

# **IT Service Management (ITSM) Software & Ticketing Tools**



# ITSM Tools:

- BMC Remedy



- JIRA

- Snowflakes ,etc....



# JIRA

The word JIRA is **derived from the Japanese word 'Gojira', meaning Godzilla.**

The software is based on agile methodology.

If you're wondering what is jira used for, the answer is multiple purposes –

- bug tracking,
- issue tracking,
- and project management.

# What is Jira Ticketing System?



- › Jira is a powerful project management tool .
- › It is widely used in the software development industry.
- › It allows teams to efficiently track tasks and issues, collaborate on projects, and communicate effectively to streamline workflow and increase productivity.
- › With Jira, teams can customize workflows, automate repetitive tasks, and track project progress in real-time.



# JIRA

Jira Service Management [Features](#) [Pricing](#) [Resources](#) [Enterprise](#) [Get it free](#)

Cloud  Data Center

## Plans and pricing

How many agents do you have?  ?

Billing cycle:  Monthly  Annual

	Free	Standard	Premium	Enterprise
	<b>\$0</b> Always free for 3 agents	<b>\$20</b> per agent (average) \$60 a month	<b>\$40</b> per agent (average) \$120 a month	Billed annually. Switch the Billing cycle to Annual to view Enterprise pricing.
	<a href="#">Get started</a>	<a href="#">Start trial</a>	<a href="#">Start trial</a>	<a href="#">Contact sales</a>



# JIRA

General

Add existing request type



Icon	Request name	Issue type	Description (Optional)	Actions
	<input type="text"/>	<span>+ New ...</span> ▾	<input type="text"/>	<a href="#">Create request type</a>
	Licensing and billing questions	<span>? Support</span>	Choose this if you have questions about licensing or billing.	<a href="#">Edit groups</a> <span>1</span> <a href="#">×</a> <a href="#">Edit fields</a>
	Product trial questions	<span>? Support</span>	Trying out our product and want more information? Select this and we'll be happy to answer your questions.	<a href="#">Edit groups</a> <span>1</span> <a href="#">×</a> <a href="#">Edit fields</a>
	Other questions	<span>? Support</span>	Don't see what you're looking for? Select this option and we'll help you out.	<a href="#">Edit groups</a> <span>1</span> <a href="#">×</a> <a href="#">Edit fields</a>
	Report a bug	<span>■ Bug</span>	Tell us the problems you're experiencing.	<a href="#">Edit groups</a> <span>1</span> <a href="#">×</a> <a href="#">Edit fields</a>
	Suggest a new feature	<span>+ New Featu...</span>	Let us know your idea for a new feature.	<a href="#">Edit groups</a> <span>1</span> <a href="#">×</a> <a href="#">Edit fields</a>



# JIRA

## SLAs

-93:45  Time to resolution  
within 4h 

-89:45  Time to first response  
within 8h 

Assignee:

 Laura 

Assign to me  

Reporter:

 Margaret Two

Request participants:

None

Organizations:

None

Votes:

0

Watchers:

0

[Start watching this issue](#)



# JIRA

- Time to resolution
- Time to first response
- + New Metric

## New Metric

Name:

[Create](#) [Cancel](#)

Time will be measured between the **Start** and **Stop** conditions below.

### Start

Begin counting time when  
Please select at least one condition

Search

- Assignee: From Unassigned
- Assignee: To Unassigned
- Assignee: Changed
- Comment: By Customer
- Comment: For Customers
- Issue Created
- Resolution: Set
- Resolution: Cleared

### Pause on

Time is not counted during

Search

- Status: Reopened
- Status: Pending
- Status: Closed
- Status: Escalated
- Status: Canceled
- Status: In Progress
- Status: Resolved
- Status: Work in progress
- Status: Done

### Stop

Finish counting time when  
Please select at least one condition

Search

- Comment: By Customer
- Comment: For Customers
- Resolution: Set
- Resolution: Cleared
- Entered Status: Reopened
- Entered Status: Pending
- Entered Status: Closed
- Entered Status: Escalated
- Entered Status: Canceled







# JIRA

- Teams in Space  
Classic software project
- Scrum: Teams in S...  
Board
- Roadmap
- Backlog
- Active sprints**
- Reports
- Issues
- Components
- Releases
- Project pages
- Add item
- Project settings

## Board

Release ...

Quick Filters

### TO DO 5

Engage Jupiter Express for outer solar system travel

**SPACE TRAVEL PARTNERS**

5 TIS-25

Create 90 day plans for all departments in the Mars Office

**LOCAL MARS OFFICE**

9 TIS-12

Engage Saturn's Rings Resort as a preferred provider

**SPACE TRAVEL PARTNERS**

3 TIS-17

Enable Speedy SpaceCraft as the preferred

### IN PROGRESS 5

Requesting available flights is now taking > 5 seconds

**SEESPACEEZ PLUS**

3 TIS-8

Engage Saturn Shuttle Lines for group tours

**SPACE TRAVEL PARTNERS**

4 TIS-15

Establish a catering vendor to provide meal service

**LOCAL MARS OFFICE**

4 TIS-15

Engage Saturn Shuttle Lines for group tours

### CODE REVIEW 2

Register with the Mars Ministry of Revenue

**LOCAL MARS OFFICE**

3 TIS-11

Draft network plan for Mars Office

**LOCAL MARS OFFICE**

3 TIS-15

Establish a catering vendor to provide meal service

### DONE 8

Homepage footer uses an inline style - should use a class

**LARGE TEAM SUPPORT**

1 TIS-68

Engage JetShuttle SpaceWays for travel

**SPACE TRAVEL PARTNERS**

5 TIS-23

Engage Saturn Shuttle Lines for group tours

**SPACE TRAVEL PARTNERS**

1 TIS-15

Establish a catering vendor to provide meal service



# BMC Remedy

## Registering the form fields for the application

CHG: Infrastructure Change on clm-aus-012465 in application Remedy Change Management (Unmodified)

EMC REMEDY IT SERVICE MANAGEMENT - Change Management  
Infrastructure Change

**You do not have permission to modify this ticket.**

Quick Action: Auto Assign, Broadcast Change, Impact Simulator, Create Relationship to, Create Related Request, Process Overview, Select Disposition, Select Product, Requested For, View Calendar

SLM Status: SMD Details...

Change ID\*  
Coordinator Group\*  
Change Coordinator\*  
Change Location

Service\*  
Template\*  
Summary\*  
Notes

Class\* Normal  
Change Reason  
Target Date  
Impact\* 4-Minor/Localized  
Urgency\* 4-Low  
Priority Low

Work Detail | Categorization | Tasks | Relationships | Date/System

Date Information  
Scheduled Start Date\*  
Scheduled End Date\*  
Actual Start Date\*  
Actual End Date\*  
Completed Date  
Earliest Start Date  
Requested Start Date\*  
Requested End Date\*  
Timing Reason

Time Spent Resolving Change Request View Task Date  
Start Time Start Clock  
End Time Stop Clock  
Time Spent (min) Update Effort Log  
Total Time Spent (min)  
System Information

Field - Scheduled End Date (Unmodified)

Permissions  
Overlay Type: No Overlay Set Permissions

Others  
Overlay Type: No Overlay

Property	Value
Attributes	
Default Value	None
Audit Log Key	Audit
Audit Option	Yes
Allow any user to submit	Yes
Change History	
Color	
Database	
Localize Data	False
Entry Mode	Optional
ID	100000362
Data Type	Date/Time
Name	Scheduled End Date
Display	
Font	
Help Text	
Highlight	
Views	

# BMC Remedy



**BMC REMEDY IT SERVICE MANAGEMENT - Change Management**  
Infrastructure Change

**Warning:** You do not have permission to modify this ticket.

**Quick Action**

- Auto Assign
- Broadcast Change
- Impact Simulator
- Create Relationship to
- Create Related Request
- Process Overview
- Select Operational
- Select Product
- Requested For
- View Calendar

**SLM Status**

SLM Details...

**Functions**

- View Risk Report
- Impacted Areas
- Manage CIs
- Email System

**Change ID\***

Coordinator Group\*

Change Coordinator\*

**Change Location**

**Service\***

Template\*

**Summary\***

Notes

**Class\*** Normal

Change Reason

Target Date

**Impact\*** 4-Minor/Localized

**Urgency\*** 4-Low

Priority Low

**Risk Level\*** Risk Level 1

**Status\***

Status Reason

**Date Information**

Scheduled Start Date+

Scheduled End Date+

Actual Start Date+

Actual End Date+

Completed Date

Earliest Start Date

Requested Start Date+

Requested End Date+

Timing Reason

**Time Spent Resolving Change Request** View Task Date

Start Time Start Clock

End Time Stop Clock

Time Spent (min) 0 Update Effort Log

Total Time Spent (min) 0

**System Information**

**Submitter\*** \$USERS

Submit Date

Do Not Archive

# BMC Remedy



## Field Mapping in SRD

<b>Change ID*</b>	CRQ000000000004
<b>Coordinator Group*</b>	Frontoffice Support
<b>Change Coordinator*</b>	
<b>Change Location</b>	Headquarters, Building 1.31

<b>Service*</b>	
<b>Template*</b>	
<b>Summary*</b>	Date Mapping Change Request
<b>Notes</b>	

<b>Class*</b>	Normal
<b>Change Reason</b>	
<b>Target Date</b>	
<b>Impact*</b>	4-Minor/Localized
<b>Urgency*</b>	3-Medium
<b>Priority</b>	Medium

<b>Work Detail</b>	<b>Categorization</b>	<b>Tasks</b>	<b>Relationships</b>	<b>Date/System</b>
<b>Date Information</b>				
<b>Scheduled Start Date+</b>				
<b>Scheduled End Date+</b>	11/30/2016 6:08:00 PM			
<b>Actual Start Date+</b>				
<b>Actual End Date+</b>				
<b>Completed Date</b>				
<b>Earliest Start Date</b>	11/1/2016 3:30:00 AM			
<b>Requested Start Date+</b>				
<b>Requested End Date+</b>				
<b>Timing Reason</b>				
<b>Time Spent Resolving Change Request</b>				<b>View Task Date</b>
<b>Start Time</b>				<b>Start Clock</b>
				<b>Stop Clock</b>
<b>Time Spent (min)</b>	0			<b>Update Effort Log</b>
<b>Total Time Spent (min)</b>	0			
<b>System Information</b>				
<b>Submitter*</b>	Remedy Application Service			

# BMC Remedy



Request Service


Search [ ] [ ] Favorites [ ] Popular Browse

All Categories

- Business Analysis
- Application Hosting

Available Requests

Change Request with Scheduled Start Date



**Change Request with Scheduled Start Date**

**Description:**  
Change Request with Scheduled Start Date

**Price:**  
**One Time:** 0.00 USD

[Add to Favorites](#) [Request Now](#)

My Requests

Show Open and dra

1-4

Test SRD	
Request ID:	RI
Submitted:	1
For:	Al
Status:	In
	Re

---

Test SRD	
Request ID:	RI
Submitted:	10
For:	Al
Status:	In
	Re

---

Test SRD	
Request ID:	RI
Submitted:	10
For:	Al
Status:	In
	Re

---

Test SRD	
Request ID:	RI

# BMC Remedy



✓ Change Request

✓ Service Request

✓ Incidents

# Change Request CRQ##



- › In ITSM a change is defined as the addition, modification, or removal of anything that could have an effect on IT services. Change management is the process responsible for managing and controlling the lifecycle of all changes. This includes requesting changes.
- › The scope of change requests includes changes to IT applications, networks, servers, desktops, laptops, tools, architectures, processes, organizational structures, and operating instructions. The change management process includes requesting a change, and the recording, reviewing and approving of the change request.

## What is a change request?

- › A change request is a formal request for a change to be made. The change request includes details of the proposed change. A change request is also known as a request for change or an RFC. Any request for change can be recorded on paper or digitally.

# Change Request CRQ##



## Types of changes

Changes can be emergency, standard, or normal.



# Change Request CRQ##



- An emergency change is one where the change request requires urgent approval that cannot wait for the normal cycle of the change management process. The information required in a change request for an emergency change is often less than what is required in requests for non-emergency changes. Some organizations allow the written change request to be provided after approval has been given for the change to proceed.
- A standard change is a low risk and repeatable change that has been successfully implemented many times. It is good practice to use a change request when proposing that a particular change should in future be classified as a standard change, as the change request provides the full detail of what is being proposed. Once this change request has been approved, there is no requirement to raise an RFC for subsequent implementation of this change. In effect, it has been pre-approved.
- A normal change is a change that requires management but is not a standard or an emergency change, hence a change request should always be raised for this type of change.

# Service requests



A service request, or work order, is a change to a service or a request for an operational task. Requests for change (RFCs) are not required to implement service requests.

# Service requests



Service requests typically have the following characteristics:

- Approval is automatically granted by the delegated authority.
- The tasks are well known, documented, and proven.
- Authority is effectively given in advance for the change.
- The request is included as part of the service offering.
- The risk is usually low and well understood.

# ITIL Incident Management



Incident management is **the process of identifying, analyzing, and solving any organizational mishaps or hazards to prevent them from happening again.**

The aim of incident management is to fix and clear these issues before they become large-scale, company-wide crises.

## **3 Types Of Incidents That Stand Out: Is Your Help Desk Prepared?**

- Major Incidents. Large-scale incidents may not come up too often, but when they do hit, organizations need to be prepared to deal with them quickly and efficiently. ...
- Repetitive Incidents. ...
- Complex Incidents.

# ITIL Incident Management



## What is P1 P2 P3 P4 incidents?

- › **P1 – Priority 1 incident tickets (Critical)**
- › **P2 – Priority 2 incident tickets (High)**
- › **P3 – Priority 3 incident tickets (Moderate)**
- › **P4 – Priority 4 incident tickets (Low)**

SLA (**service-level agreement** ) success rate is given as percentage. 'Red' colour indicates that we have failed to achieve SLA cut-off in that particular period. '

# IT Service Management (ITSM) Software & Tools

Completed

