

Assign to Tier 2 SME for Analysis

Reference Guide

Jira

Consent Banner

Requestors

Issue Information

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Purpose

The purpose of this training is to Assign requests in your team's queue to a Subject Matter Expert (SME) for analysis and validation.

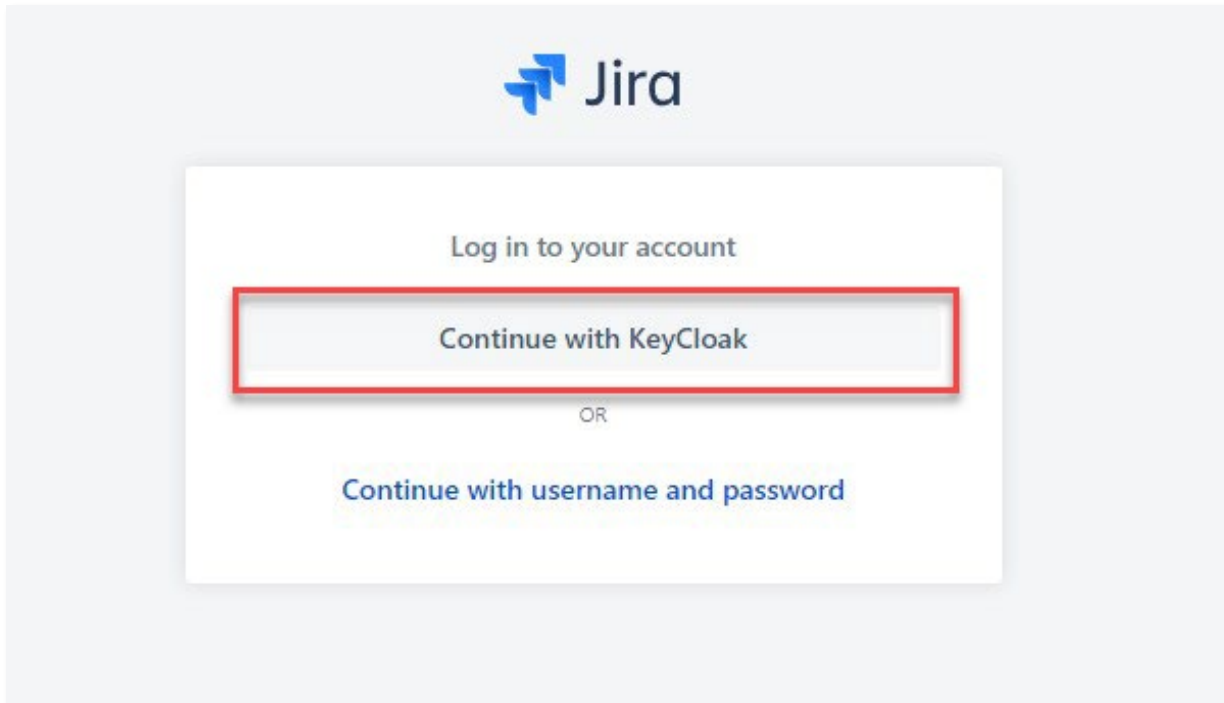
This training is applicable to users of the JIRA solution for managing and tracking service desk requests for the PIEE PMO.

Assign Requests for Tier 2 Analysis

Step 1 – Login and Navigate to the Home Dashboard

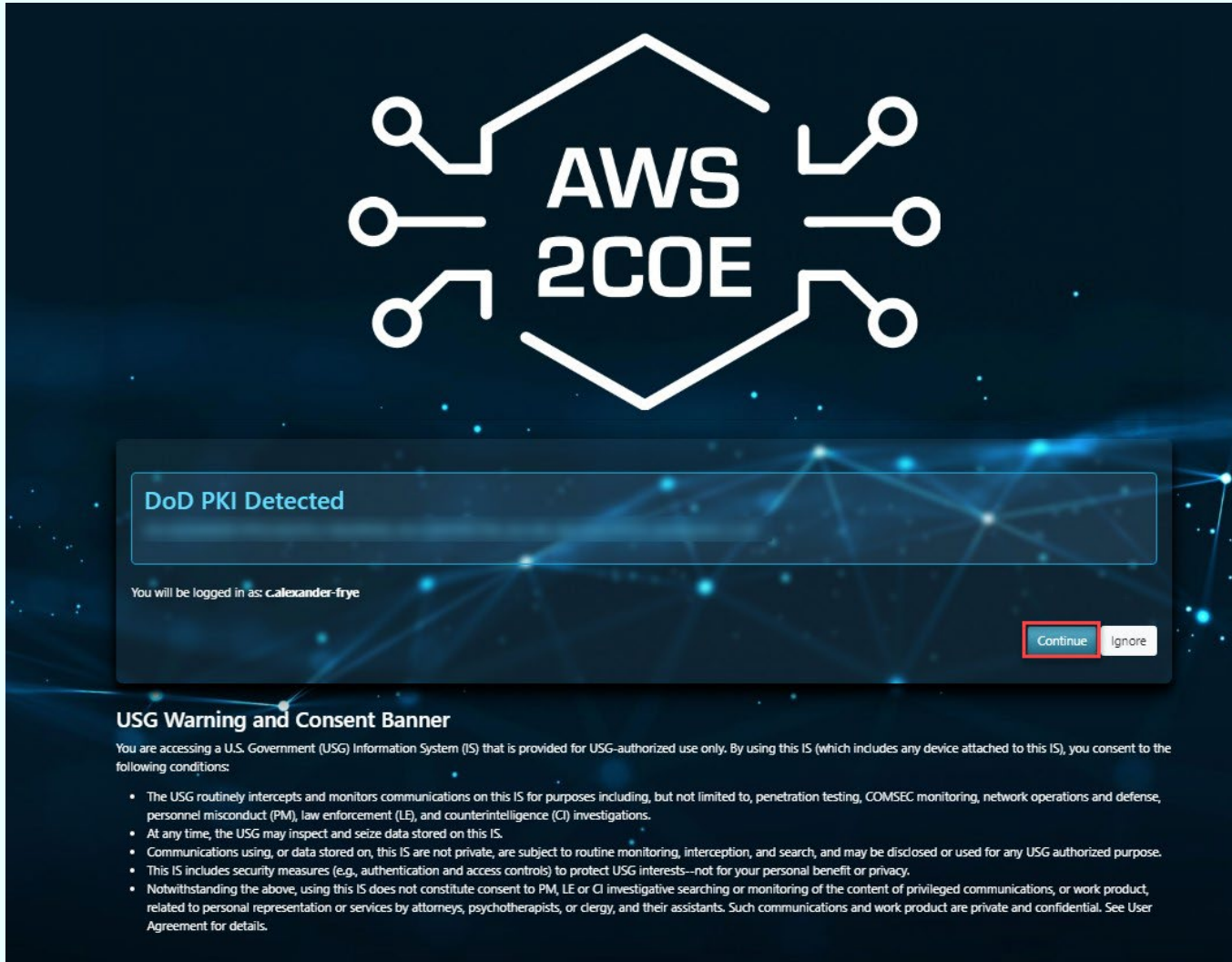
URL: [Enterprise Service Desk - Dashboard](#)

Select **Continue with KeyCloak**.



Step 2 – Banner Page

Select **Continue** at the Banner Page to accept the USG Warning and Consent Banner.



The screenshot displays a dark-themed interface with a central logo for "AWS 2COE" featuring a stylized house shape and circuit-like lines. Below the logo is a notification box with the text "DoD PKI Detected" and "You will be logged in as: c.alexander-frye". At the bottom right of this box are two buttons: "Continue" (highlighted with a red box) and "Ignore". Below the notification box is a section titled "USG Warning and Consent Banner" with a paragraph of text and a bulleted list of conditions.

DoD PKI Detected

You will be logged in as: c.alexander-frye

Continue **Ignore**

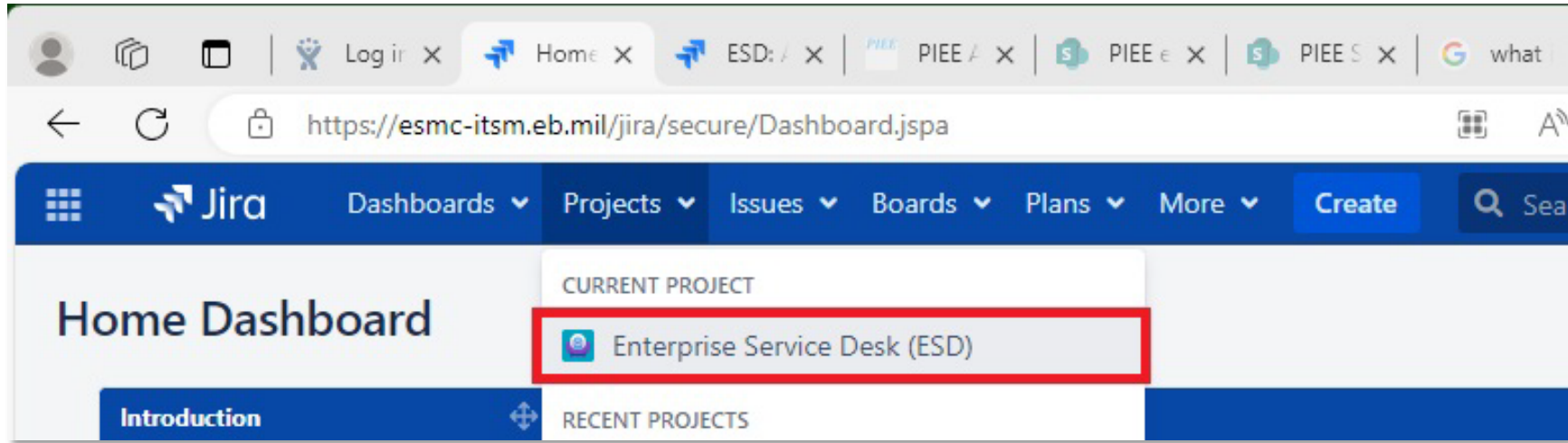
USG Warning and Consent Banner

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
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- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

Step 3 – Dashboard

From the Home Dashboard select **Projects>Enterprise Service Desk (ESD)**



Step 4 – Select Queues

From the Projects Tab select **Queues > Switch Queues**. In our example, the IUID Corrections Queue is selected.

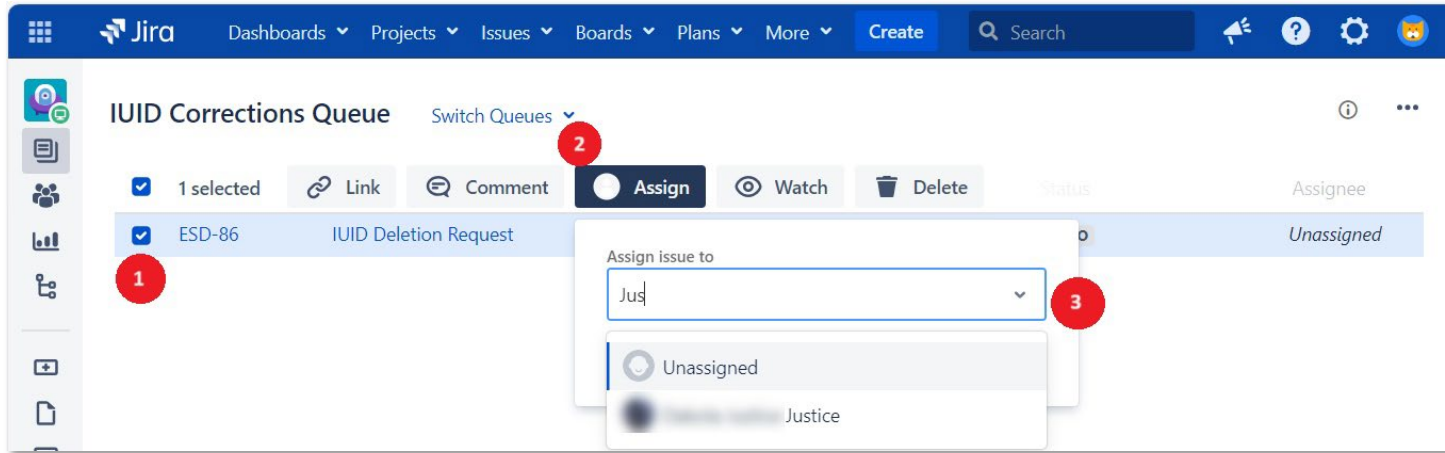
The screenshot shows the Jira interface for a project. The 'All open' queue is selected, and the 'Switch Queues' dropdown menu is open. The 'IUID Corrections Queue' is highlighted in red. The dropdown menu lists various queues and their counts:

Queue Name	Count
All open	38
Assigned to me	3
Unassigned issues	20
ECWM T2	2
ECWM T3	4
Enterprise Service Desk T2 Tickets	27
JITC (DCMA) Incidents Tier 2 Analysis	1
JITC (PIEE) Incidents Tier 2 Analysis	4
Data Manager Approval Queue	0
Data Manager Updates Queue	2
DCMA Tier 2 Analysis	3
IUID Corrections Queue	8
Recently resolved	1
Due in 24h	0
Completed last 30 days	0
Canceled or Duplicates	3

The 'IUID Corrections Queue' is highlighted in red. The dropdown menu also includes a '+ New queue' option at the bottom.

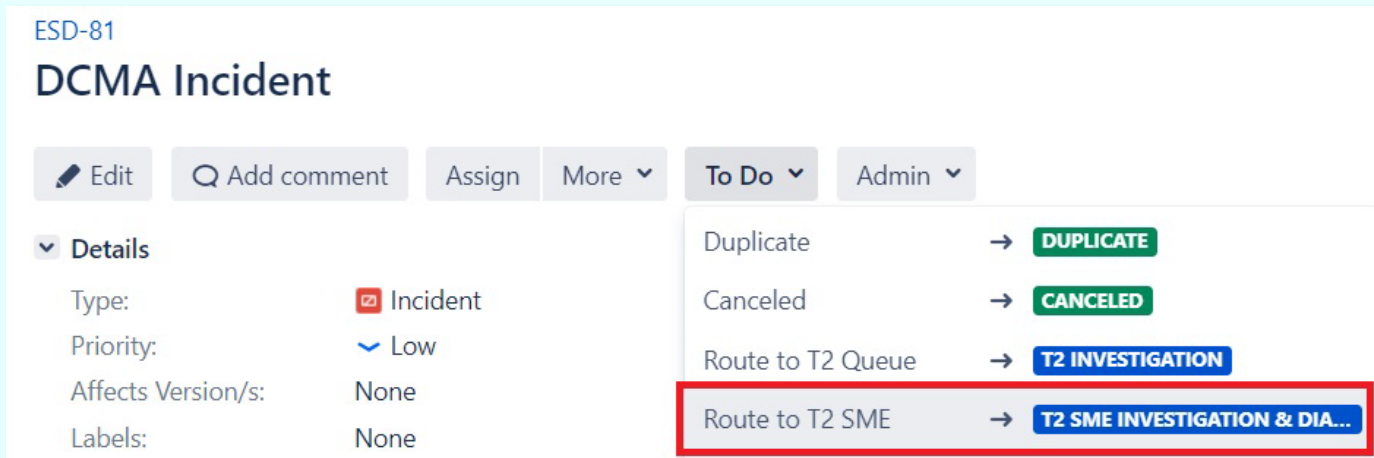
Step 5 – Assign Issues

View the Unassigned Issue in the Queue. **Click** the checkbox next to the request number. **Click Assign** and select the assignee from the list.



Step 6 – Route Issues through the Workflow to the SME for validation

Select **Status** dropdown and select the Route to T2 SME.



Step 7 – Email Notification

The assignee will receive an email notification.

The screenshot displays the Outlook interface for an email titled "ESD-81 DCMA Incident - Message (HTML)". The ribbon includes "File", "Message", "Help", "Acrobat", and "Tell me what you want to do". The "Message" ribbon is active, showing "Delete" (Ignore, Delete, Archive), "Respond" (Reply, Reply All, Forward, Meeting, IM, More), "Apps" (All Apps), and "Quick Steps" (PIEE V6.18.1, Team Email, Reply & Delete). The email content shows a header "ESD-81 DCMA Incident" and a sender "Enterprise Service Desk" with a profile picture containing "ES". A message body contains the text "changed the status to T2 SME Investigation & Diagnosis." and a redaction box. A footer note says "If there are problems with how this message is displayed, click here to view it in a web browser." and a separator line reads "-----Please reply above this line-----".