://jira.chpc.utah.edu/browse/USR-4841?page=com.atlassian.jira.plugin.system.issuetabpanels:all-tabpanel>]

Julia D. Harrison (Chpc) closed USR-4841.

Resolution: Question Answered

Example of closing issue in JIRA

Test issue for example - JIRA

Key: USR-4841
URL: <https://jira.chpc.utah.edu/browse/USR-4841>
Project: User Services
Issue Type: Service Desk Issue
Security Level: Any Jira User
Reporter: Julia D. Harrison
Assignee: Julia D. Harrison (Chpc)

This is an example of an issue created when send an email into the jira system at CHPC.

-Julia D. Harrison

--
This message was sent by Atlassian JIRA (v7.3.1#73012)

Service Now – email for close Issue

Your incident INC0283436 has been closed - @ServiceNow

Message

Delete Reply Reply All Forward Meeting Attachment Move Junk Rules Read/Unread Categorize Follow Up

Your incident INC0283436 has been closed

UIT Service Management Team <uofu@service-now.com>
Julia D. Harrison (CHPC)
Thursday, November 30, 2017 at 12:28 PM
[Show Details](#)

Your incident **INC0283436** has been closed. Please contact the service desk if you have any questions.
Closed by: Julia Harrison

Short description: Test issue for example - Service Now
Click here to view: [INC0283436](#)

Close notes:
Example of closing Service Now incident
Comments:

2017-11-29 12:22:52 MST - Julia Harrison Comments
Manual comment: Issue resolved: 11-29-2017 11:24:23

2017-11-28 16:03:29 MST - Guest Comments
reply from: julia.d.harrison@gmail.com

Does this information get added to the ticket?

From: UIT Service Management Team <uofu@service-now.com>
Reply-To: UIT Service Management Team <uofu@service-now.com>
Date: Tuesday, November 28, 2017 at 3:56 PM
To: <julia.d.harrison@gmail.com>
Subject: Incident INC0283436 - comments added

INC0283436 - Test issue for example - Service Now

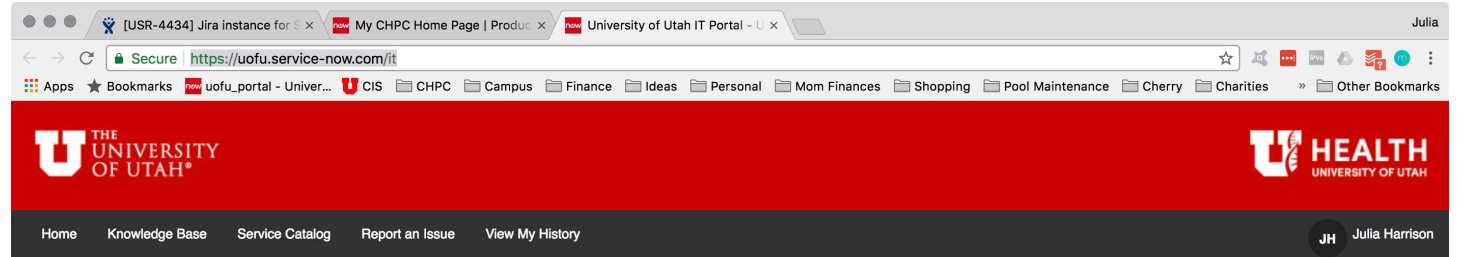
Additional Details:

Caller: Guest


category: Inquiry

Service-Now Portal


<https://uofu.service-now.com/it>



Search




Search Knowledge Base



Request Services



Report an Issue



View My History

Most Viewed Articles

- [Syncing UMail messages, calendar, and contacts with mobile devices](#)
👁 1052 Views
- [Using the AnyConnect VPN client with 2FA](#)
👁 562 Views
- [UConnect wireless access](#)
👁 411 Views
- [Reset or change uNID password](#)
👁 391 Views
- [Kronos help and training information](#)
👁 371 Views

Reporting Issues through the Portal

<https://uofu.service-now.com/it>

Click on



We have requested a checkbox or some indication it should be routed to CHPC. In the meantime please mention this is for CHPC somewhere in the description of the issue.

Report an Issue

Is something broken? Please use this form to report the issue.

We're happy to help resolve any issues as soon as possible. However, if you need an immediate response, please call your IT support team below.

- For University Hospital employees, contact the ITS Service Desk at 587-6000.
- Campus employees may reach the Campus Help Desk at 581-4000.
- All other individuals should reach out to their IT support group.

If you would like to request a service change or addition, please use the Service Catalog. Thank you.

*Please enter your uNID, or the name or uNID of the person we need to contact. Only incidents submitted under your name will appear in the "My History" section.

*Best number to call:

How urgent is this issue?
Medium (should be looked at soon)

Please provide the barcode number from the equipment's University ID label.

Where is the issue located? Please provide building, floor and room number if possible.

*Please describe the issue in a sentence or two.

Does this affect your phone?

Please provide as much information as possible, including error messages, when the issue occurs or when the issue started.

Submit Add attachments

Required information: Please enter your uNID, or the name or uNID of the person we need to contact. Only incidents submitted under your name will appear in the "My History" section. Best number to call: Please describe the issue in a sentence or two.

201 Presidents Circle
Room 150 SLC, UT 84112
801-581-7200
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Viewing your History and Active Incidents through the portal

<https://uofu.service-now.com/it>

Click on an incident to see the details.

The screenshot displays the ServiceNow portal interface for the University of Utah. The page is titled "My History - University of Utah" and shows a list of incidents and requested items. The top navigation bar includes "Home", "Knowledge Base", "Service Catalog", "Report an Issue", and "View My History". The user's name, "Julia Harrison", is visible in the top right corner.

The main content area is divided into four sections:

- Active Incidents:** A list of four active incidents, each with a unique ID and a brief description. The incidents are:
 - INC0300895:** Add script, or modify cleanup script to remove empty groups from group file, netgroup file and from the database (accounts_pi) • Active
 - INC0289333:** FW: node database for new clusters • Active
 - INC0289179:** SCHEDULED 01/11/2018 - Stang Group Cleanup • Active
 - INC0250592:** REAL incident (internal) - lower priority - deal with user who have pwd hash - how to handle in LDAP? • Active
- Closed Incidents:** A list of six closed incidents, each with a unique ID and a brief description. The incidents are:
 - INC0287889:** Please add Joel Brownstein (u0707758) with CHPC staff roles (itil). • Closed
 - INC0287605:** Please remove Janet Ellingson from the root <root@drycreek05.chpc.utah.edu> email list • Closed
 - INC0284415:** Please heavily customize this VM for me • Closed
 - INC0283436:** Test issue for example - Service Now • Closed
 - INC0281050:** CHPC staff member's email address incorrect in Service Now. User: u00407846 • Closed
- Requested Items:** A section indicating "No records found".
- Closed Requested Items:** A list of five closed requested items, each with a unique ID and a brief description. The items are:
 - RITM0073667:** Role removal request for Joel Brownstein
 - RITM0052233:** Increase Mailbox Size Request for Julia Harrison
 - RITM0051064:** New ServiceNow Assignment Group request for Julia Harrison
 - RITM0049201:** Requested change in ServiceNow Roles for Caden Bullock
 - RITM0049200:** Requested change in ServiceNow Roles for Alan Navarro

At the bottom of each list, there are "First 5 of 32" and "View all" links.

Viewing details and commenting on an incident in the portal

<https://uofu.service-now.com/it>

The screenshot shows a web browser window displaying a ServiceNow incident ticket. The browser's address bar shows the URL: https://uofu.service-now.com/it?sys_id=b94c7d5cdbf287c4a9697c1ebf961999&view=sp&id=ticket_history&table=incident. The page header includes the University of Utah logo and the 'HEALTH UNIVERSITY OF UTAH' branding. A navigation bar contains links for Home, Knowledge Base, Service Catalog, Report an Issue, and View My History. The user's name, Julia Harrison, is displayed in the top right corner.

The main content area is titled "Test issue for example - Service Now" and features a comment thread. At the top of the thread is a text input field with the placeholder "Type your message here..." and a "Send" button. The comment history shows two entries:

- Julia Harrison** (JH) - about a month ago: Manual comment: Issue resolved: 11-29-2017 11:24:23
- Guest** (G) - about a month ago: reply from: julia.d.harrison@gmail.com. Does this information get added to the ticket?

Below the comment thread, there is an email preview section with the following details:

- From: UIT Service Management Team <uofu@service-now.com>
- Reply-To: UIT Service Management Team <uofu@service-now.com>
- Date: Tuesday, November 28, 2017 at 3:56 PM
- To: <julia.d.harrison@gmail.com>
- Subject: Incident INC0283436 - comments added

The ticket title "INC0283436 - Test issue for example - Service Now" is displayed below the email preview. Underneath, the "Additional Details" section lists the following information:

- Caller: Guest
- category: Inquiry
- Severity: 3 - Low
- Priority: 3 - Moderate

On the right side of the page, there is a summary box for the incident:

- Agent working on this Incident:** Julia Harrison
- Reference:** INC0283436
- State:** Closed
- Priority:** 3 - Moderate
- Created:** about a month ago
- Short description:** Test issue for example - Service Now
- Description:** Testing and example
- Updated:** about a month ago

At the bottom of the right sidebar, there is an "Attachments" section with a "Drop files here" prompt.