

# Service Desk



Sistema di ticketing per i SSNN e  
Servizi di Calcolo di Sede

(Antonella Monducci)

# Agenda

- L'esigenza di un sistema di ticketing comune
- Le caratteristiche peculiari di Jira Service Desk
- Una proposta di configurazione

# IT Service Desk

- Modello di supporto per i SSNN della CCR
  - supporto di primo livello a cura dei Servizi Calcolo e Reti delle strutture;
  - supporto di secondo livello a carico del relativo Servizio Nazionale;
- Unico sistema di ticketing che permetta l'interoperabilità tra i vari attori.

# Jira Service Desk (JSD)

- **Jira Service Desk** è un sistema di ticketing multi-progetto altamente configurabile (e quindi piuttosto complesso) pensato per fornire supporto agli utenti ed ai progetti in modo compatibile con ITIL.
- E' collegato al **Jira Software** per la gestione di progetti di sviluppo software e **Confluence** per la gestione della documentazione (di progetto, KnowledgeBase, ITSM, ...)
- Plug-in Insight Asset Management per la gestione delle risorse (vedi poster LNGS);

# JSD & IT Service Desk

- Configurazioni globali (**jira-system-administrators**)
- Configurazioni condivise (**jira-administrators**)
  - di sistema
  - per progetti omogenei
- Autonomia agli amministratori di progetto (**Administrators**)
  - Definizione di policy di sicurezza e di accesso per progetto
  - Definizione di SLAs
  - Granularità di riservatezza fino al singolo ticket
  - Integrazione in base alle esigenze di sede

# JSD: Project

- L'unità operativa di JSD è il "*project*".
  - Tipo (IT Service Desk, Customer Service, Basic)
  - User and Roles:
    - **Project Lead,**
    - Administrators, Service Desk Team, Service Desk Customers;
  - Eventuale indirizzo e-mail utilizzare per l'apertura dei ticket;
  - Request types;
    - Component;
    - Issue types (Workflows, Screens, Fields)
  - Portal;
  - Notification schema;
  - Permission and Security;

# JSD: Soggetti

- Project-lead intestatario del "project";
- Project Administrator(s);
- Project Agent(s) - Service Desk Team (utenti autorizzati a gestire richieste/issue nel determinato progetto);
- Project Customers - Service Desk Customer (utenti autorizzati a sottomettere richieste/issue)

L'interfaccia utente dipende dal ruolo ed un utente può ricoprire più di un ruolo.

# JSD: scenari

- Servizio Nazionale
- Servizio Calolo e Reti di sede
  - solo per i servizi nazionali (sede che si appoggia già un un altro sistema di ticketing o sede che non sente la necessità di un sistema di ticketing)
  - sia per i servizi nazionali che per i servizi di sede (per esempio: richiesta creazione account, richiesta IP, problematiche di rete...)
- Servizi Tecnici dei LLNN

# CCR IT Service Desk

- Condivisione di workflow, issue-types, screen, fields, permission schema e security
- jira-servicedesk-users abilitati a sottomettere richieste in tutti i progetti
- default security ticket: **Project Private**
  - solo il requestor ed i Service Desk Team del progetto possono accedere al ticket

# JSD: Service Desk Customer

- Unico portale di accesso

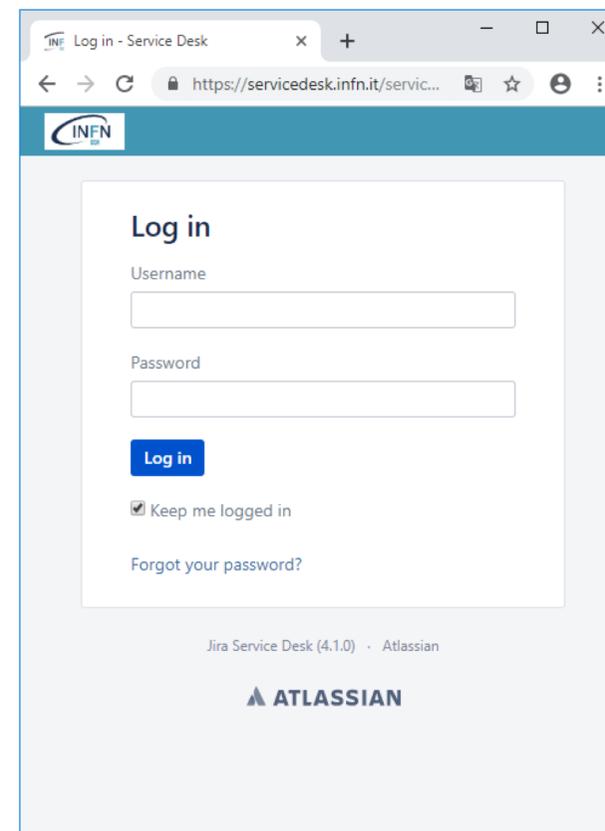
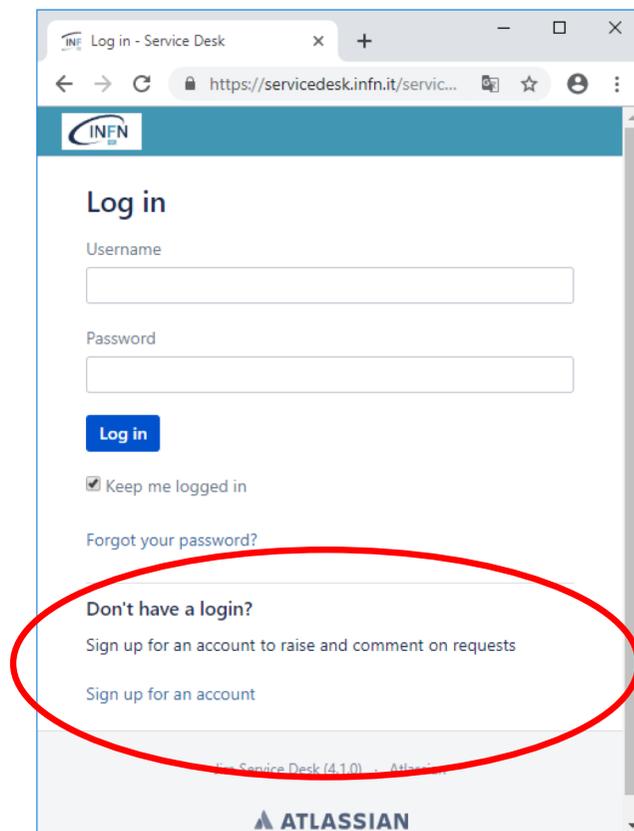
<https://servicedesk.infn.it/servicedesk/customer/portals>

Dopo l'autenticazione, l'utente, potrà vedere l'elenco di tutti i progetti verso i quali potrà sottomettere delle richieste e l'elenco delle richieste sottomesse.

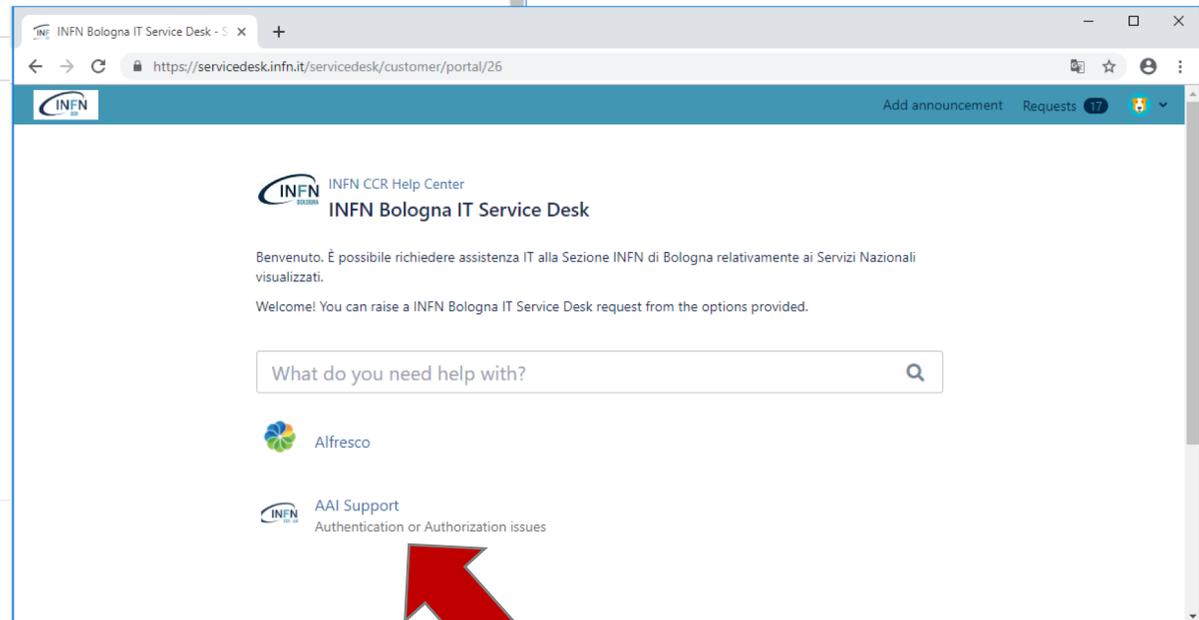
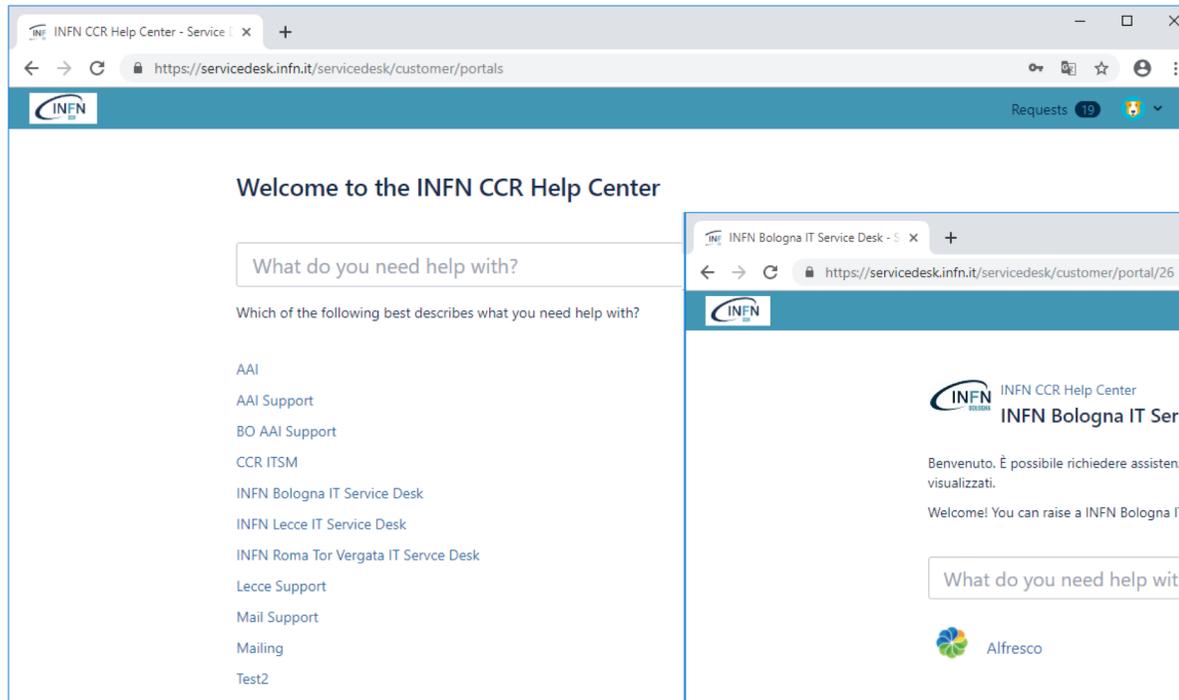
- Un portale per ogni progetto
- Può essere reso disponibile anche il canale e-mail (un canale per progetto)

# JDS: Login

## Login utente con credenziali INFN-AAI



# JSD: Sottomettere richieste



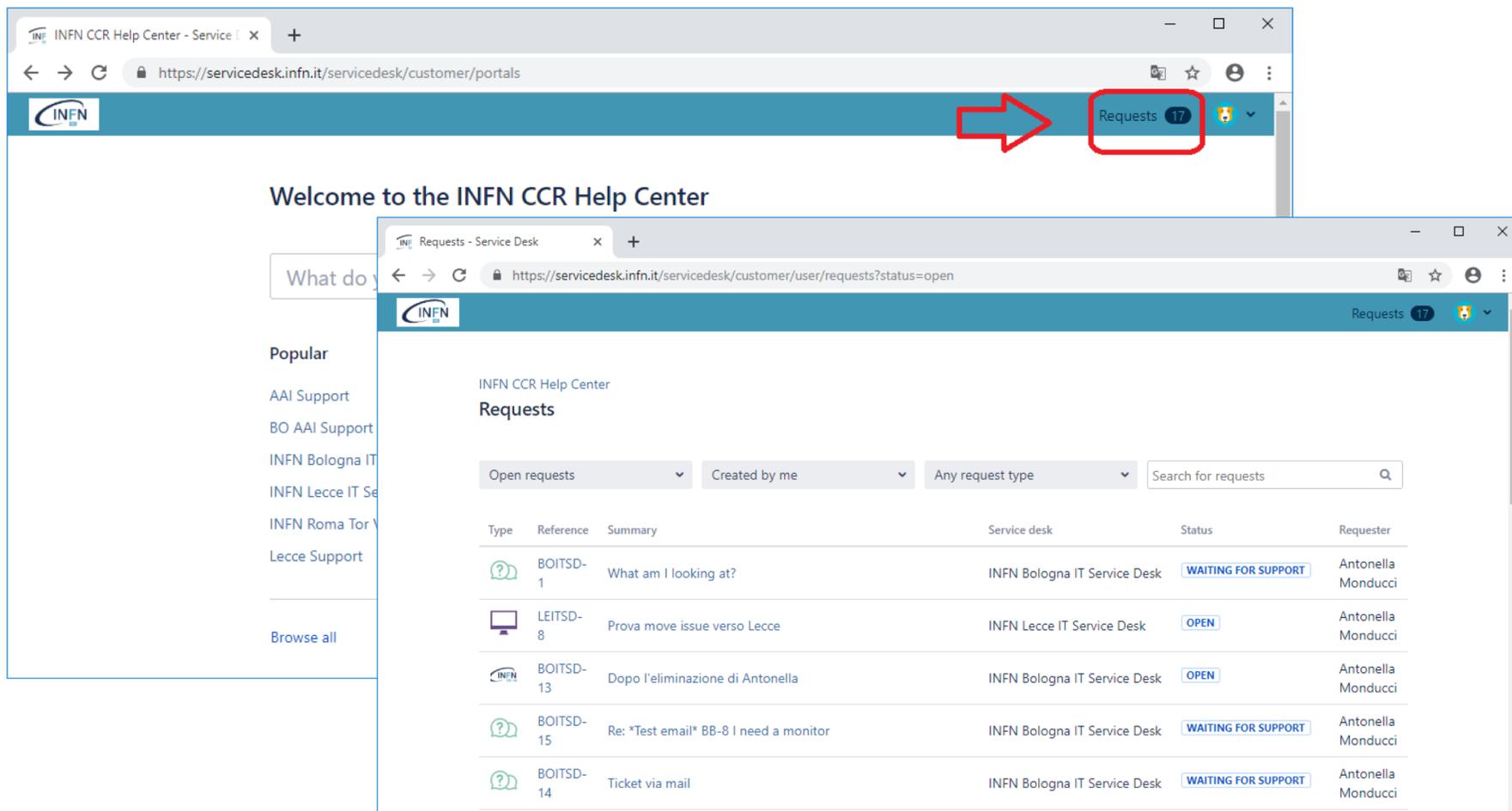
**Components**

QUICK FILTERS: Active Archived

Component name	Lead (optional)	Description (optional)	Default assignee	Add		
Component	Status	Issues	Lead	Description	Default assignee	Actions
AAI	ACTIVE	0 Issues	Antonella Monducci	AAI Support Level 1	Component lead	...
Alfresco	ACTIVE	0 Issues	Patrizia Calligola	Alfresco	Component lead	...

**Richieste inserite in uno specifico issue type saranno indirizzate al Component Lead corrispondente**

# JSD: Visualizzare richieste



The screenshot shows two browser windows. The top window displays the main 'INFN CCR Help Center' page with a navigation bar containing a 'Requests 17' link, which is highlighted with a red circle and a red arrow. The bottom window shows the 'Requests' page, which includes a sidebar with 'Popular' categories and a main content area with a table of requests.

**Popular**

- AAI Support
- BO AAI Support
- INFN Bologna IT
- INFN Lecce IT Se
- INFN Roma Tor
- Lecce Support

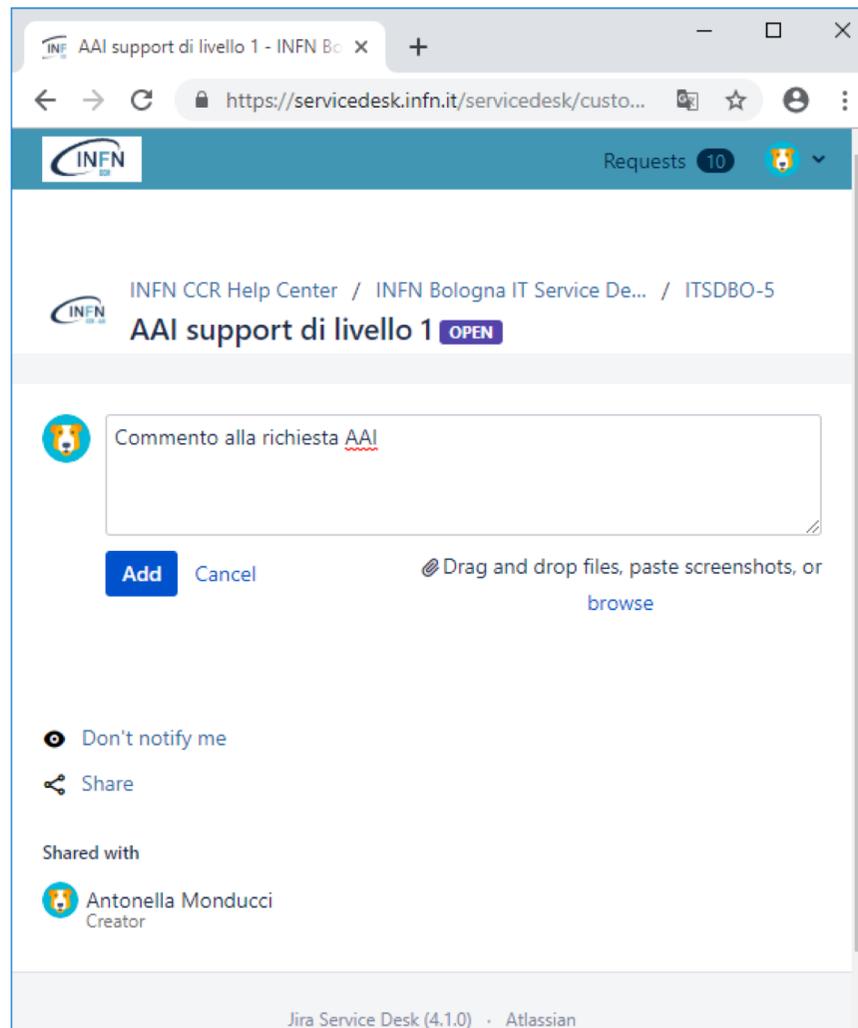
[Browse all](#)

**Requests**

Open requests | Created by me | Any request type | Search for requests

Type	Reference	Summary	Service desk	Status	Requester
	BOITSD-1	What am I looking at?	INFN Bologna IT Service Desk	WAITING FOR SUPPORT	Antonella Monducci
	LEITSD-8	Prova move issue verso Lecce	INFN Lecce IT Service Desk	OPEN	Antonella Monducci
	BOITSD-13	Dopo l'eliminazione di Antonella	INFN Bologna IT Service Desk	OPEN	Antonella Monducci
	BOITSD-15	Re: *Test email* BB-8 I need a monitor	INFN Bologna IT Service Desk	WAITING FOR SUPPORT	Antonella Monducci
	BOITSD-14	Ticket via mail	INFN Bologna IT Service Desk	WAITING FOR SUPPORT	Antonella Monducci

# JSD: Aggiungere un commento



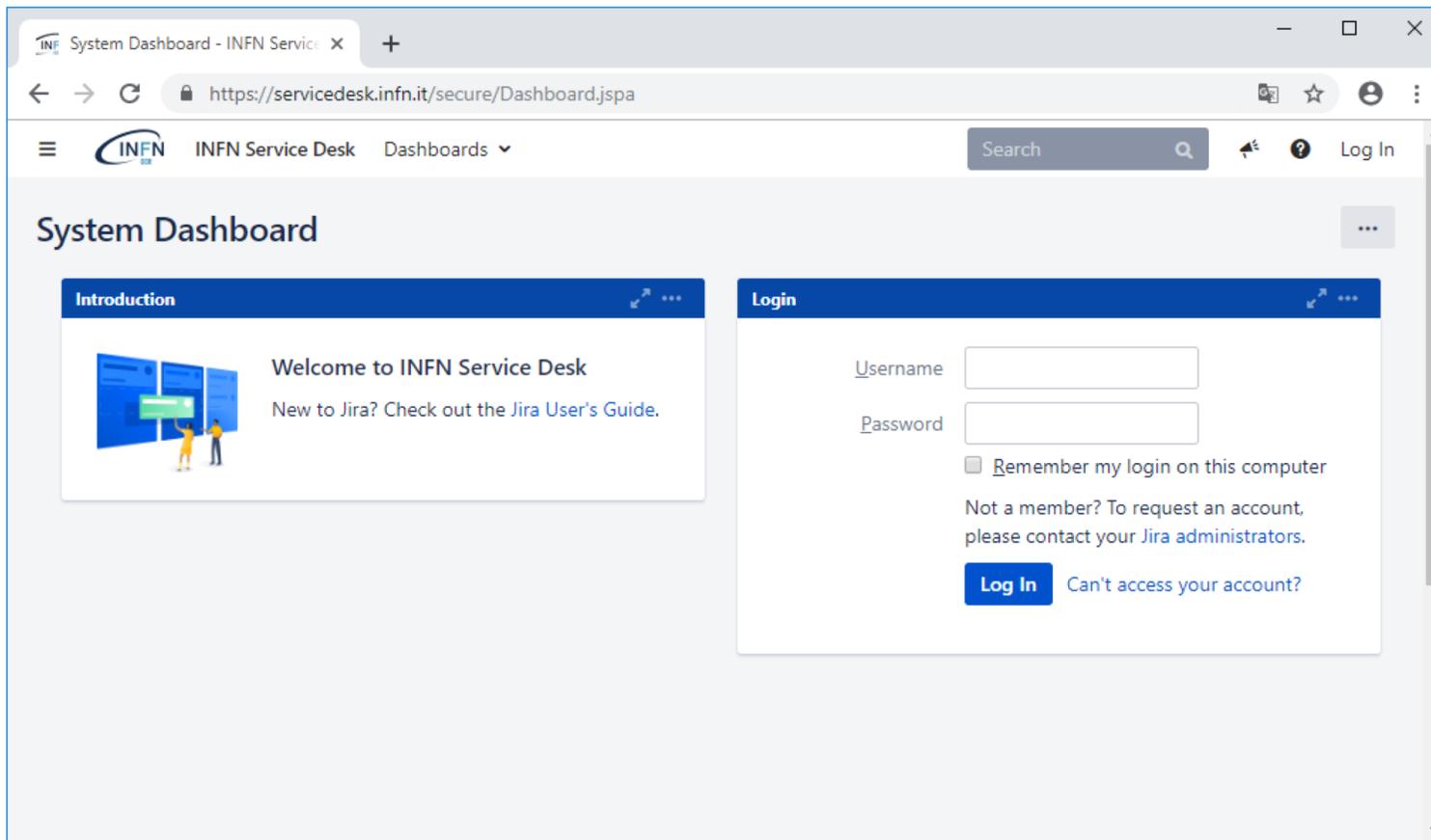
# JSD: Service Desk Customer

Un Service Desk Customer può quindi:

- sottomettere richieste
- visualizzare le richieste sottomesse
- aggiungere un commento ad una richiesta

# JSD: Login Service Desk Team

<https://servicedesk.infn.it/secure/Dashboard.jspa>



The screenshot shows a web browser window displaying the 'System Dashboard' of the INFN Service Desk. The browser's address bar shows the URL <https://servicedesk.infn.it/secure/Dashboard.jspa>. The page header includes the INFN logo, 'INFN Service Desk', and 'Dashboards'. A search bar and a 'Log In' link are also present. The main content area is titled 'System Dashboard' and features two panels: 'Introduction' and 'Login'. The 'Introduction' panel contains a welcome message and a link to the Jira User's Guide. The 'Login' panel includes input fields for 'Username' and 'Password', a 'Remember my login on this computer' checkbox, and a 'Log In' button. A link for 'Can't access your account?' is also visible.

# JSD

## Interfaccia Service Desk Team



Selezionare un progetto e visualizzare gli issue

The screenshot displays the JSD interface. The top navigation bar includes 'INFN Service Desk', 'Dashboards', 'Projects', 'Issues', and a 'Create' button. A search bar is also present. The main content area is divided into two sections: 'System Dashboard' and 'All open' issues.

**System Dashboard:** Features an 'Introduction' card with the text 'Welcome to INFN Service Desk' and 'New to Jira? Check out the Jira Getting Started Guide'. Below this, a 'CURRENT PROJECT' dropdown is set to 'INFN Bologna IT Service Desk (BOITSD)'. A 'RECENT PROJECTS' list includes:

- INFN Lecce IT Service Desk
- INFN Lecce Support (LECS)
- INFN Roma Tor Vergata
- BO AAI Support (BAS)
- AAI Support (AAISUPP)

Other options include 'Service Desk', 'Business', and 'View All Projects'.

**All open issues:** A table showing a list of open issues. The table has columns for 'Time to resolution', 'Key', 'Status', 'Summary', 'Created', 'P', and 'Reporter'. All issues are in the 'WAITING FOR SUPPORT' status.

Time to resolution	T	Key	Status	Summary	Created	P	Reporter
-1w 3d	🔴	BOITSD-1	WAITING FOR SUPPORT	What am I looking at?	09/May/19	🔴	Antonella Monducci
-1w 2d	🔴	BOITSD-3	WAITING FOR SUPPORT	Ticket di test via mail	10/May/19	🟡	Antonella Monducci
-1w 2d	🔴	BOITSD-4	WAITING FOR SUPPORT	[Service Desk] Requests from servicedesk@bo.infn.it are now set up and ready to use	10/May/19	🟡	Antonella Monducci
-2d 7h	🔴	BOITSD-14	WAITING FOR SUPPORT	Ticket via mail	17/May/19	🟡	Antonella Monducci
-2d 6h	🔴	BOITSD-15	WAITING FOR SUPPORT	Re: *Test email* BB-8 I need a monitor	17/May/19	🟡	Antonella Monducci

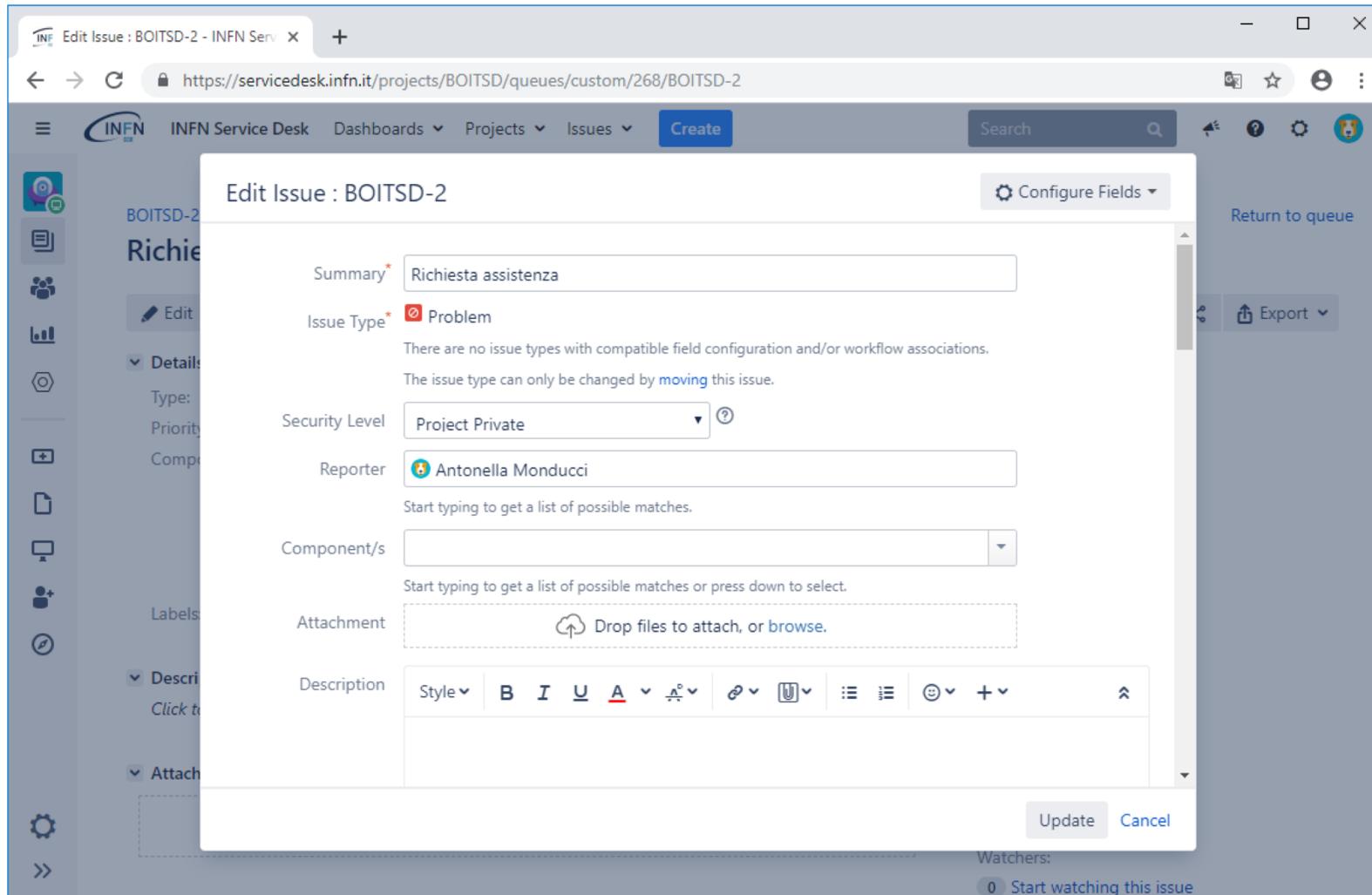
# JSD

## Operazioni su un *"issue"*



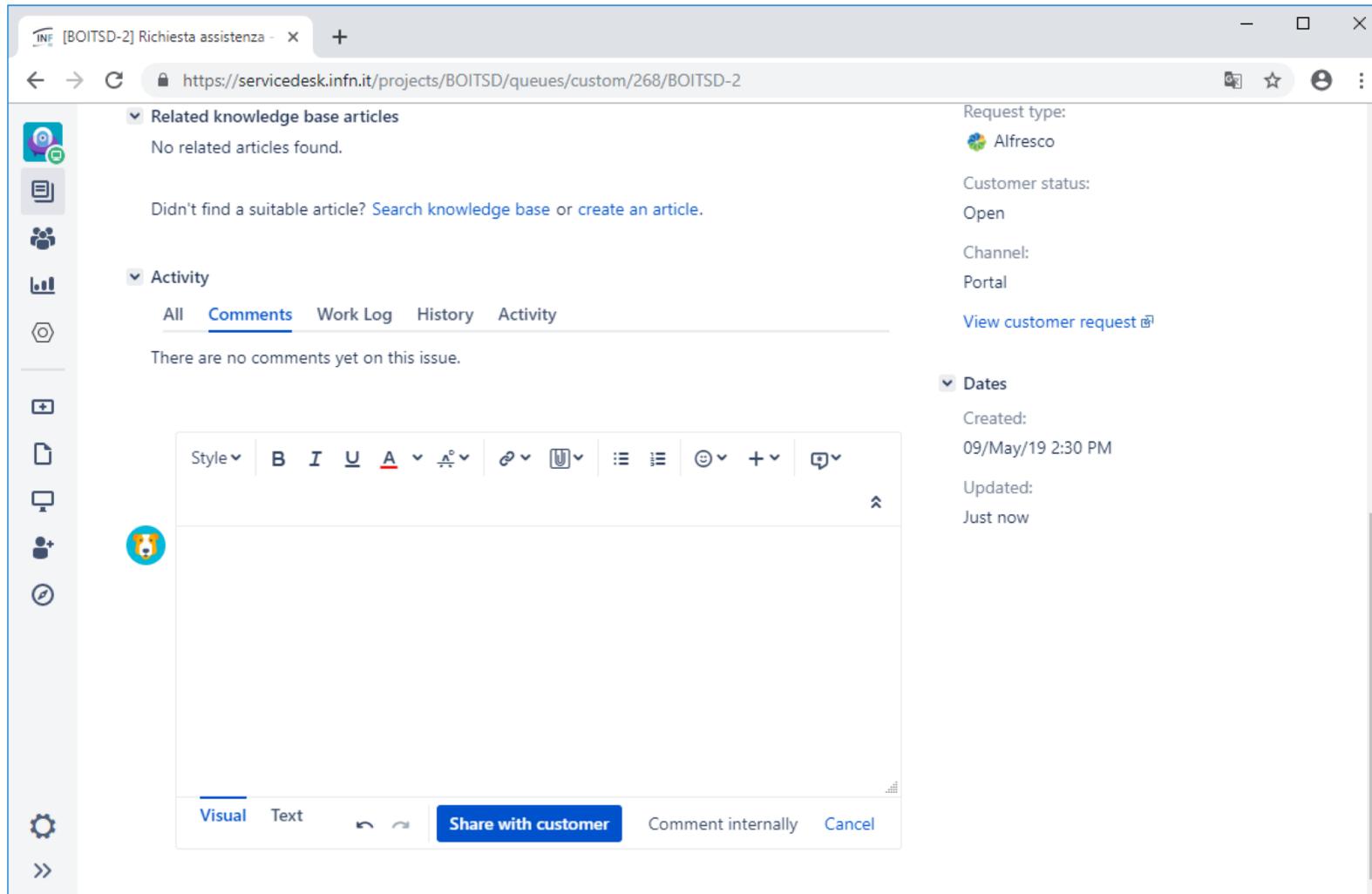
- modifica (Edit)
- rispondere al richiedente (Respond to customer)
- aggiungere un commento (Comment)
- aggiungere/togliere request participants
- aggiungere/togliere watchers
- assegnazione (Assign)
- spostamento in un altro progetto (Move)
- collegamento ad un altro ticket del progetto stesso o di un altro progetto (Link)
- .....

# JSD Edit

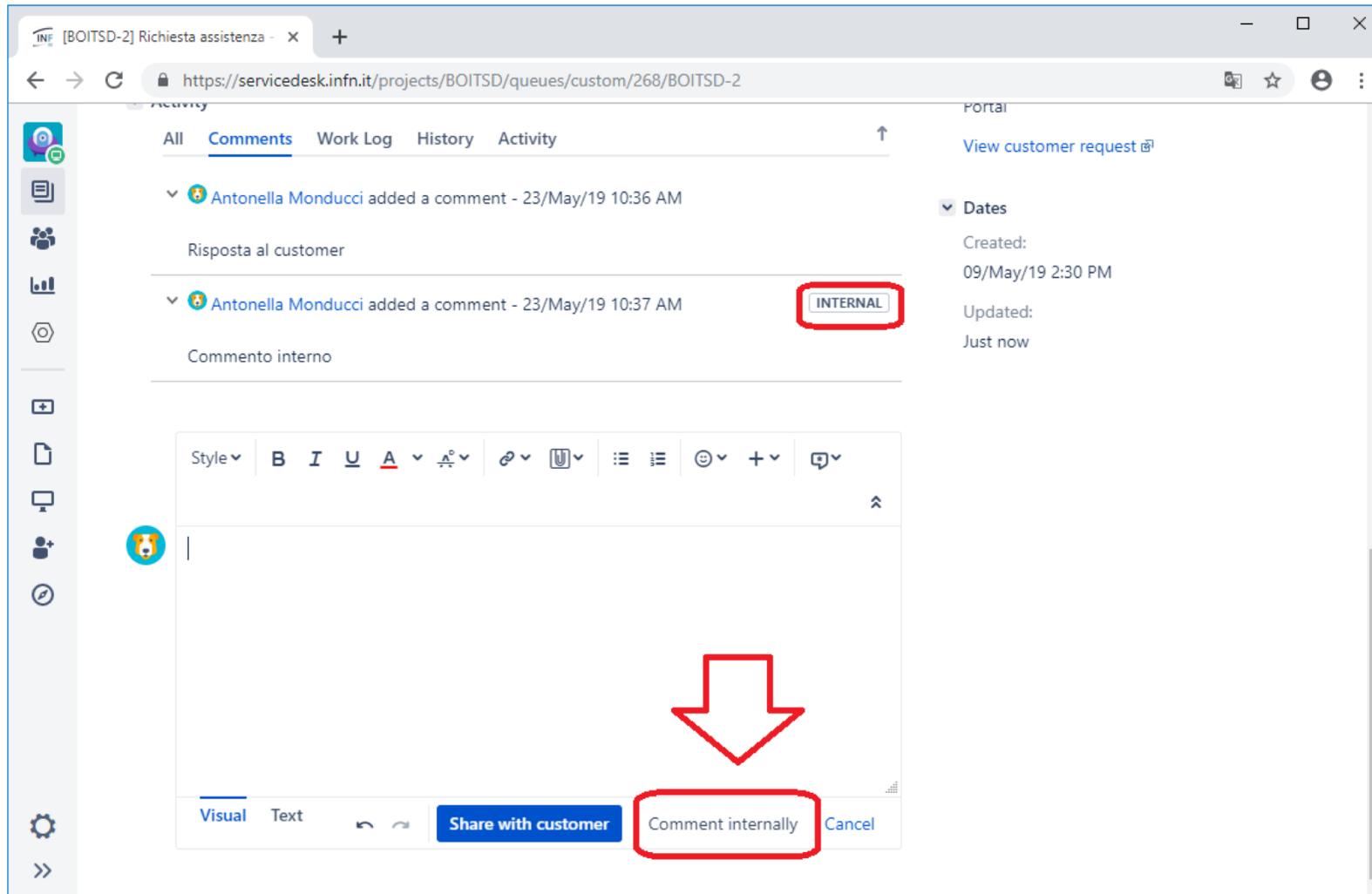


# JSD

## Respond to customer

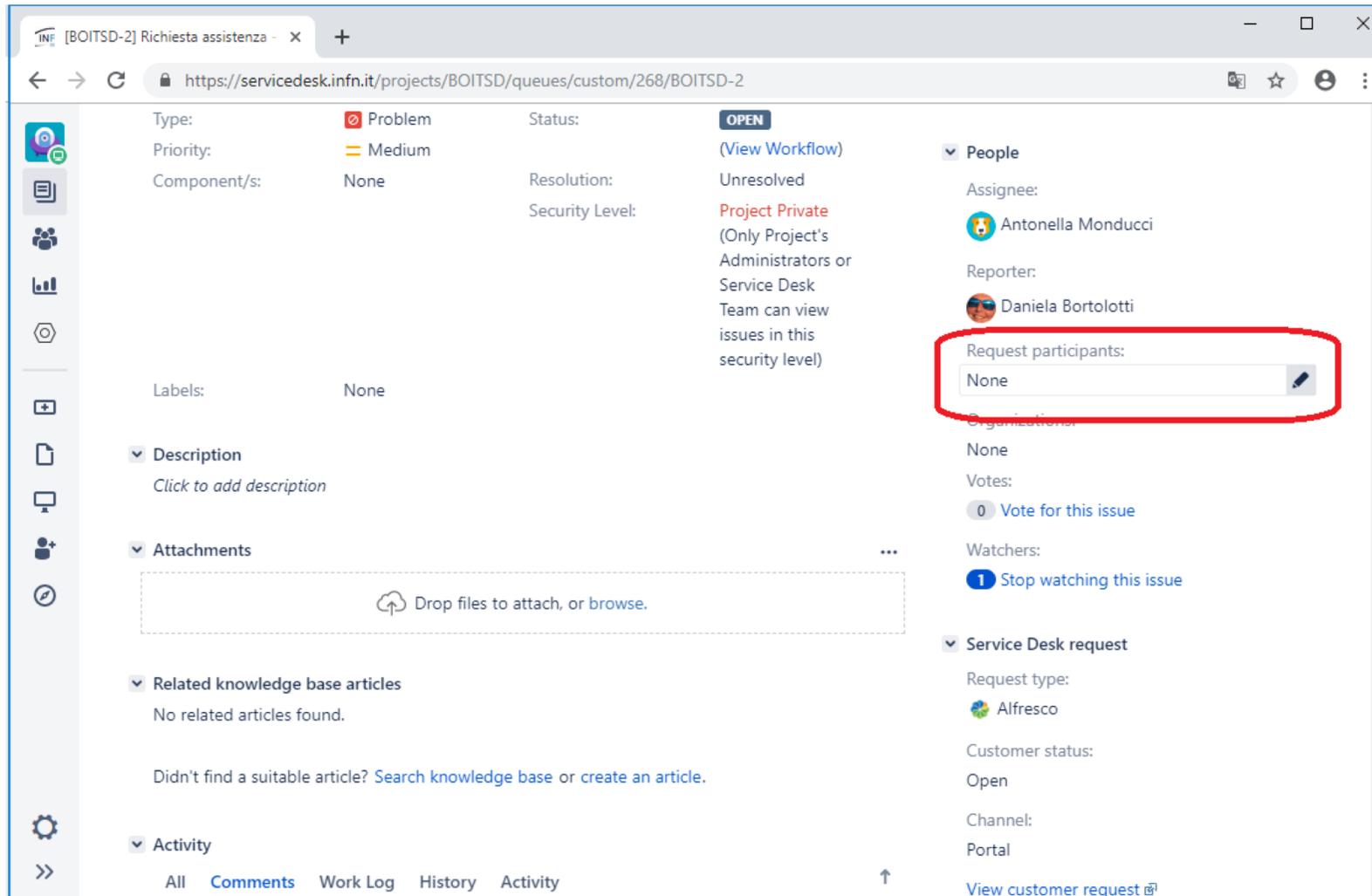


# JSD Comment



# JSD

## Request participants



The screenshot shows a web browser window displaying a Service Desk ticket. The ticket details are as follows:

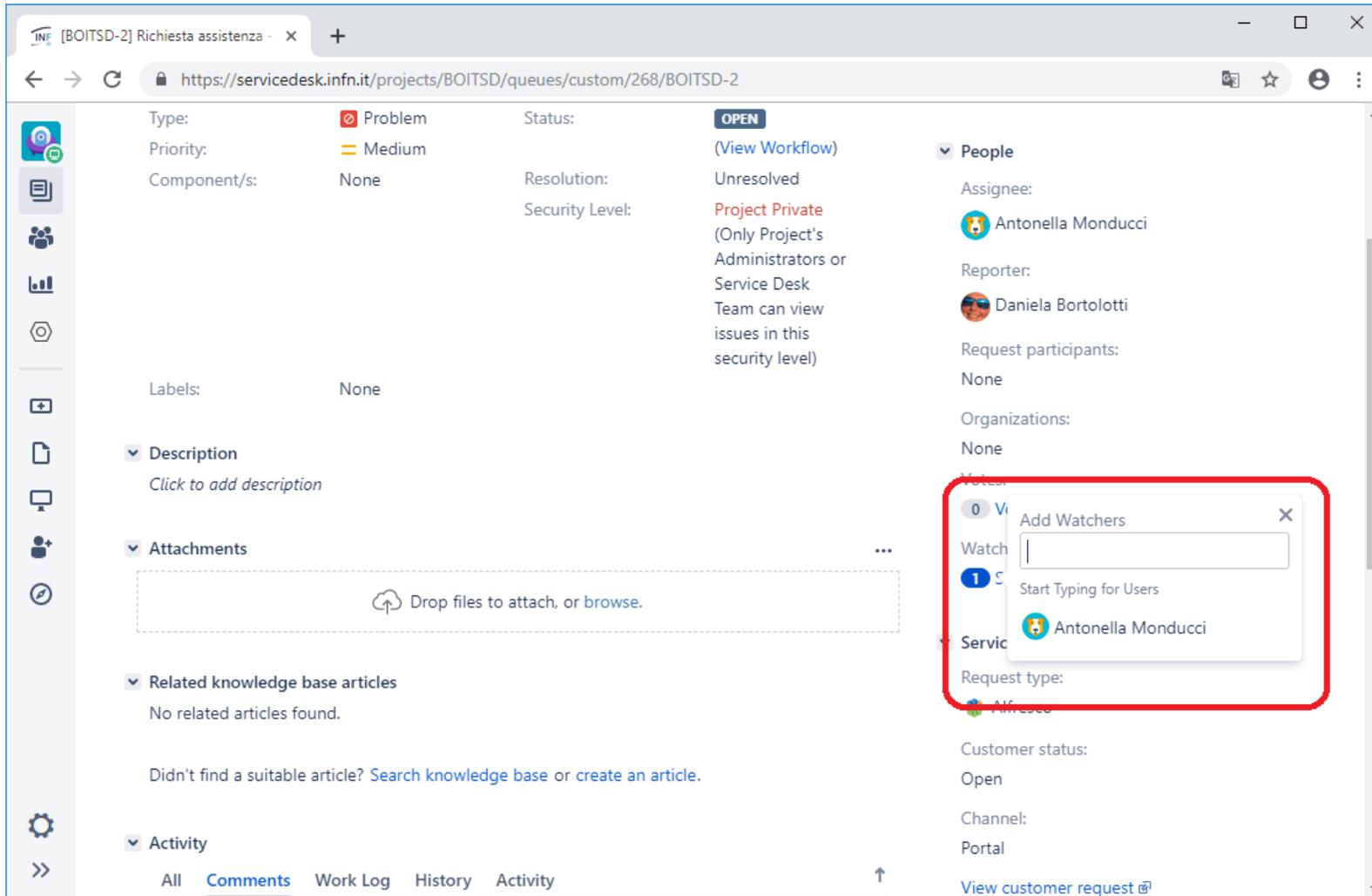
- Type: Problem
- Priority: Medium
- Component/s: None
- Status: OPEN (View Workflow)
- Resolution: Unresolved
- Security Level: Project Private (Only Project's Administrators or Service Desk Team can view issues in this security level)
- Labels: None

The right-hand sidebar contains the following information:

- People
  - Assignee: Antonella Monducci
  - Reporter: Daniela Bortolotti
  - Request participants: None (highlighted with a red box)
- Organization: None
- Votes: 0 (Vote for this issue)
- Watchers: 1 (Stop watching this issue)
- Service Desk request
  - Request type: Alfresco
  - Customer status: Open
  - Channel: Portal
  - View customer request

At the bottom of the page, there are tabs for 'All', 'Comments', 'Work Log', 'History', and 'Activity'.

# JSD Watchers



The screenshot shows a web browser window displaying a Service Desk ticket. The ticket details are as follows:

- Type: Problem
- Priority: Medium
- Component/s: None
- Status: OPEN (View Workflow)
- Resolution: Unresolved
- Security Level: Project Private (Only Project's Administrators or Service Desk Team can view issues in this security level)
- Labels: None

The ticket is assigned to Antonella Monducci and reported by Daniela Bortolotti. The 'Add Watchers' dialog box is open, showing a search field and a list of users, with Antonella Monducci selected.

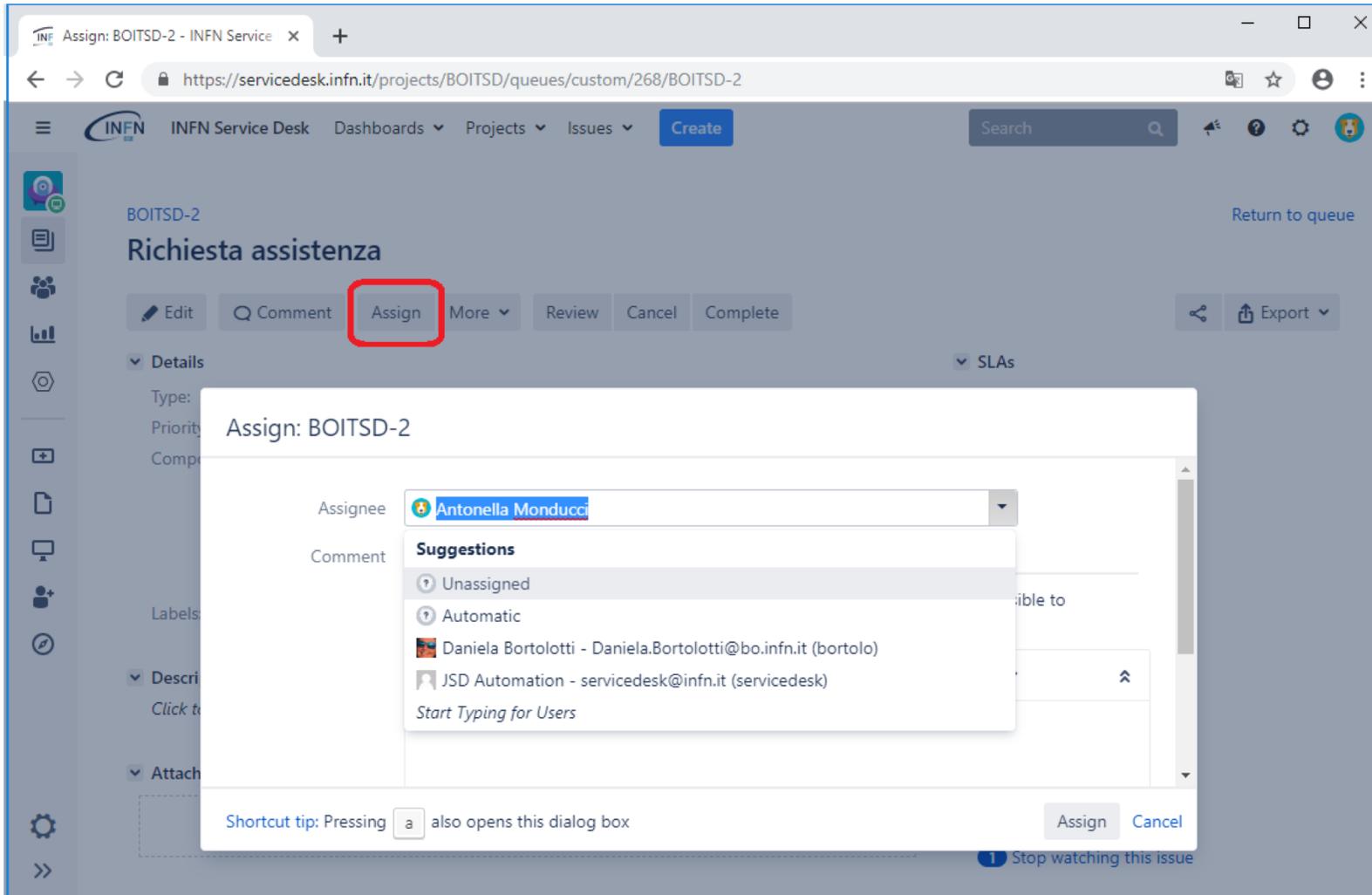
# JSD

## Request participants vs Watchers



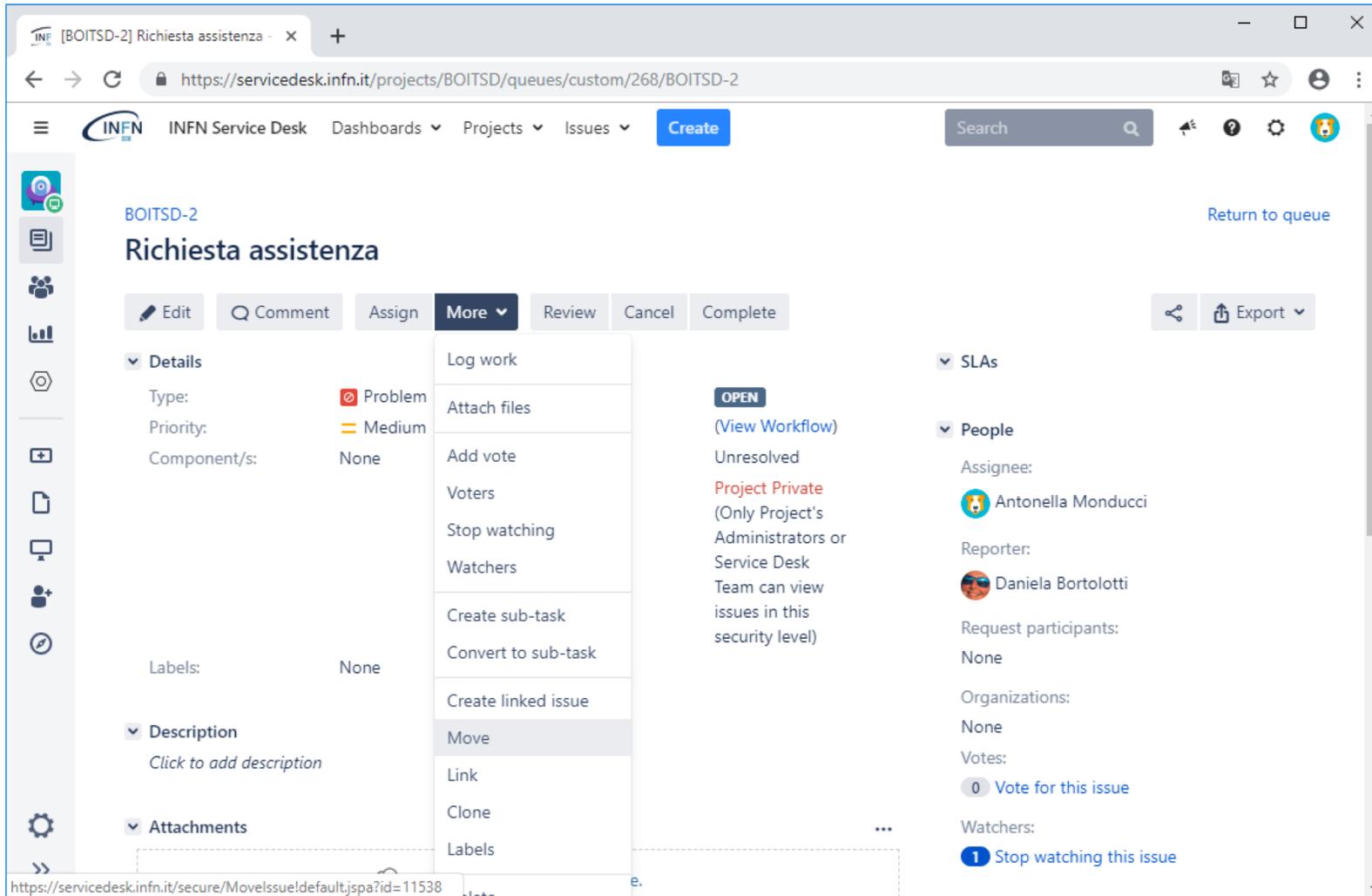
- Request partecipats:  
acquistano gli stessi diritti di chi ha aperto il ticket.  
Ricevono notifiche e leggono solo i commenti inviati al reporter/customer.
- Watchers  
acquistano gli stessi diritti di chi ha in carico il ticket.  
Ricevono notifiche e leggono sia i commenti inviati al reporter/customer sia i commenti interni.

# JSD Assign



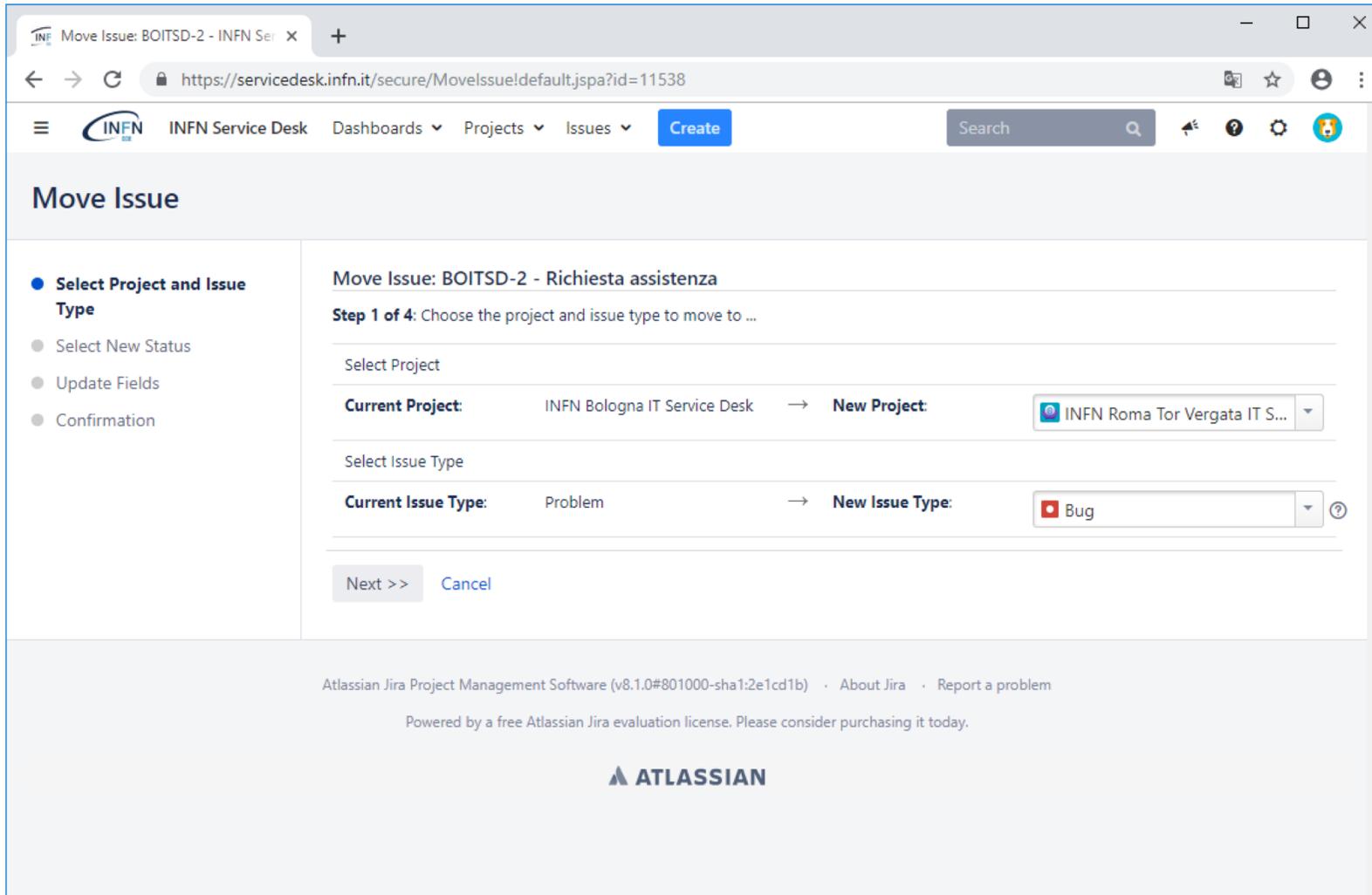
The screenshot shows a web browser window with the URL <https://servicedesk.infn.it/projects/BOITSD/queues/custom/268/BOITSD-2>. The page title is "Assign: BOITSD-2 - INFN Service". The main content area displays "BOITSD-2" and "Richiesta assistenza". A red box highlights the "Assign" button in the action bar. A modal dialog box titled "Assign: BOITSD-2" is open, showing the "Assignee" field set to "Antonella Monducci" and a "Comment" field with a "Suggestions" dropdown menu. The suggestions list includes "Unassigned", "Automatic", "Daniela Bortolotti - Daniela.Bortolotti@bo.infn.it (bortolo)", and "JSD Automation - servicedesk@infn.it (servicedesk)". A "Shortcut tip" at the bottom of the dialog states: "Shortcut tip: Pressing **a** also opens this dialog box". The dialog has "Assign" and "Cancel" buttons at the bottom right.

# JSD Move



The screenshot displays the INFN Service Desk interface for a ticket titled "Richiesta assistenza" (Request for assistance) under the project "BOITSD-2". The ticket is currently in an "OPEN" state and is categorized as a "Problem" with a "Medium" priority. The "More" menu is open, showing various actions such as "Log work", "Attach files", "Add vote", "Voters", "Stop watching", "Watchers", "Create sub-task", "Convert to sub-task", "Create linked issue", "Move", "Link", "Clone", and "Labels". The "Move" option is highlighted. The interface also shows details like "Type: Problem", "Priority: Medium", "Component/s: None", and "Labels: None". On the right side, there are sections for "SLAs", "People" (Assignee: Antonella Monducci, Reporter: Daniela Bortolotti), "Request participants: None", "Organizations: None", "Votes: 0", and "Watchers: 1 Stop watching this issue". The URL in the browser is <https://servicedesk.infn.it/projects/BOITSD/queues/custom/268/BOITSD-2>.

# JSD Move



The screenshot shows a web browser window with the URL `https://servicedesk.infn.it/secure/MoveIssue!default.jspa?id=11538`. The page title is "Move Issue". The navigation bar includes "INFN Service Desk", "Dashboards", "Projects", "Issues", and a "Create" button. A search bar is also present.

The main content area is titled "Move Issue" and contains a sidebar with a list of steps: "Select Project and Issue Type" (selected), "Select New Status", "Update Fields", and "Confirmation".

The main content area displays the following information:

- Move Issue: BOITSD-2 - Richiesta assistenza**
- Step 1 of 4:** Choose the project and issue type to move to ...
- Select Project:**
  - Current Project:** INFN Bologna IT Service Desk
  - New Project:** INFN Roma Tor Vergata IT S...
- Select Issue Type:**
  - Current Issue Type:** Problem
  - New Issue Type:** Bug

At the bottom of the form, there are "Next >>" and "Cancel" buttons.

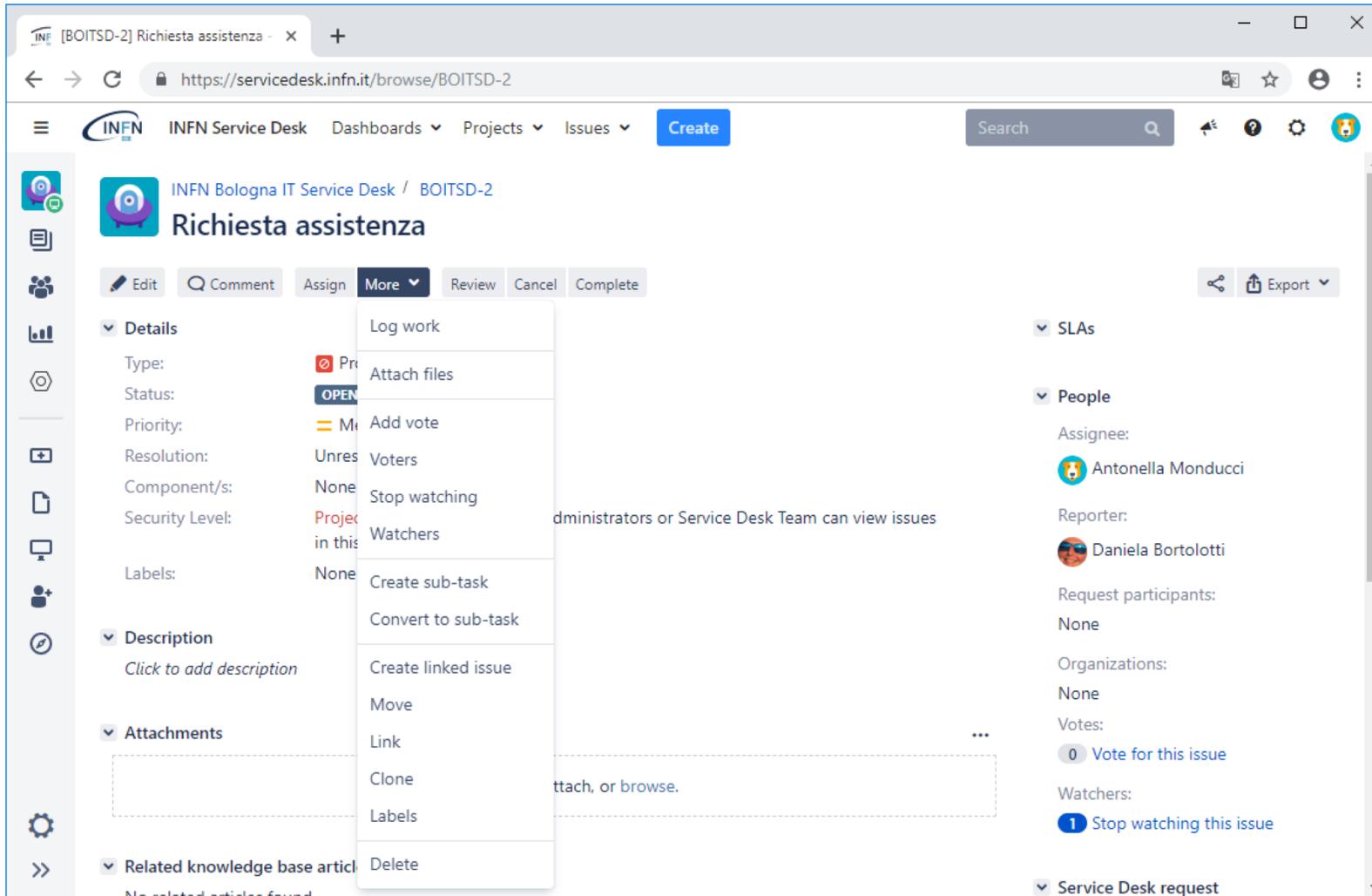
At the bottom of the page, there is a footer with the text: "Atlassian Jira Project Management Software (v8.1.0#801000-sha1:2e1cd1b) · About Jira · Report a problem" and "Powered by a free Atlassian Jira evaluation license. Please consider purchasing it today." The Atlassian logo is also present.

# JDS Move



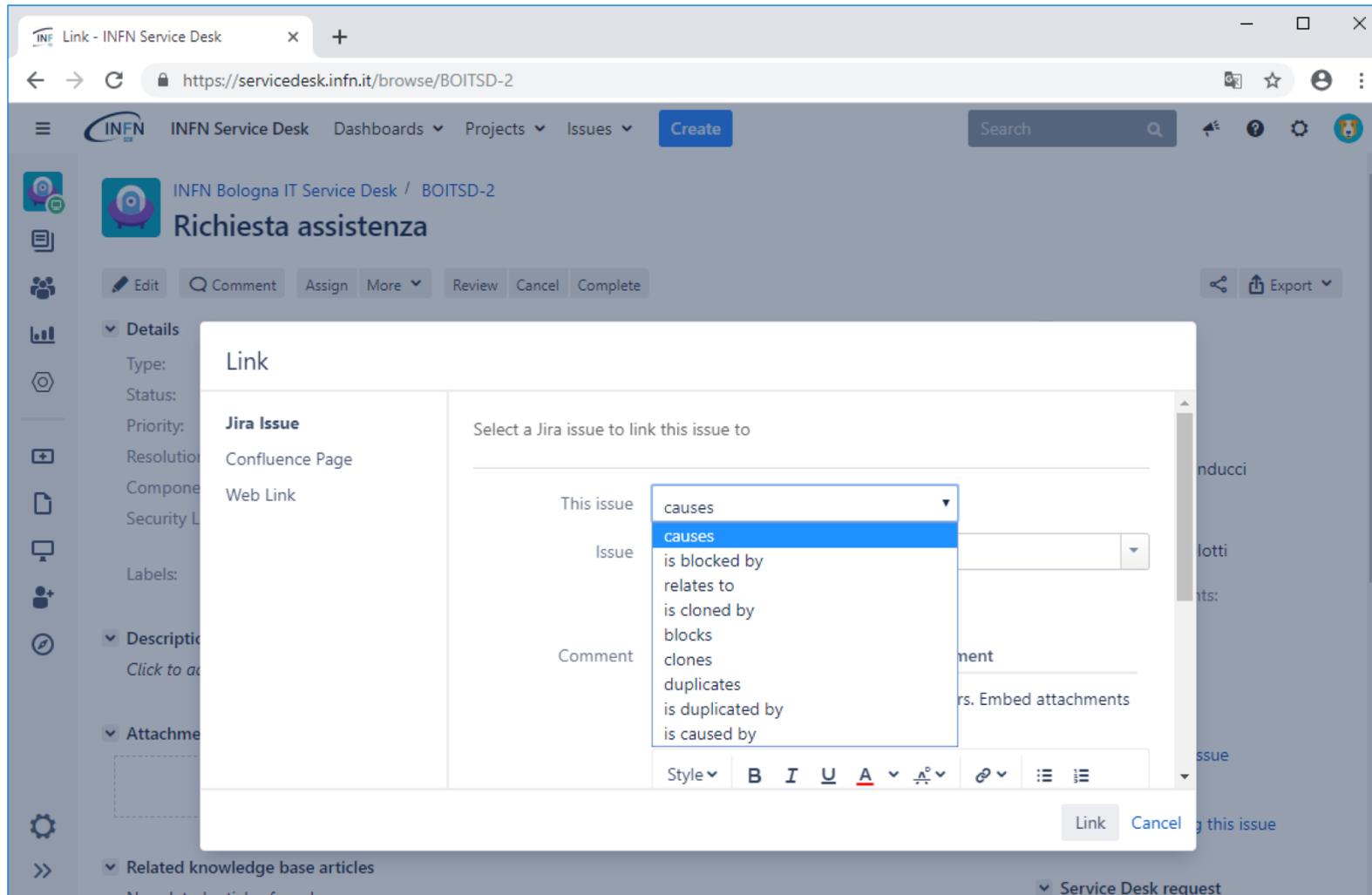
- Per poter spostare un issue è necessario avere gli opportuni permessi nel progetto di destinazione
- L'issue spostato da un progetto ad un altro perde qualsiasi collegamento con il progetto originale
- Lo spostamento (che non viene notificato) è assolutamente trasparente per tutti i soggetti coinvolti nell'issue.

# JSD Link

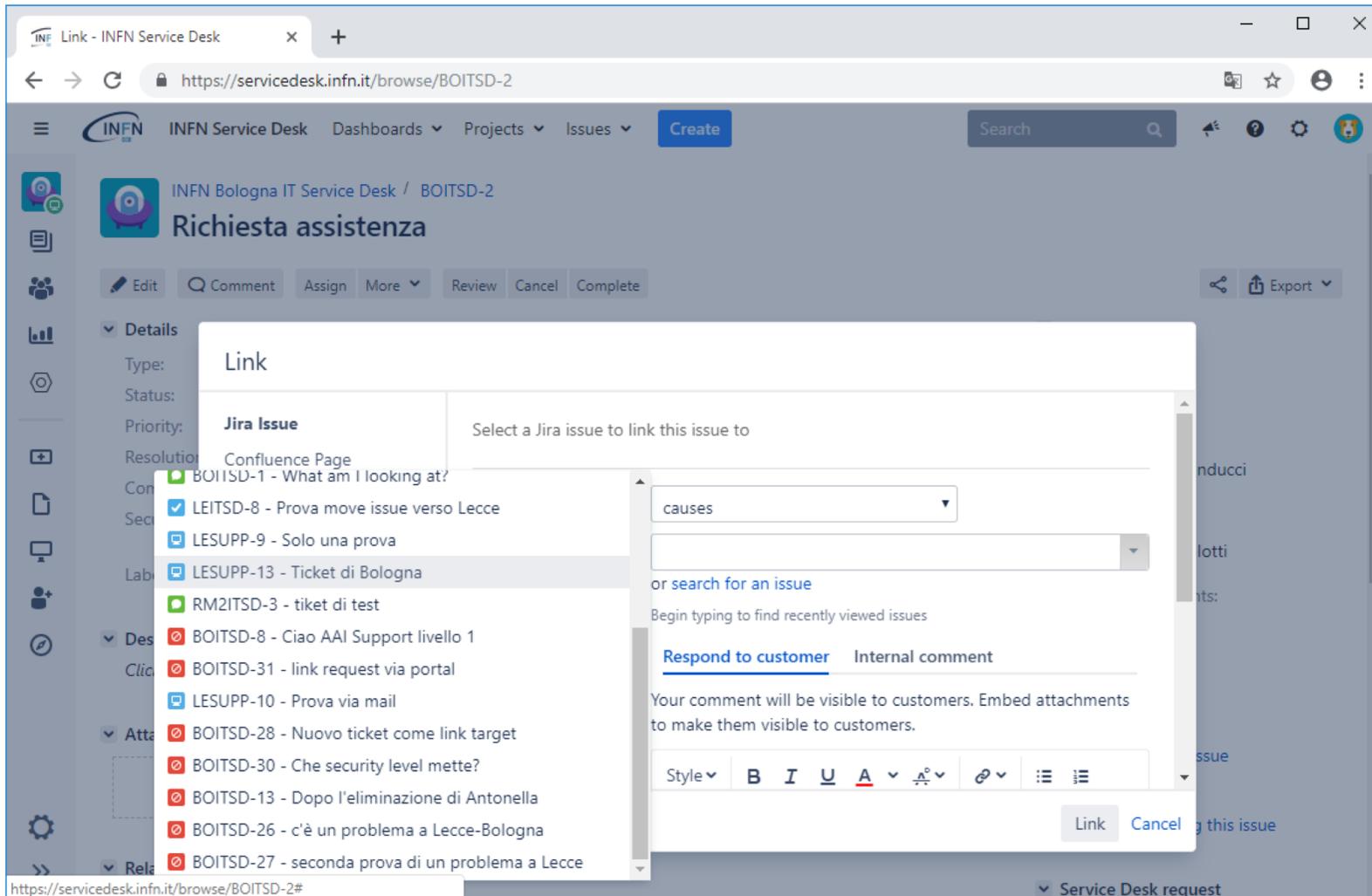


The screenshot displays the INFN Service Desk interface for a ticket titled "Richiesta assistenza" (Request for assistance) with ID BOITSD-2. The ticket status is "OPEN". A "More" dropdown menu is open, showing options such as "Log work", "Attach files", "Add vote", "Voters", "Stop watching", "Watchers", "Create sub-task", "Convert to sub-task", "Create linked issue", "Move", "Link", "Clone", "Labels", and "Delete". The interface includes a navigation menu on the left, a search bar at the top, and various sections for ticket details, description, attachments, and related knowledge base articles. The right sidebar shows SLAs, assignee (Antonella Monducci), reporter (Daniela Bortolotti), and other ticket-related information.

# JSD Link



# JSD Link



The screenshot shows the INFN Service Desk interface. The main page displays a ticket titled "Richiesta assistenza" (Request for assistance) with ID BOITSD-2. A "Link" dialog box is open, allowing the user to link the current issue to a Jira issue. The dialog box has a search bar with the text "causes" and a list of recent issues. The list includes:

- BOITSD-1 - What am I looking at?
- LEITSD-8 - Prova move issue verso Lecce
- LESUPP-9 - Solo una prova
- LESUPP-13 - Ticket di Bologna
- RM2ITSD-3 - tiket di test
- BOITSD-8 - Ciao AAI Support livello 1
- BOITSD-31 - link request via portal
- LESUPP-10 - Prova via mail
- BOITSD-28 - Nuovo ticket come link target
- BOITSD-30 - Che security level mette?
- BOITSD-13 - Dopo l'eliminazione di Antonella
- BOITSD-26 - c'è un problema a Lecce-Bologna
- BOITSD-27 - seconda prova di un problema a Lecce

The dialog box also includes a "Search for an issue" section with the text "Begin typing to find recently viewed issues" and a "Respond to customer" section with the text "Your comment will be visible to customers. Embed attachments to make them visible to customers." The dialog box has "Link" and "Cancel" buttons.

# JDS Link

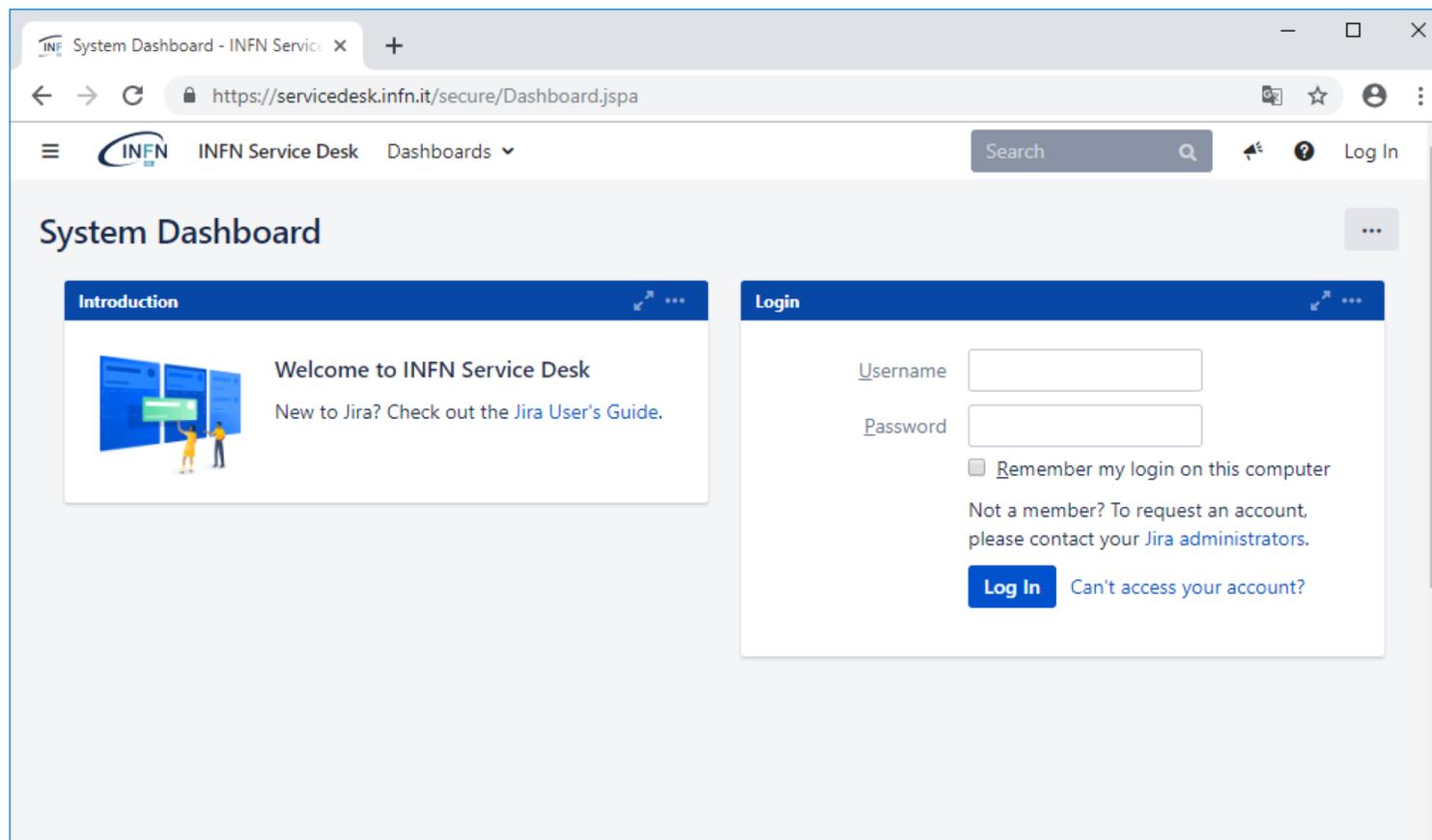


- Per poter collegare issue è necessario avere gli opportuni permessi nel progetto al quale appartiene l'*issue* da collegare
- Nell'*issue* collegato compare lo stato dell'*issue* al quale è stato collegato (*pending, resolved...*)

# JSD Administrator

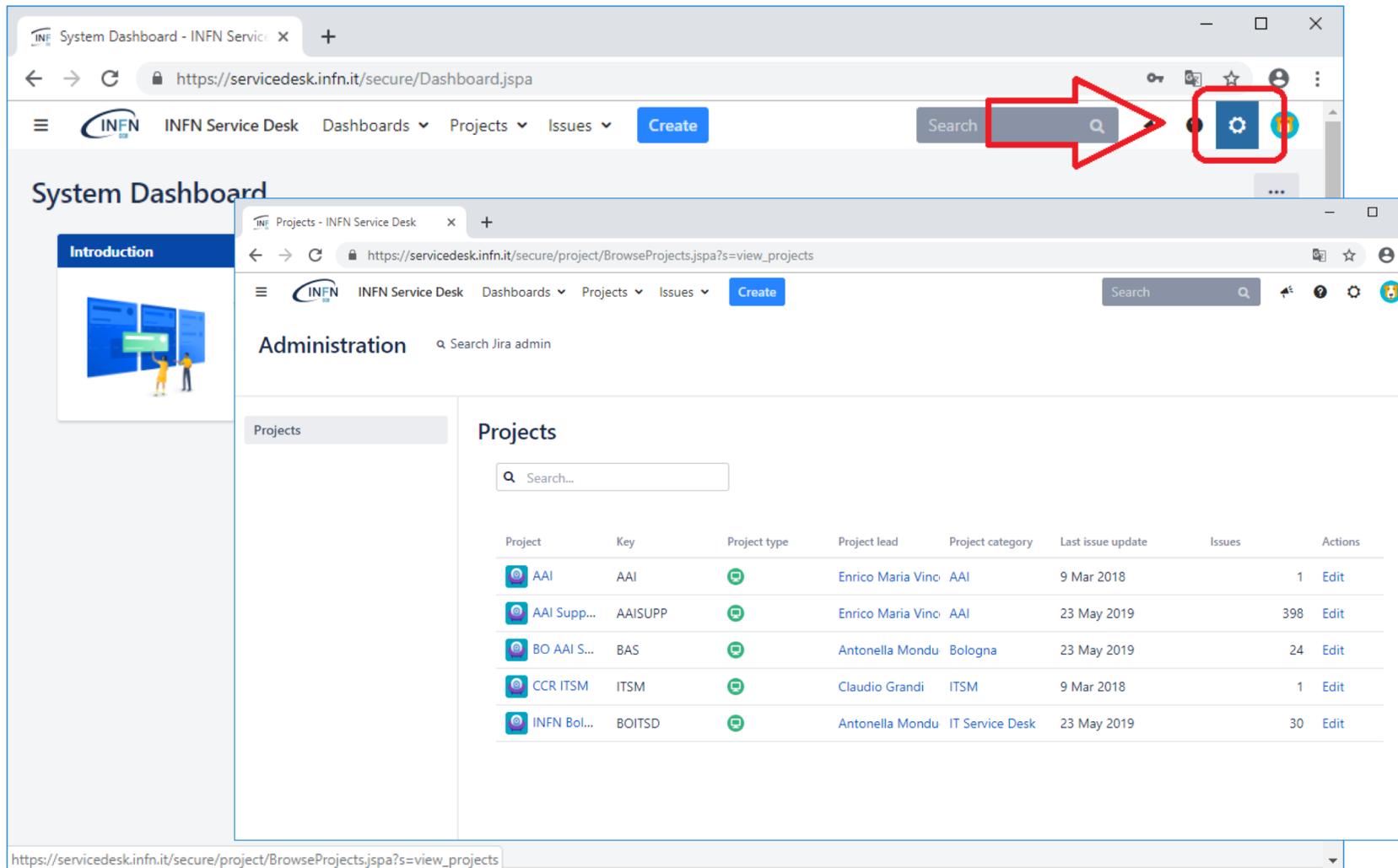


<https://servicedesk.infn.it/secure/Dashboard.jspa>



# JSD

## Amministrare un progetto



The screenshot displays the INFN Service Desk interface. The top navigation bar includes the INFN logo, 'INFN Service Desk', and menu items for 'Dashboards', 'Projects', and 'Issues'. A 'Create' button and a search bar are also present. A red arrow points to the search bar, and a red box highlights the user profile and settings icons in the top right corner.

The main content area is titled 'System Dashboard' and features an 'Introduction' sidebar with a graphic of people at a computer. The central section is labeled 'Administration' and contains a search bar for 'Search Jira admin'. Below this, there is a 'Projects' section with a search bar and a table of project details.

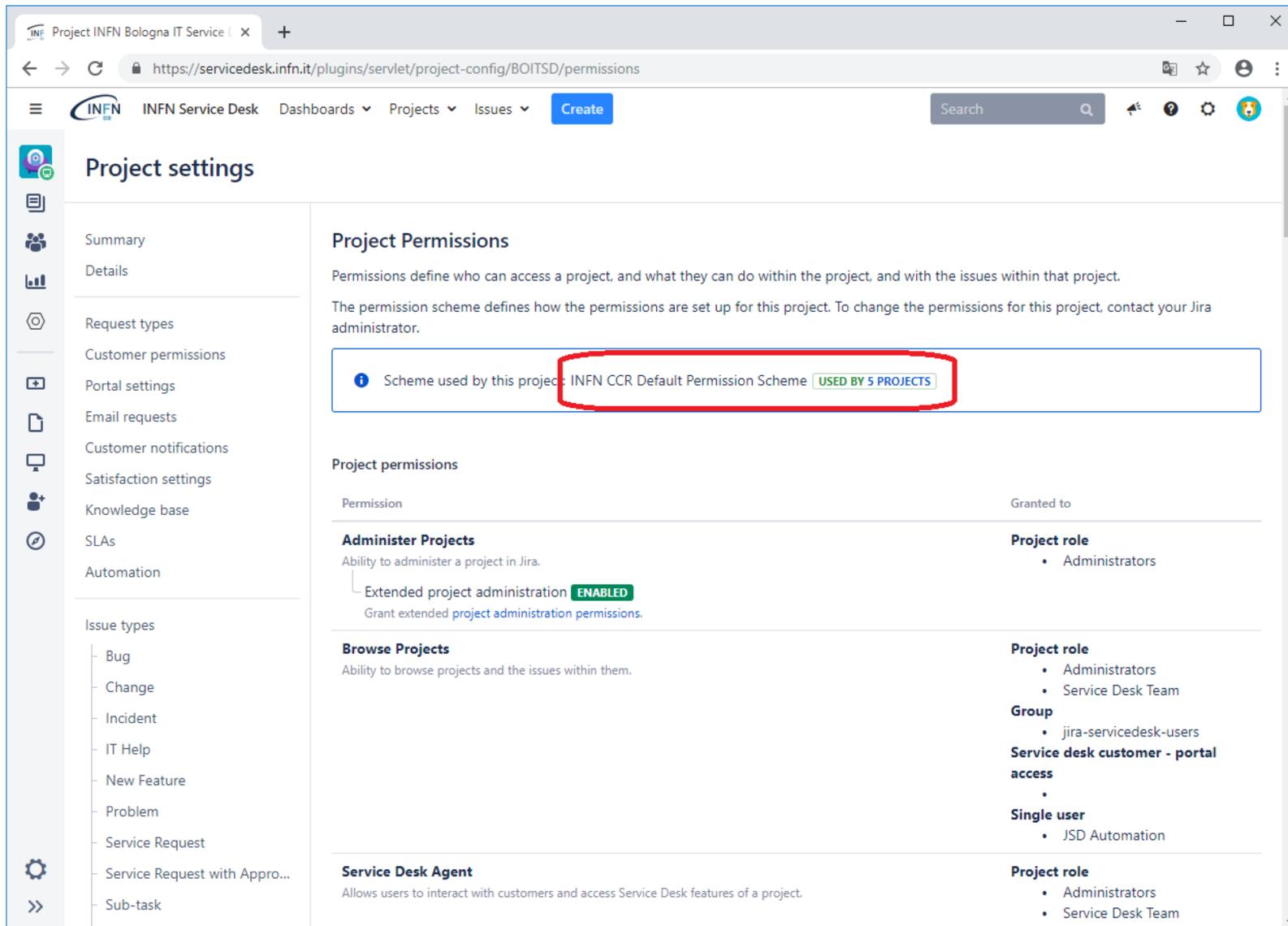
Project	Key	Project type	Project lead	Project category	Last issue update	Issues	Actions
AAI	AAI		Enrico Maria Vinc	AAI	9 Mar 2018	1	Edit
AAI Supp...	AAISUPP		Enrico Maria Vinc	AAI	23 May 2019	398	Edit
BO AAI S...	BAS		Antonella Mondu	Bologna	23 May 2019	24	Edit
CCR ITSM	ITSM		Claudio Grandi	ITSM	9 Mar 2018	1	Edit
INFN Bol...	BOITSD		Antonella Mondu	IT Service Desk	23 May 2019	30	Edit

## Cosa può fare l'Administrator

- visualizzare i permessi, i livelli di sicurezza gli schema e le **configurazioni condivise**
- gestire le caratteristiche "locali" del progetto
  - creare/cancellare request
  - assegnare ruoli
  - modificare le operazioni che vengono eseguite in modo automatico (automation)
  - gestire permessi, livelli di sicurezza, schema, workflow,...
- ....

# JSD

## Visualizzare i permessi



The screenshot shows the 'Project settings' page for 'Project INFN Bologna IT Service'. The 'Project Permissions' section is highlighted, showing the 'Scheme used by this project' as 'INFN CCR Default Permission Scheme' (USED BY 5 PROJECTS). Below this, a table lists various permissions and the roles/groups granted to them.

Permission	Granted to
<b>Administer Projects</b> Ability to administer a project in Jira. Extended project administration <b>ENABLED</b> Grant extended project administration permissions.	<b>Project role</b> <ul style="list-style-type: none"><li>Administrators</li></ul>
<b>Browse Projects</b> Ability to browse projects and the issues within them.	<b>Project role</b> <ul style="list-style-type: none"><li>Administrators</li><li>Service Desk Team</li></ul> <b>Group</b> <ul style="list-style-type: none"><li>jira-servicedesk-users</li></ul> <b>Service desk customer - portal access</b> <ul style="list-style-type: none"><li></li></ul> <b>Single user</b> <ul style="list-style-type: none"><li>JSD Automation</li></ul>
<b>Service Desk Agent</b> Allows users to interact with customers and access Service Desk features of a project.	<b>Project role</b> <ul style="list-style-type: none"><li>Administrators</li><li>Service Desk Team</li></ul>

# JSD

## INFN CCR Default Permission Scheme

Sono stati modificati alcuni permessi di default assegnando al gruppo:

**jira-servicedesk-users** (Service Desk Team)

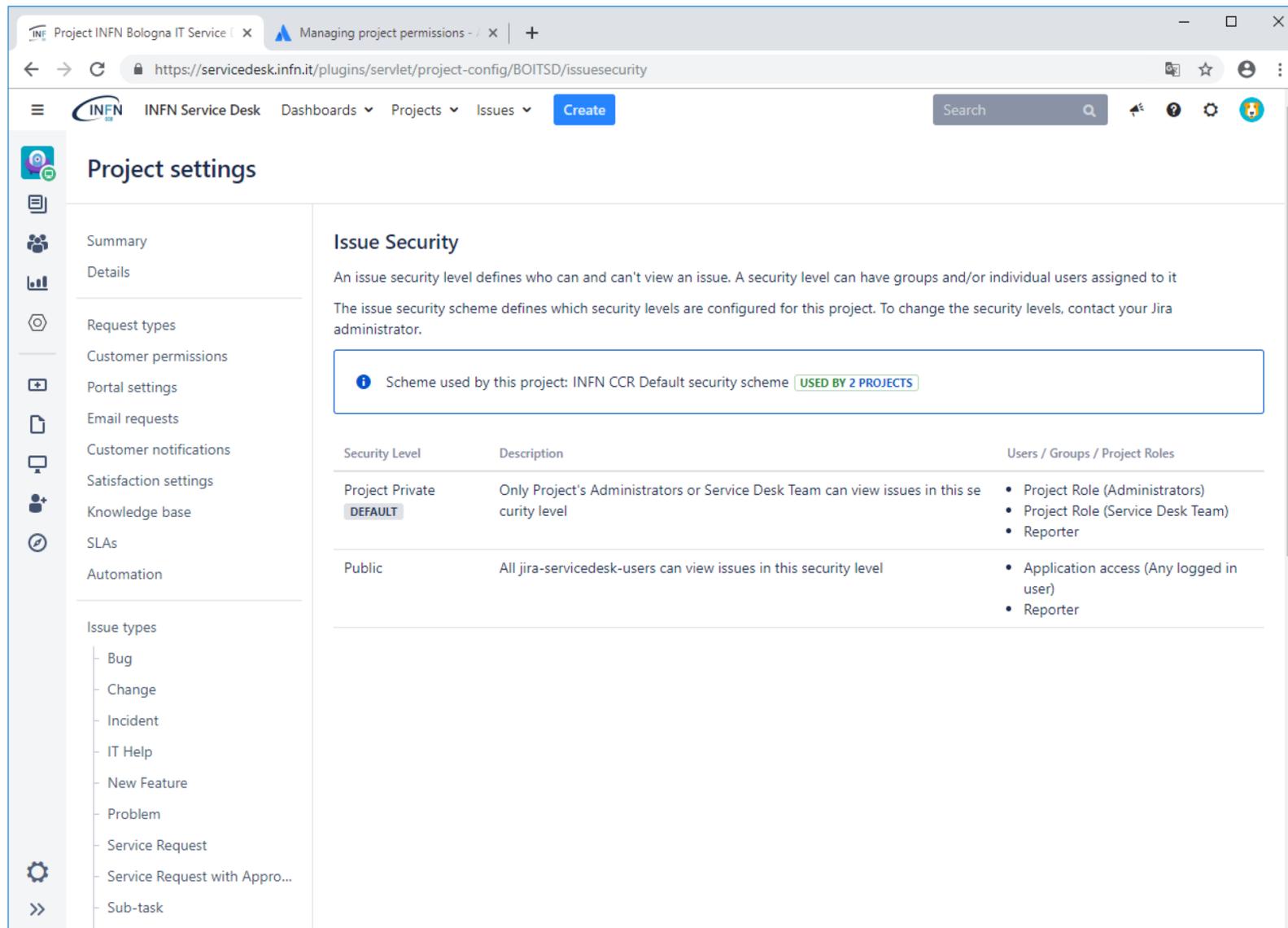
i permessi per

- Browse Projects
- Link Issues
- Move Issues

Per permettere di spostare e collegare *issue* appartenenti a progetti diversi

# JSD

## Issue security



The screenshot shows the 'Project settings' page for 'Project INFN Bologna IT Service' in the JSD interface. The 'Issue Security' section is active, displaying a table of security levels. The 'Project Private' level is marked as 'DEFAULT' and 'USED BY 2 PROJECTS'. The 'Public' level is also shown. The table lists the description and associated users/groups for each level.

Security Level	Description	Users / Groups / Project Roles
Project Private <b>DEFAULT</b>	Only Project's Administrators or Service Desk Team can view issues in this security level	<ul style="list-style-type: none"><li>Project Role (Administrators)</li><li>Project Role (Service Desk Team)</li><li>Reporter</li></ul>
Public	All jira-servicedesk-users can view issues in this security level	<ul style="list-style-type: none"><li>Application access (Any logged in user)</li><li>Reporter</li></ul>

# JSD

## Notifications



The screenshot shows the 'Project settings' page for 'Project INFN Bologna IT Service'. The 'Notifications' section is active, displaying a table of event notifications. The notification scheme is 'Default Notification Scheme' (USED BY 3 PROJECTS). The email address is 'servicedesk@bo.infn.it'.

**Notifications**

Notifications allow Jira to send email notifications to specified people regarding particular events in your project. They'll receive a separate notification for each event.

The notification scheme defines how the notifications are configured for this project. To change the notifications, contact your Jira administrator.

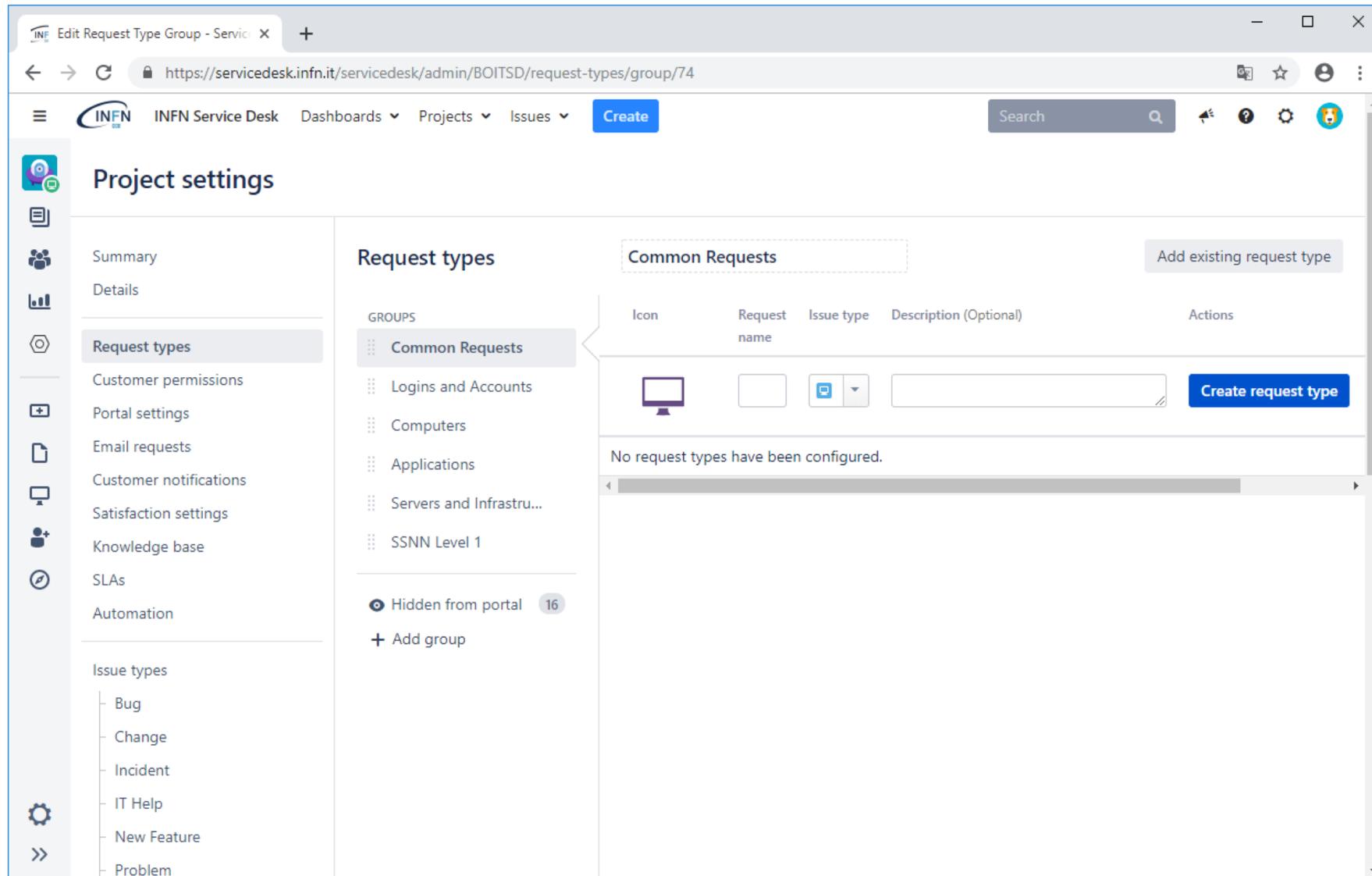
• Scheme used by this project: Default Notification Scheme **USED BY 3 PROJECTS**

- Email: [servicedesk@bo.infn.it](mailto:servicedesk@bo.infn.it)

Events	Notifications
Issue Created	All Watchers Current Assignee Reporter
Issue Updated	All Watchers Current Assignee Reporter
Issue Assigned	All Watchers Current Assignee Reporter
Issue Resolved	All Watchers Current Assignee Reporter
Issue Closed	All Watchers Current Assignee Reporter

# JSD

## Creare request



The screenshot shows the 'Edit Request Type Group' page in the JSD Admin interface. The browser address bar shows the URL: <https://servicedesk.infn.it/servicedesk/admin/BOITSD/request-types/group/74>. The page title is 'Edit Request Type Group - Service Desk'. The main navigation bar includes 'INFN Service Desk', 'Dashboards', 'Projects', 'Issues', and a 'Create' button. A search bar is also present.

The left sidebar contains the following menu items: Project settings, Summary, Details, Request types (selected), Customer permissions, Portal settings, Email requests, Customer notifications, Satisfaction settings, Knowledge base, SLAs, and Automation. Under 'Issue types', there is a list: Bug, Change, Incident, IT Help, New Feature, and Problem.

The main content area is titled 'Request types' and shows a list of groups. The 'Common Requests' group is selected and highlighted. The list of groups includes: Common Requests, Logins and Accounts, Computers, Applications, Servers and Infrastru..., and SSNN Level 1. There is also a 'Hidden from portal' section with 16 items and an 'Add group' button.

The 'Common Requests' group details are shown in a table with the following columns: Icon, Request name, Issue type, Description (Optional), and Actions. The table is currently empty, with a message below it stating 'No request types have been configured.' A 'Create request type' button is visible at the bottom right of the table area.

# JSD

## Creare request



The screenshot shows the 'Edit request type' page in the JSD admin interface. The page title is 'Richiesta 1' and it is categorized under 'Request types'. The interface includes a sidebar with navigation options like 'Summary', 'Details', 'Request types', 'Customer permissions', 'Portal settings', 'Email requests', 'Customer notifications', 'Satisfaction settings', 'Knowledge base', 'SLAs', 'Automation', 'Issue types', and 'Service Request'. The main content area is divided into sections: 'Request types' (with a 'View this request form' link), 'Fields' (showing the request form is linked to the 'IT Help' issue type), 'Help and instructions' (with a 'Links' field), 'Visible fields' (a table listing the 'Summary' field), and 'Hidden fields with preset values' (indicating no hidden fields are present).

**Request types** [View this request form](#)

### Richiesta 1

[Fields](#) [Workflow Statuses](#)

This request form is linked to the following issue type: **IT Help** (1 of 10 field/s used) [Add a field](#)

**Help and instructions** (Optional)

Links

**Visible fields**

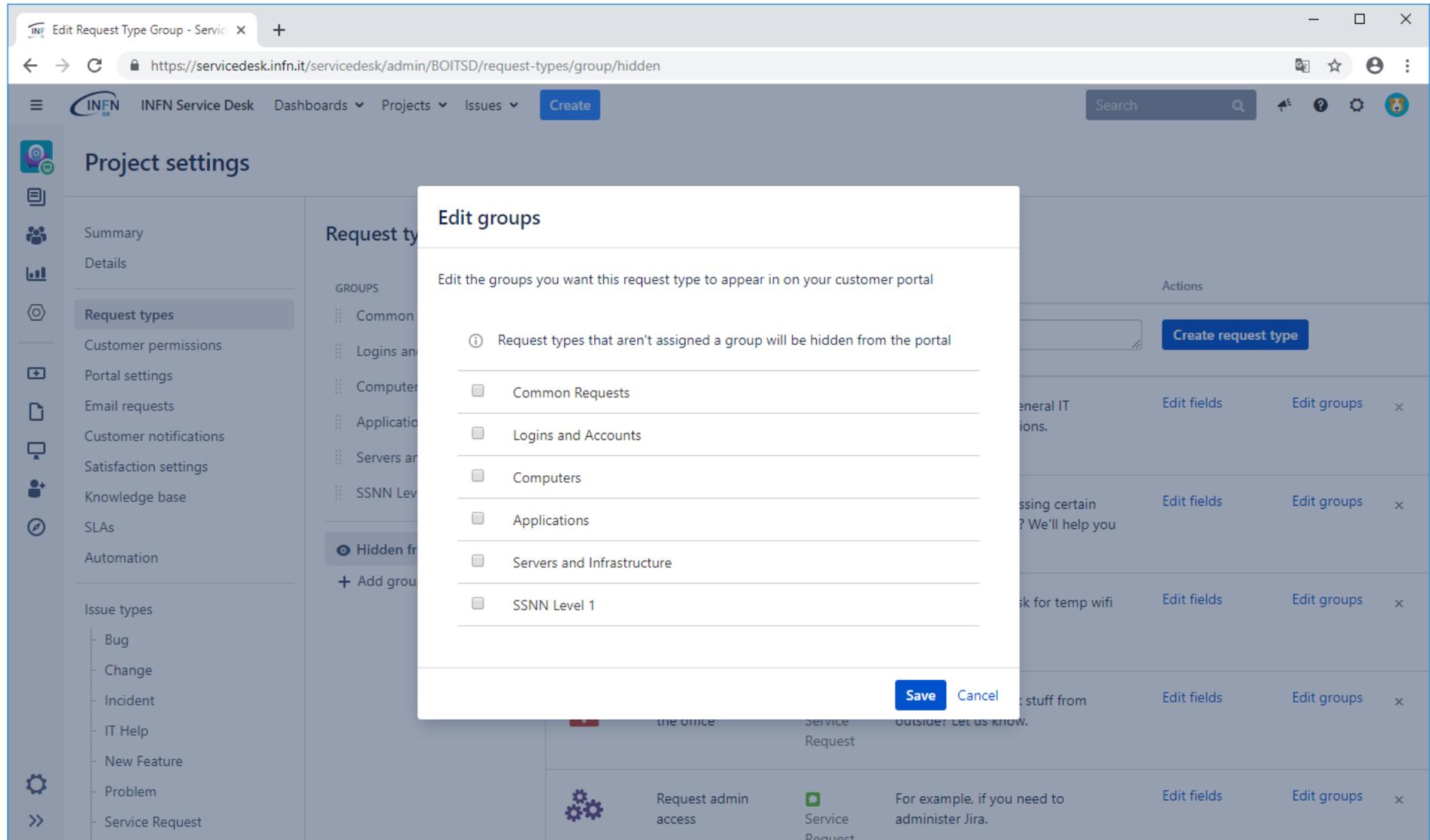
Display name	Required	Field help (Optional)	Actions
Summary	Yes		<a href="#">Hide</a> <a href="#">Remove</a>

**Hidden fields with preset values**

Name	Preset value	Actions
This Request Type has no hidden fields.		

# JSD

## Cancellare request



The screenshot shows the 'Edit Request Type Group' page in the JSD admin interface. A modal window titled 'Edit groups' is open, allowing the user to select which groups the request type should appear in. The modal contains the following text and options:

**Edit groups**

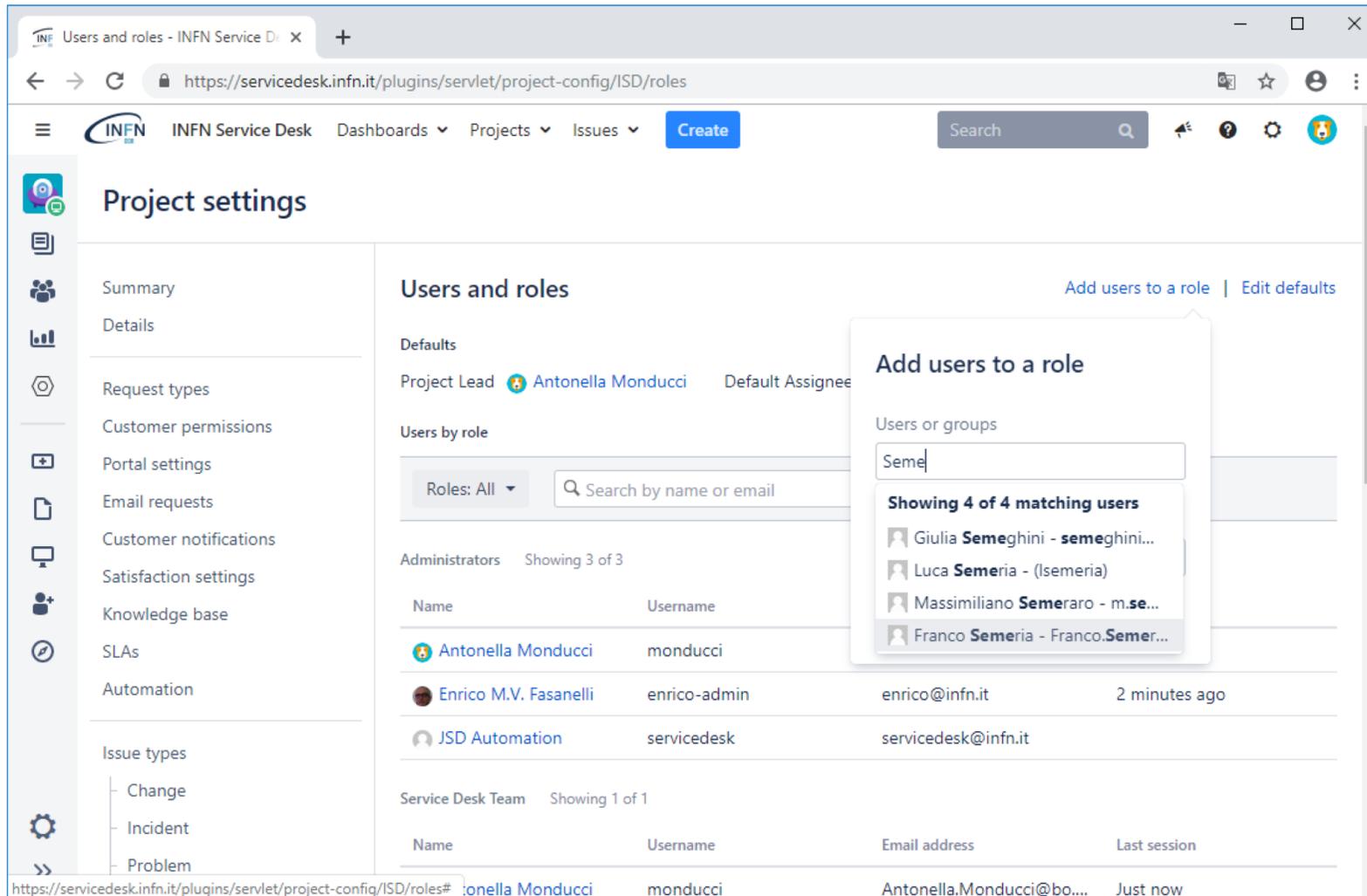
Edit the groups you want this request type to appear in on your customer portal

*i* Request types that aren't assigned a group will be hidden from the portal

- Common Requests
- Logins and Accounts
- Computers
- Applications
- Servers and Infrastructure
- SSNN Level 1

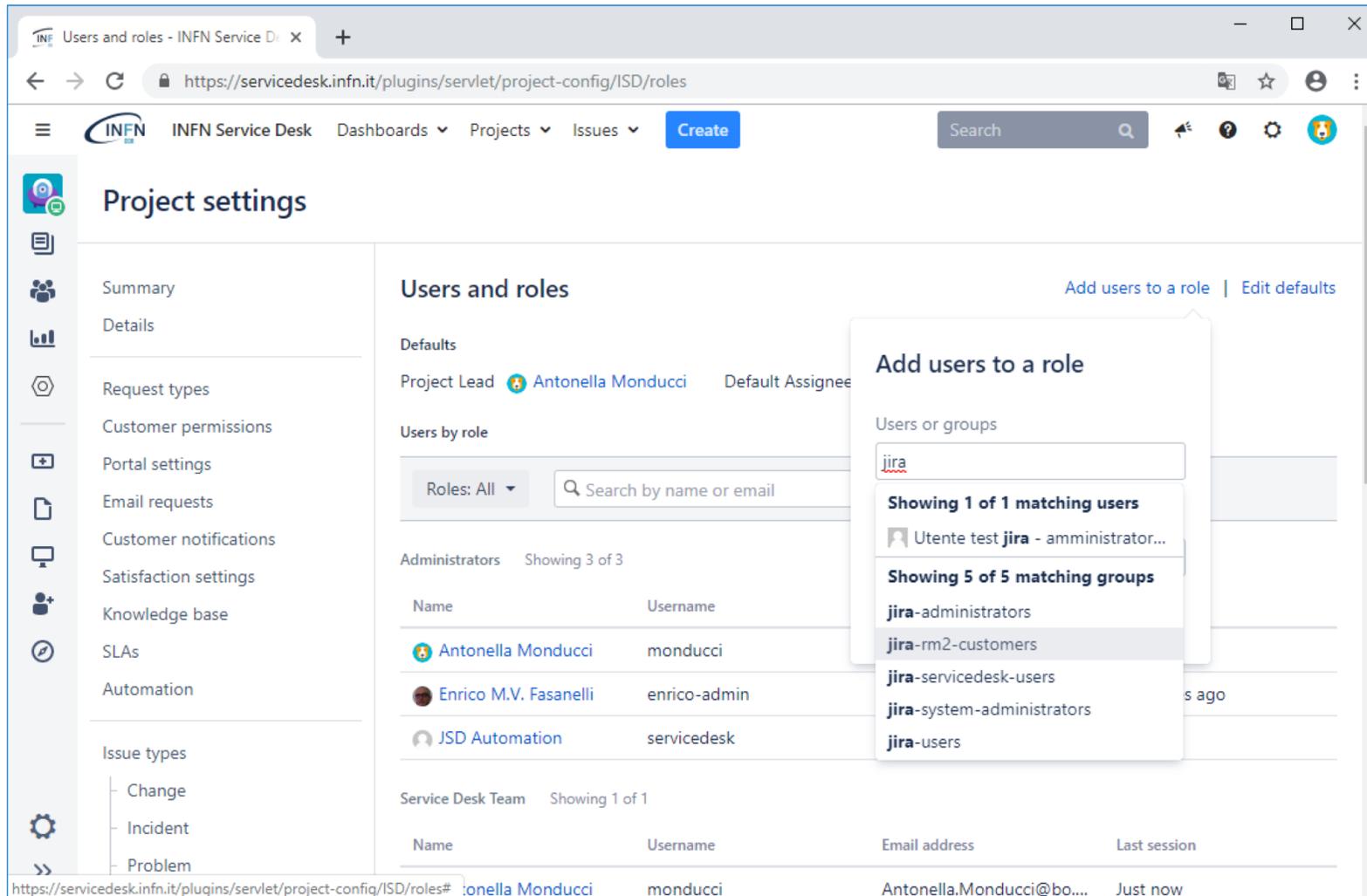
Buttons: **Save**, **Cancel**

The background interface shows the 'Request types' section with a table of request types and their associated groups. The table has columns for 'Request type', 'Edit fields', and 'Edit groups'. The 'Edit groups' column contains a list of groups for each request type, with a close button (x) next to each group name.



The screenshot displays the 'Users and roles' configuration page in the INFN Service Desk. The page is divided into a sidebar for 'Project settings' and a main content area. The main area includes a 'Users and roles' section with a search bar and a table of users. A modal window titled 'Add users to a role' is open, showing a search for 'Seme' and a list of 4 matching users: Giulia Semeghini, Luca Semeria, Massimiliano Semeraro, and Franco Semeria. The background shows a table of users and roles.

Name	Username	Email address	Last session
Antonella Monducci	monducci	Antonella.Monducci@bo...	Just now
Enrico M.V. Fasanelli	enrico-admin	enrico@infn.it	2 minutes ago
JSD Automation	servicedesk	servicedesk@infn.it	



**Project settings**

- Summary
- Details
- Request types
- Customer permissions
- Portal settings
- Email requests
- Customer notifications
- Satisfaction settings
- Knowledge base
- SLAs
- Automation
- Issue types
  - Change
  - Incident
  - Problem

**Users and roles** [Add users to a role](#) | [Edit defaults](#)

Defaults  
Project Lead Antonella Monducci Default Assignee

Users by role

Roles: All

Administrators Showing 3 of 3

Name	Username
Antonella Monducci	monducci
Enrico M.V. Fasanelli	enrico-admin
JSD Automation	servicedesk

Service Desk Team Showing 1 of 1

Name	Username	Email address	Last session
Antonella Monducci	monducci	Antonella.Monducci@bo...	Just now

**Add users to a role**

Users or groups

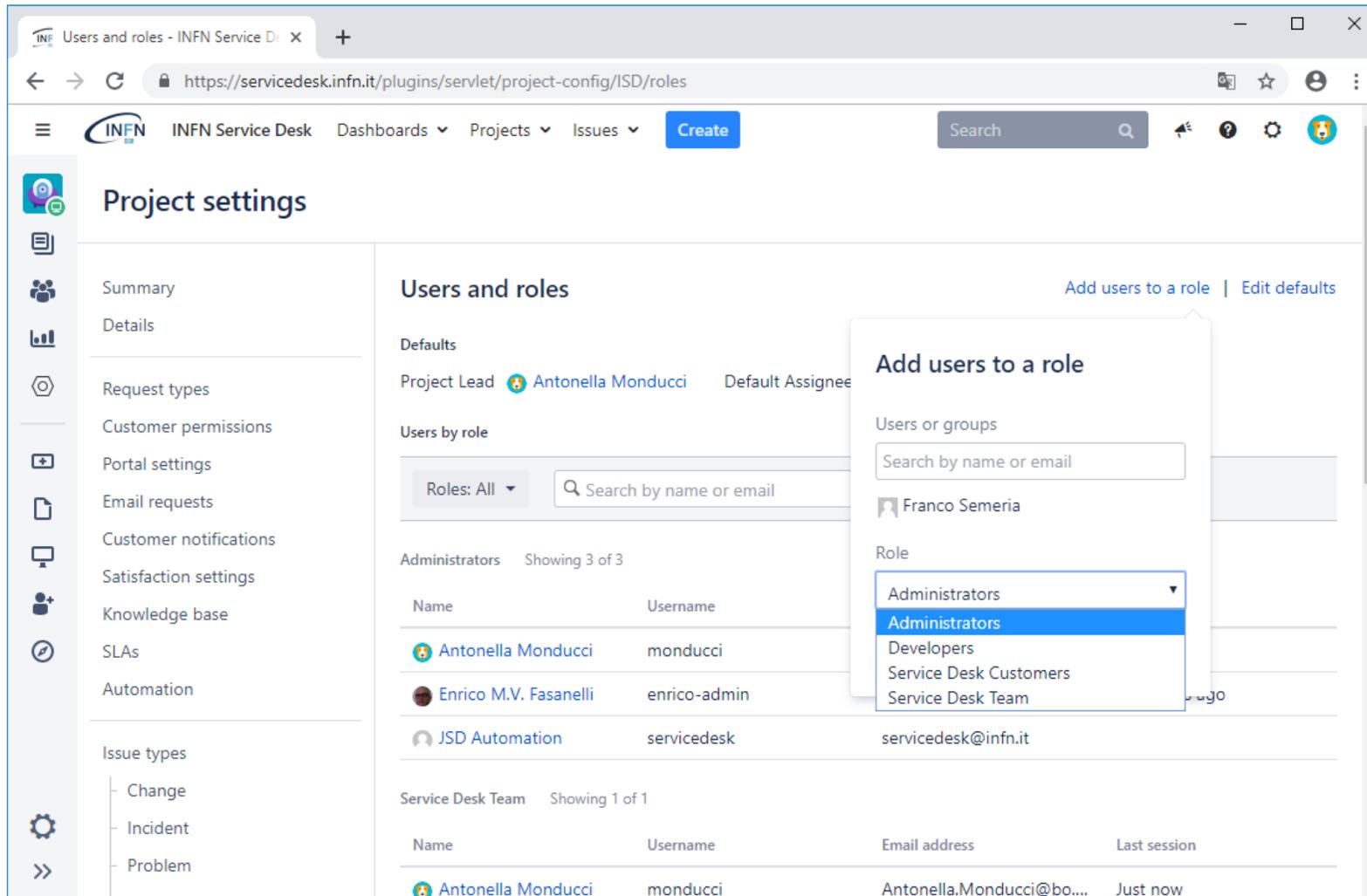
Showing 1 of 1 matching users

- Utente test **jira** - administrator...

Showing 5 of 5 matching groups

- jira-administrators**
- jira-rm2-customers**
- jira-servicedesk-users**
- jira-system-administrators**
- jira-users**

# JSD Ruoli



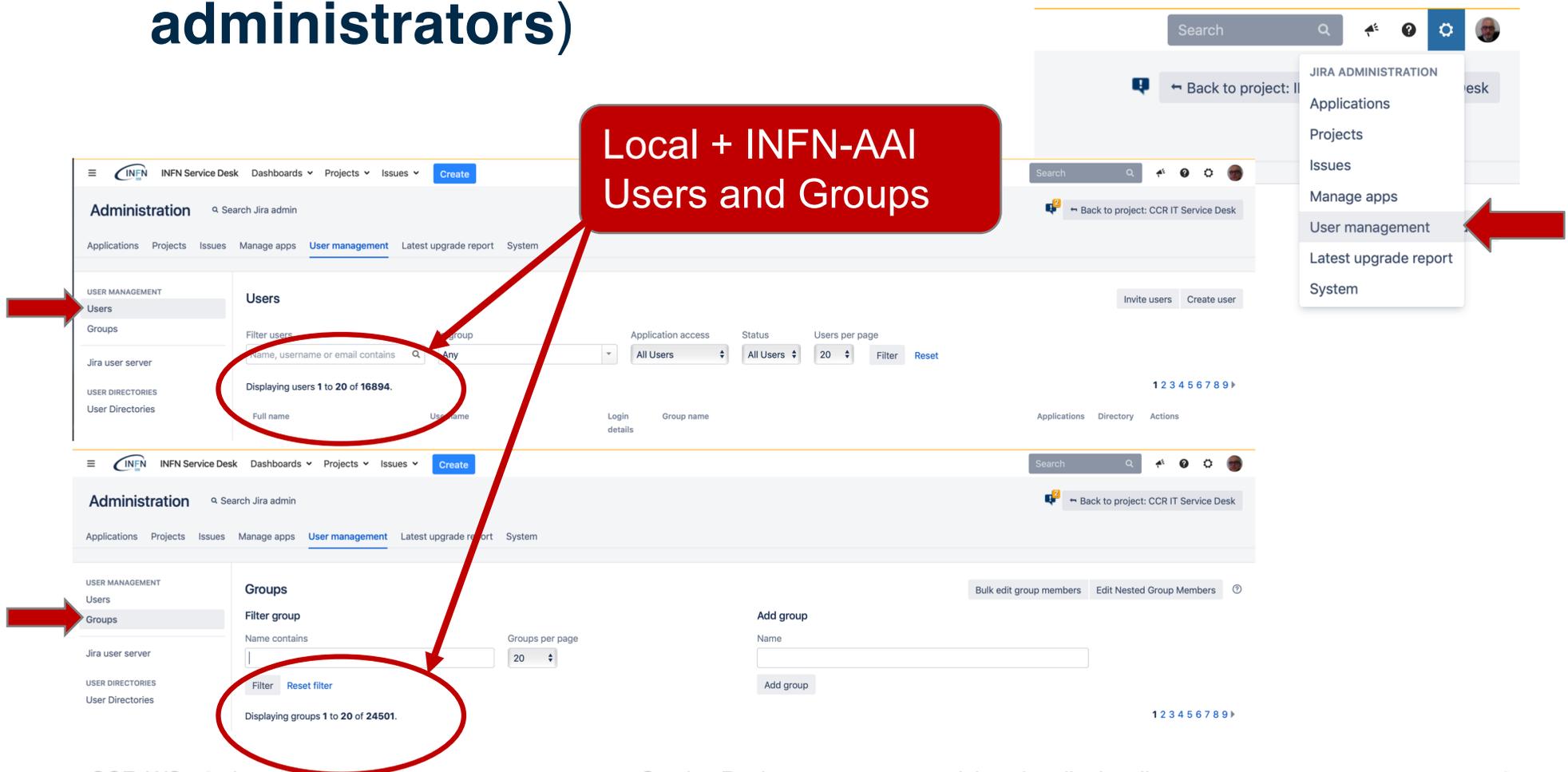
The screenshot displays the 'Users and roles' configuration page in the INFN Service Desk. The page is divided into a sidebar on the left and a main content area. The sidebar contains a 'Project settings' section with various options like Summary, Details, Request types, etc. The main content area shows the 'Users and roles' configuration, including a 'Defaults' section with 'Project Lead' and 'Default Assignee' set to Antonella Monducci. Below this, there are sections for 'Users by role' and 'Administrators'. A modal window titled 'Add users to a role' is open, showing a search bar and a list of roles. The 'Administrators' role is currently selected in the modal.

Name	Username
Antonella Monducci	monducci
Enrico M.V. Fasanelli	enrico-admin
JSD Automation	servicedesk

Name	Username	Email address	Last session
Antonella Monducci	monducci	Antonella.Monducci@bo...	Just now

# JSD: User and Groups

- Amministratore di configurazione condivise (**jira-administrators**)



The image shows two screenshots of the Jira Administration interface. A red callout box at the top center contains the text "Local + INFN-AAI Users and Groups".

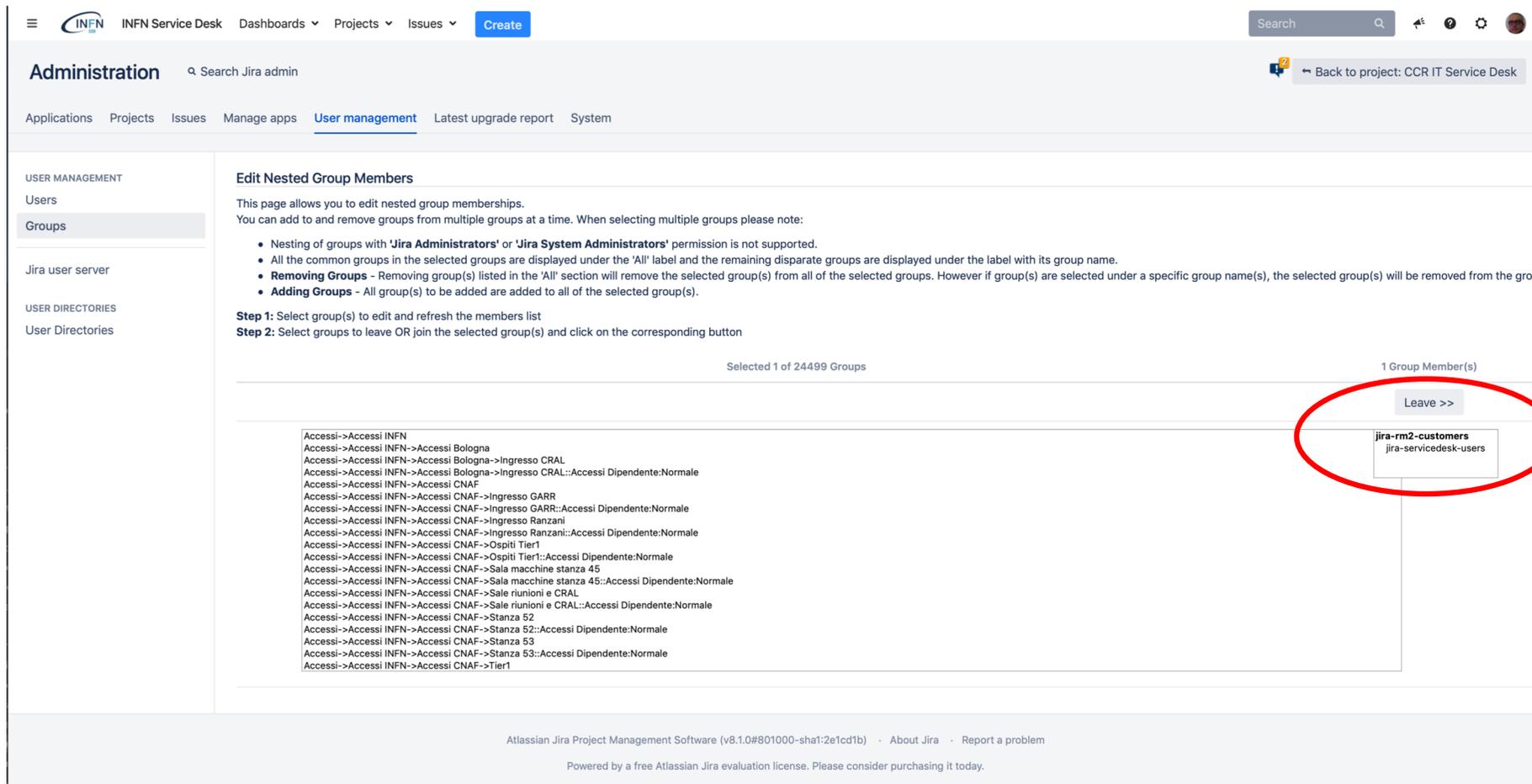
**Top Screenshot (Users):**

- A red arrow points to the "Users" link in the left sidebar under "USER MANAGEMENT".
- The "User management" menu is open, with a red arrow pointing to the "User management" option.
- The "Users" page shows a search filter: "Name, username or email contains" with the value "Any".
- A red circle highlights the text "Displaying users 1 to 20 of 16894."

**Bottom Screenshot (Groups):**

- A red arrow points to the "Groups" link in the left sidebar under "USER MANAGEMENT".
- The "Groups" page shows a search filter: "Name contains" with an empty input field.
- A red circle highlights the text "Displaying groups 1 to 20 of 24501."

# JSD: Gruppi nidificati 1/3



The screenshot shows the Jira Administration interface for 'User management'. The main content area is titled 'Edit Nested Group Members'. It provides instructions on how to manage nested group memberships, including adding and removing groups. A list of 24499 groups is shown, with one group selected: 'Accessi->Accessi INFN'. A 'Leave >>' button is visible, and a red circle highlights a group member 'jira-rm2-customers' with the sub-member 'jira-service-desk-users'.

**Administration** Search Jira admin

Applications Projects Issues Manage apps **User management** Latest upgrade report System

**USER MANAGEMENT**

Users

**Groups**

Jira user server

**USER DIRECTORIES**

User Directories

**Edit Nested Group Members**

This page allows you to edit nested group memberships.  
You can add to and remove groups from multiple groups at a time. When selecting multiple groups please note:

- Nesting of groups with 'Jira Administrators' or 'Jira System Administrators' permission is not supported.
- All the common groups in the selected groups are displayed under the 'All' label and the remaining disparate groups are displayed under the label with its group name.
- **Removing Groups** - Removing group(s) listed in the 'All' section will remove the selected group(s) from all of the selected groups. However if group(s) are selected under a specific group name(s), the selected group(s) will be removed from the group.
- **Adding Groups** - All group(s) to be added are added to all of the selected group(s).

**Step 1:** Select group(s) to edit and refresh the members list  
**Step 2:** Select groups to leave OR join the selected group(s) and click on the corresponding button

Selected 1 of 24499 Groups

1 Group Member(s)

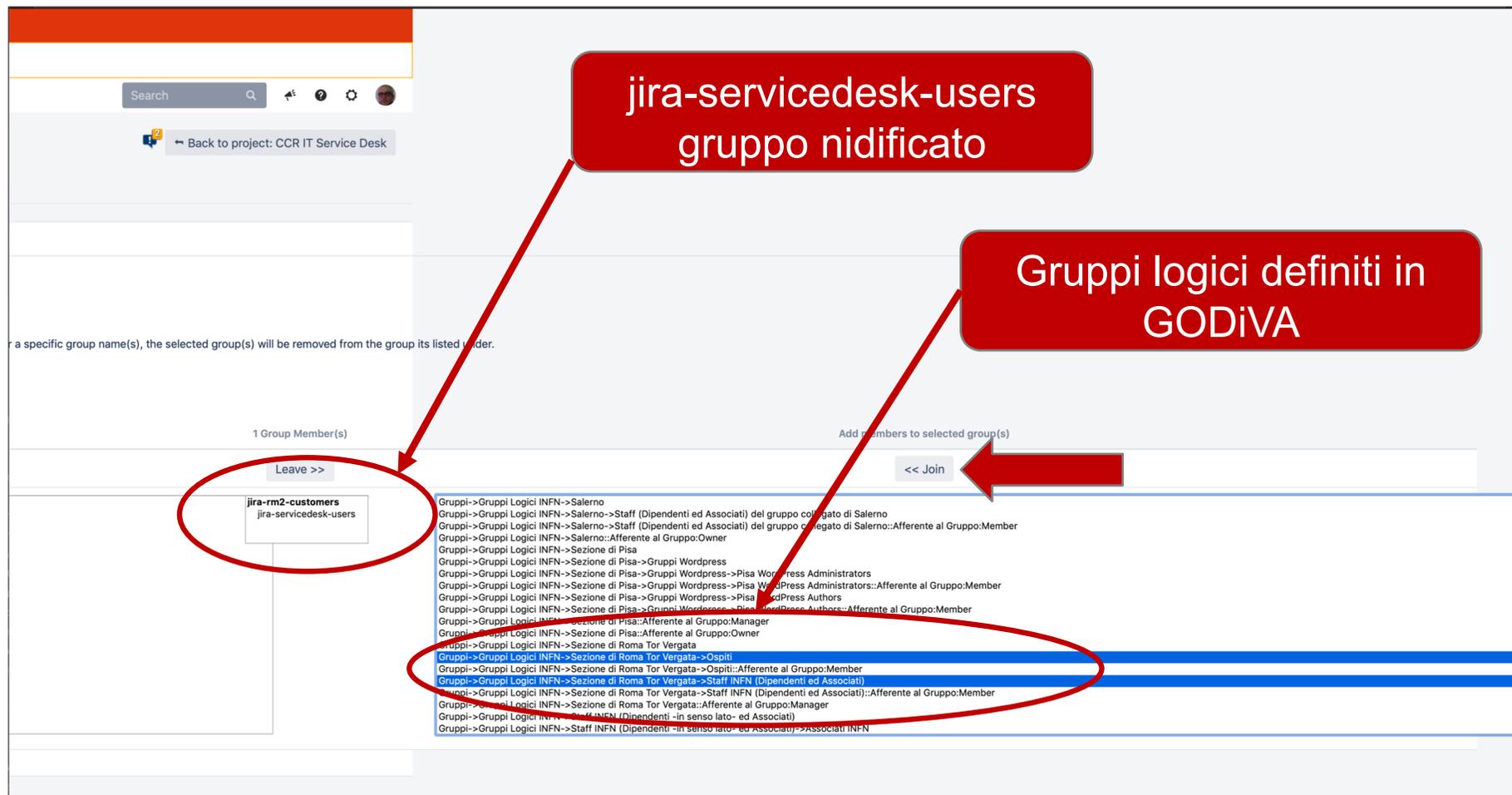
Leave >>

jira-rm2-customers  
jira-service-desk-users

Accessi->Accessi INFN  
Accessi->Accessi INFN->Accessi Bologna  
Accessi->Accessi INFN->Accessi Bologna->Ingresso CRAL  
Accessi->Accessi INFN->Accessi Bologna->Ingresso CRAL::Accessi Dipendente:Normale  
Accessi->Accessi INFN->Accessi CNAF  
Accessi->Accessi INFN->Accessi CNAF->Ingresso GARR  
Accessi->Accessi INFN->Accessi CNAF->Ingresso GARR::Accessi Dipendente:Normale  
Accessi->Accessi INFN->Accessi CNAF->Ingresso Ranzani  
Accessi->Accessi INFN->Accessi CNAF->Ingresso Ranzani::Accessi Dipendente:Normale  
Accessi->Accessi INFN->Accessi CNAF->Ospiti Tier1  
Accessi->Accessi INFN->Accessi CNAF->Ospiti Tier1::Accessi Dipendente:Normale  
Accessi->Accessi INFN->Accessi CNAF->Sala macchine stanza 45  
Accessi->Accessi INFN->Accessi CNAF->Sala macchine stanza 45::Accessi Dipendente:Normale  
Accessi->Accessi INFN->Accessi CNAF->Sale riunioni e CRAL  
Accessi->Accessi INFN->Accessi CNAF->Sale riunioni e CRAL::Accessi Dipendente:Normale  
Accessi->Accessi INFN->Accessi CNAF->Stanza 52  
Accessi->Accessi INFN->Accessi CNAF->Stanza 52::Accessi Dipendente:Normale  
Accessi->Accessi INFN->Accessi CNAF->Stanza 53  
Accessi->Accessi INFN->Accessi CNAF->Stanza 53::Accessi Dipendente:Normale  
Accessi->Accessi INFN->Accessi CNAF->Tier1

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# JSD: Gruppi nidificati 2/3



The screenshot shows the Jira Service Desk user group management interface. A search bar at the top contains the text "jira-servicedesk-users" and "gruppo nidificato". Below the search bar, there is a "Back to project: CCR IT Service Desk" button. The main content area displays a list of group members. A red box highlights the "jira-rm2-customers" and "jira-servicedesk-users" group members. A red arrow points from the search bar to this group. Another red box highlights the "Gruppi logici definiti in GODIVA" section, with a red arrow pointing to the "Add members to selected group(s)" button. A red arrow also points from the "Add members to selected group(s)" button to the "jira-rm2-customers" group member. The list of group members includes various logical groups defined in GODIVA, such as "Gruppi->Gruppi Logici INFN->Salerno" and "Gruppi->Gruppi Logici INFN->Sezione di Roma Tor Vergata->Ospiti".

# JSD: Gruppi nidificati 3/3

A group(s) will be removed from the group(s) listed under:

3 Group Member(s)

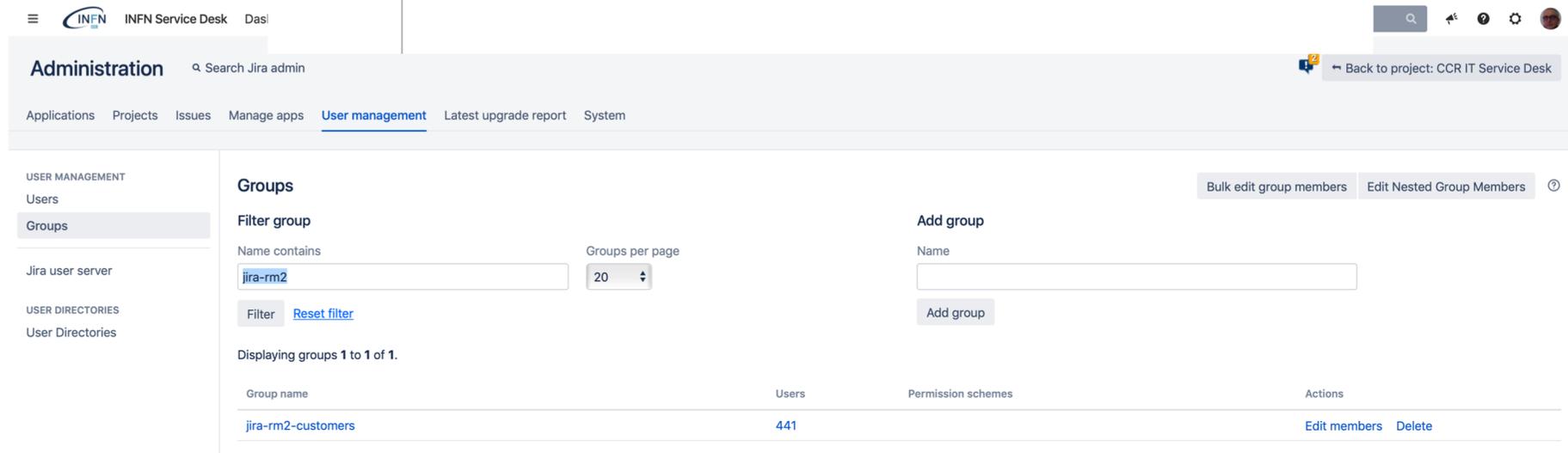
Leave >>

## jira-rm2-customers

Gruppi->Gruppi Logici INFN->Sezione di Roma Tor Vergata->Ospiti

Gruppi->Gruppi Logici INFN->Sezione di Roma Tor Vergata->Staff INFN (Dipendenti ed Associati)

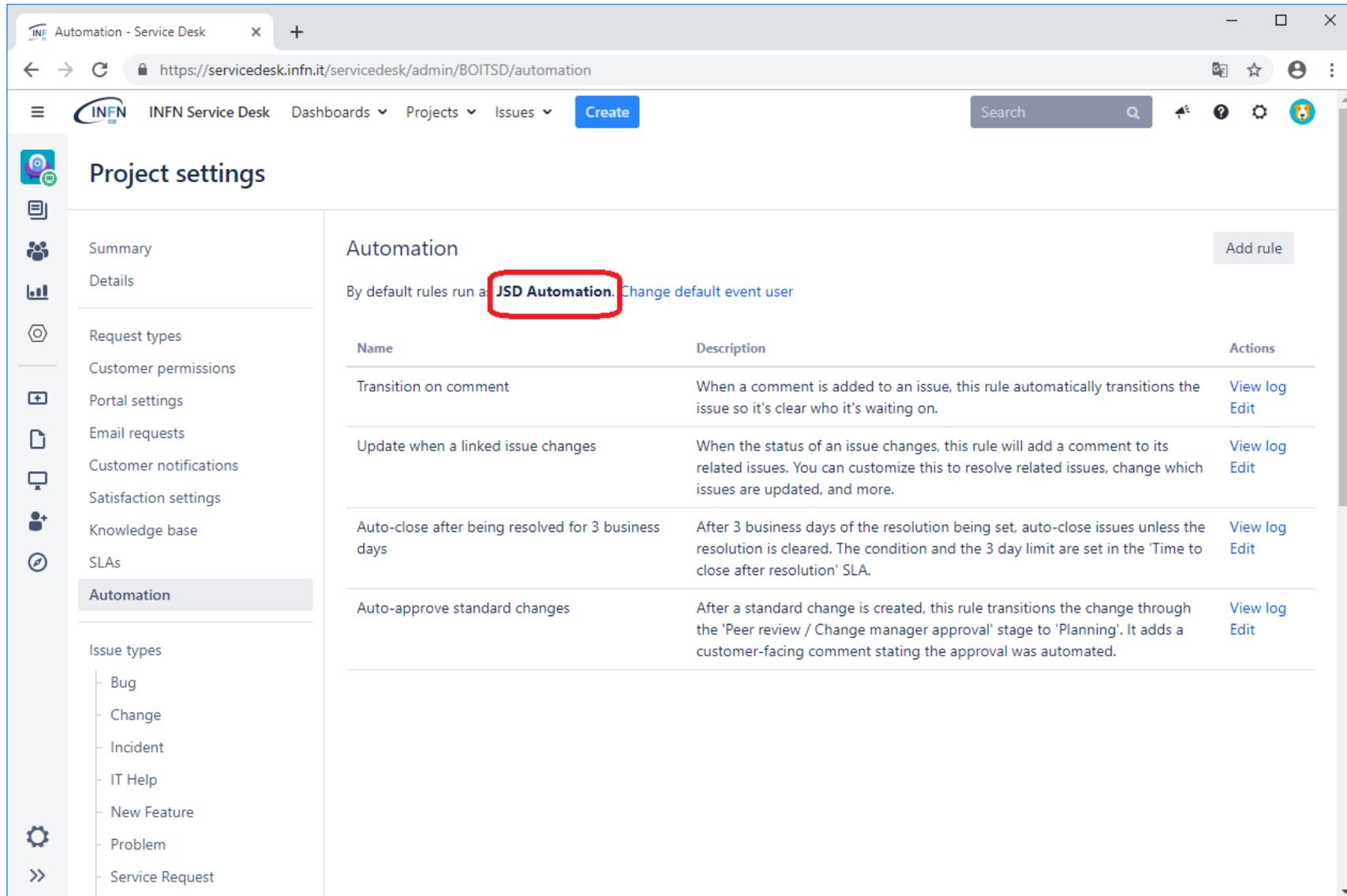
jira-servicedesk-users



The screenshot shows the Jira Administration interface for user management. The breadcrumb trail is: Administration > Search Jira admin > Applications > Projects > Issues > Manage apps > User management > Latest upgrade report > System. The left sidebar shows 'Groups' selected under 'USER MANAGEMENT'. The main content area is titled 'Groups' and includes a 'Filter group' section with a search box containing 'jira-rm2' and a 'Groups per page' dropdown set to 20. There are 'Filter' and 'Reset filter' buttons. To the right is an 'Add group' section with a 'Name' input field and an 'Add group' button. At the top right of the main area are buttons for 'Bulk edit group members' and 'Edit Nested Group Members'. Below the filter section, it says 'Displaying groups 1 to 1 of 1.' A table lists the group 'jira-rm2-customers' with 441 users and links for 'Edit members' and 'Delete'.

Group name	Users	Permission schemes	Actions
jira-rm2-customers	441		<a href="#">Edit members</a> <a href="#">Delete</a>

# JSD Automation



The screenshot shows the 'Automation' settings page in the JSD interface. The left sidebar contains a navigation menu with 'Automation' selected. The main content area displays a table of automation rules. A red box highlights the text 'JSD Automation' in the 'By default rules run a' field.

Name	Description	Actions
Transition on comment	When a comment is added to an issue, this rule automatically transitions the issue so it's clear who it's waiting on.	<a href="#">View log</a> <a href="#">Edit</a>
Update when a linked issue changes	When the status of an issue changes, this rule will add a comment to its related issues. You can customize this to resolve related issues, change which issues are updated, and more.	<a href="#">View log</a> <a href="#">Edit</a>
Auto-close after being resolved for 3 business days	After 3 business days of the resolution being set, auto-close issues unless the resolution is cleared. The condition and the 3 day limit are set in the 'Time to close after resolution' SLA.	<a href="#">View log</a> <a href="#">Edit</a>
Auto-approve standard changes	After a standard change is created, this rule transitions the change through the 'Peer review / Change manager approval' stage to 'Planning'. It adds a customer-facing comment stating the approval was automated.	<a href="#">View log</a> <a href="#">Edit</a>

The End

Grazie

Domande?

<https://servicedesk.infn.it/>



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