General Information

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Glossary

- **Customer Portal**
  A front-facing website where customers can help themselves or raise *requests*.

- **Queue**
  List of issues that have been submitted to a service desk. You can use the default queues, or customize up to 50.

- **Request**
  An ask for help. Customers make requests, which become *issues* in Service Desk.

- **Issue**
  An issue is, basically, a ticket. Your *request* is sent to an *agent*, and becomes an *issue* for them. Issues can have *sub-tasks* and be linked to or dependent on other issues.

- **Label**
  A label is basically a tag for tickets. In the old helpdesk, we had predefined categories. Here you can categorize issues on the fly using labels.

- **Project**
  What we referred to as "inboxes" in the old helpdesk are "projects" in Service Desk. Jira Service Desk is basically an addon for another application called Jira Software, in which DIWS/Systems can track projects. Each department's Service Desk is a "project" in Jira Software. Changing an *issue*'s project will change which department can view and work on it.

- **Workflow**
  The lifecycle of an issue. By default the workflow is To Do, Under Investigation, In Progress, In Review, Waiting for Customer, Done, or Cancelled. We can also create custom workflows for specific issue types.

- **Customer**
  Anyone who uses Service Desk to get help.

- **Agent**
  An agent is someone who works on issues. These are licensed users, so only a few Library faculty and staff are agents.

- **Admin** [Systems/DIWS only]
  A user with administrative permissions.

- **Participant**
  A user you invite to work with you on a ticket.

- **Watcher**
  A person who wishes to be notified of any movement on an issue. Watchers can add themselves to issues.

Issue types are ways for agents to categorize their issues and more completely tell the story of each one for the benefit of others in their organization. Below are the default issue types; you can also customize your own.

- **Task**
  Something that needs to be done. *Example:* There is a typo on a webpage that needs to be corrected.

- **Sub-task**
  Sub-tasks are meant to split issues into manageable chunks or allow these chunks to be worked on by other *agents*. *Example:* An employee moves to a different department in the library. We can manage the entire process in a single issue, splitting up the work with sub-tasks - "Move phone," "move computer," "change title on website," etc. - that can be assigned to different agents. Sub-tasks can be converted into *issues* if necessary, and vice-versa.

- **Problem**
  Investigation into the causes of incidents. *Example:* "See whether [student] is labeled Wages or Workstudy in Timeclock (because their timesheet is wrong)".

- **Epic**
  A large project that encompasses many issues. *Example:* "Catalog the Lincolniana collection," "Set up a new journal on our hosting platform," "Investigate alternatives to Sirsi Enterprise."

- **Blocker**
  Blocks all progress; "I or a patron cannot do work until this issue is resolved." Most serious.

- **High**
  "Serious problem that could block progress."

- **Medium**
  Not too serious, but not trivial either; "has the potential to affect progress."

- **Low**
  A minor problem.

- **Future Development**
  Ideas and questions to think about later.

Your account

Every MSU Libraries employee gets a customer account. Systems/DIWS will set this up as part of the onboarding process, and will send the details to the account holder. Members of the public can also register their own accounts to raise requests.

Agent accounts are restricted to only those MSU Libraries employees who work on issues, and availability depends on the current number of licensed seats. If you believe you or a coworker needs this level of access, please discuss with your coordinator.

Username and password

Your username is usually either first initial - last name ("jshedd" or your library email address ("jshedd@library.msstate.edu").

If you do not know or have forgotten your password, email servicedesk@library.msstate.edu to have it reset.