

JIRA PRIORITY INDICATORS WORKDAY SUPPORT

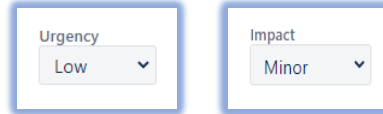
PURPOSE

To optimize delivery of Workday requests, two new indicators were added in Jira specifically to identify the priority of Workday Support tickets.

NEW FEATURES

The new priority indicators will allow users to identify an **urgency** and **impact** for each Workday Support request. The system will default to *urgency = low* and *impact = minor* if the requestor does not specify/submit an urgency and impact.

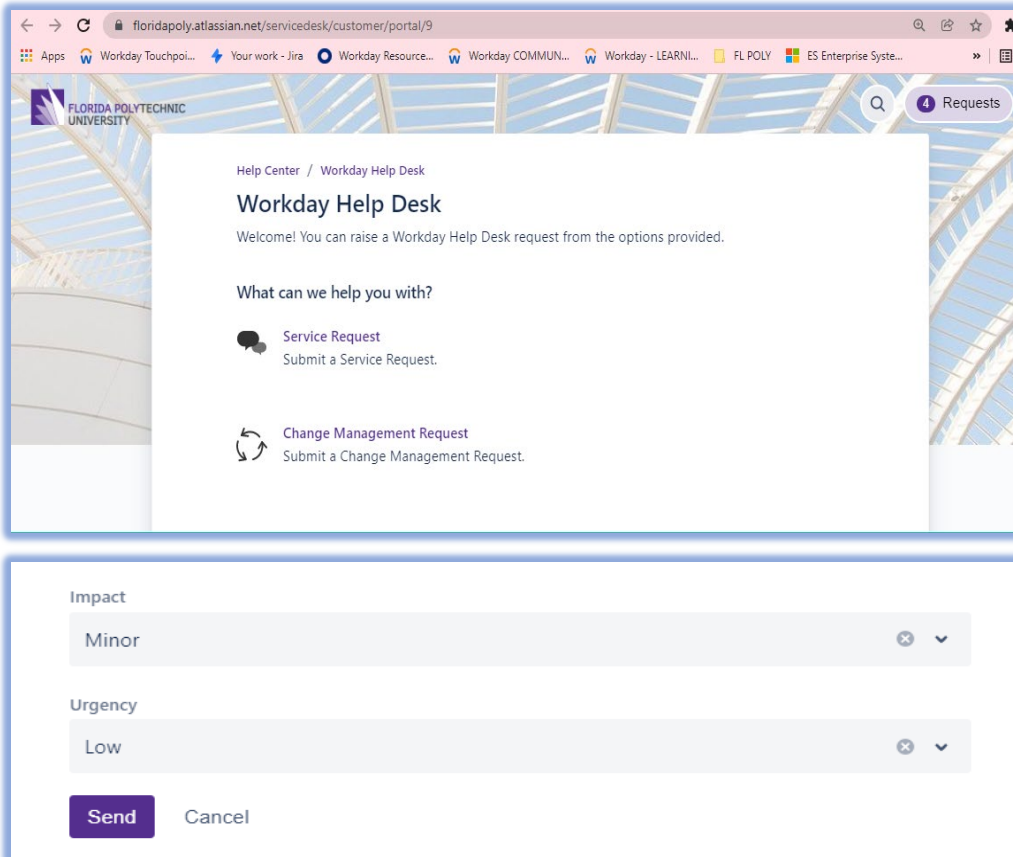
- **Urgency:** Critical, High, Medium & Low
- **Impact:** Significant, Moderate & Minor



TICKET CREATION *(via Jira – Customer Portal)*

The priority indicators can only be defined by the user during the **initial creation** of the ticket via the Jira customer portal (link provided below).

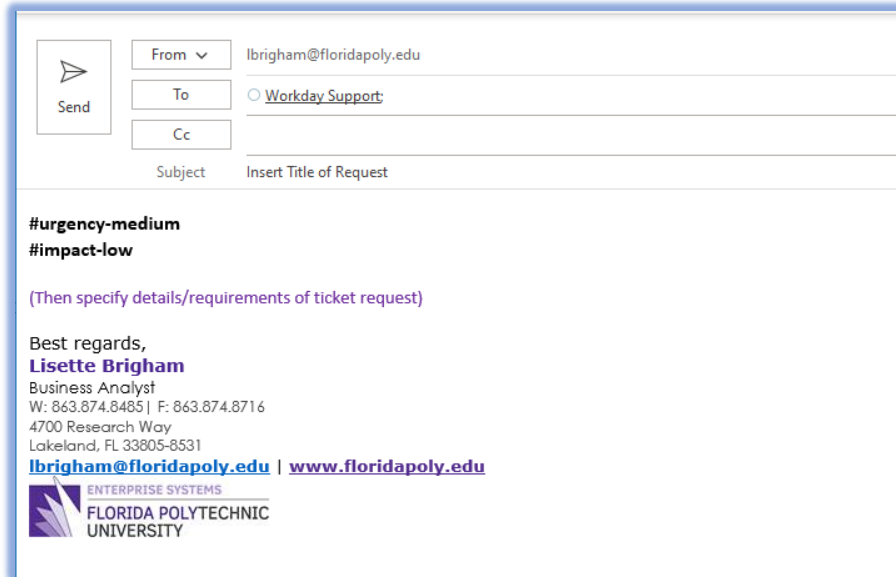
- [Workday Help Desk](#)



TICKET CREATION *(via email)*

If opening a Jira ticket via email, users can specify the following prefixes followed by the appropriate urgency and impact in the email and Jira will automatically apply the indicators when the ticket is received in the queue (see example below).

- #urgency-
- #impact-



The screenshot shows an email composition interface. The 'To' field is set to 'Workday Support'. The subject line contains the prefixes '#urgency-medium' and '#impact-low', followed by a note '(Then specify details/requirements of ticket request)'. The sender is identified as Lisette Brigham, Business Analyst, with contact information for Enterprise Systems at Florida Polytechnic University.

The Jira system will then apply the appropriate priority based on the following priority matrix used by Enterprise Systems:

IMPACT	URGENCY			
	<u>Highest (Critical)</u>	<u>High</u>	<u>Medium</u>	<u>Low</u>
<u>Significant</u>	Highest priority	High priority	Medium priority	Low priority
<u>Moderate</u>	High priority	Medium priority	Low priority	Low priority
<u>Minor</u>	Medium priority	Low priority	Low priority	Low priority

PRIORITY CHANGES

Once the ticket is submitted, if the requestor needs to change the priority indicators (impact &/or urgency), users can either reply to the ticket request (via email or Jira) or notify the resource assigned to the ticket so that Enterprise Systems can make the changes as needed.

Please use the following link to contact [Workday Support](#) if you have any questions.

