

Escalate Issues to Tier 3

Reference Guide



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Purpose

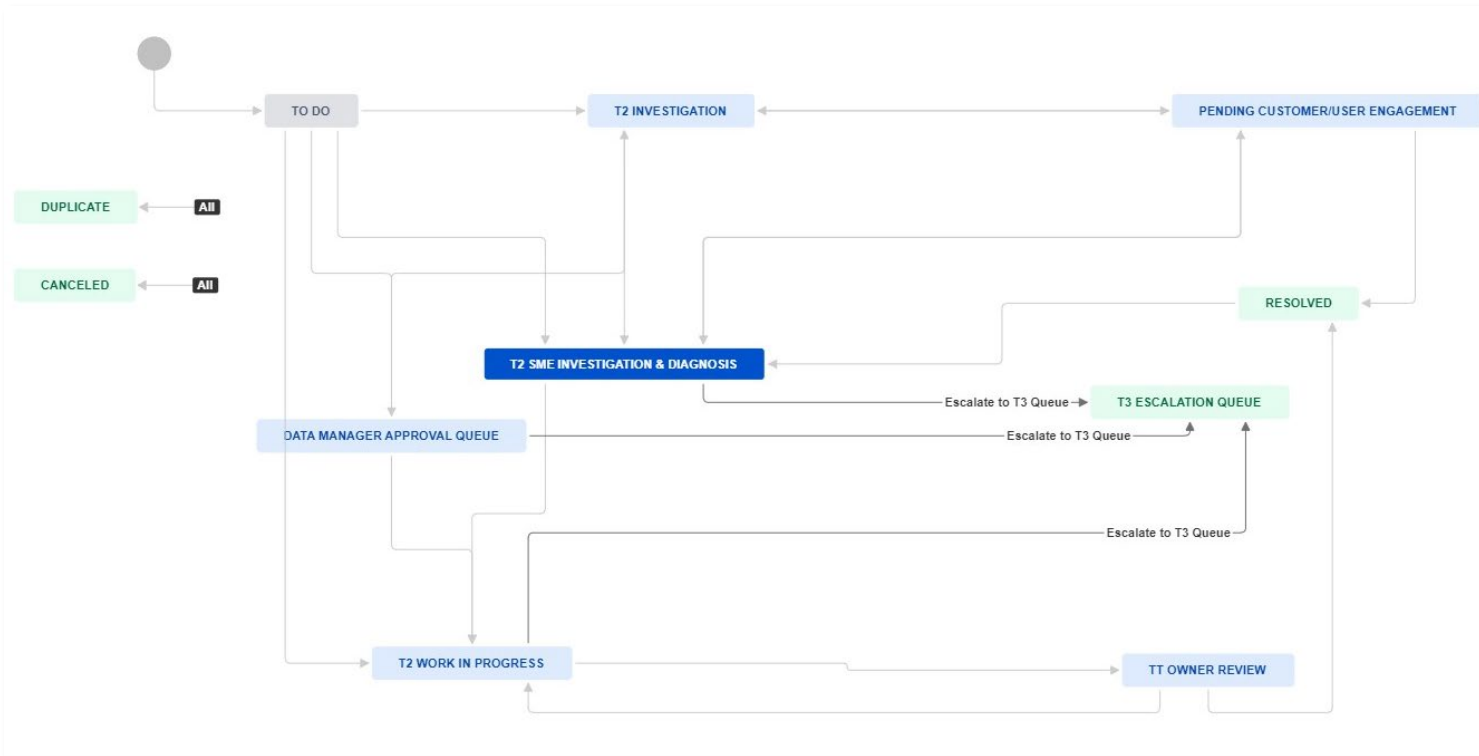
The purpose of this training is to walk Tier 2 users through the process for escalating issues to Tier 3 (Problem Management) in JIRA. This process is dependent upon the Request Type and this training will depict the process for PIEE Incident, IUID Corrections and Data Manager Updates.

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

PIEE Enterprise Service Desk Workflow

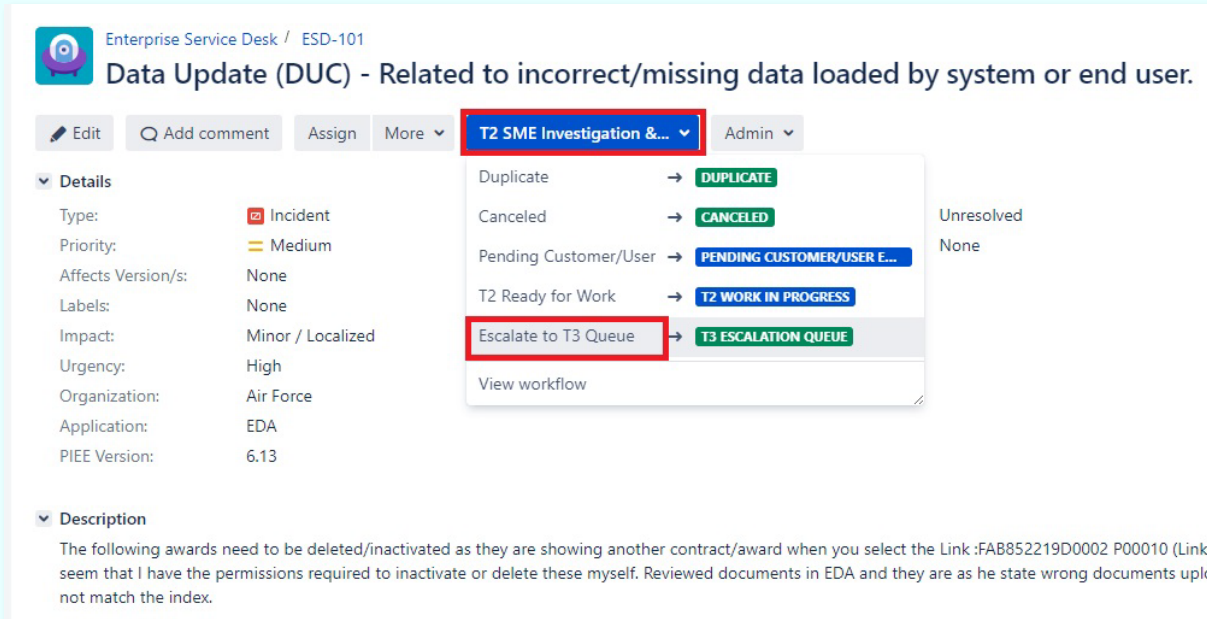
Issues are escalated from the 'Status' = 'T3 SME Investigation and Diagnosis, Data Manager Approval Queue or T2 Work in Progress'.

Step 1 – Confirm issue is ready for escalation to Tier 3.



Step 2 – Route to Tier 3: PIEE Incident, IUID Corrections and Data Manager Updates

Select **Status** at the top of the issue and select **Escalate to T3 Queue**.



Enterprise Service Desk / ESD-101
Data Update (DUC) - Related to incorrect/missing data loaded by system or end user.

Edit Add comment Assign More T2 SME Investigation &... Admin

Details

Type: Incident
Priority: Medium
Affects Version/s: None
Labels: None
Impact: Minor / Localized
Urgency: High
Organization: Air Force
Application: EDA
PIEE Version: 6.13

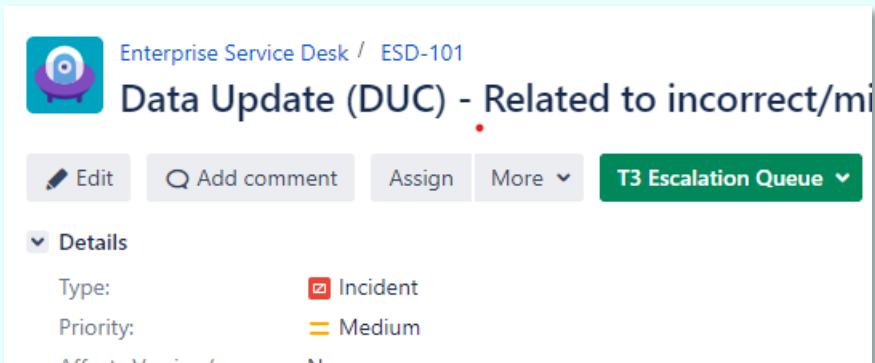
Unresolved
None

Duplicate → DUPLICATE
Canceled → CANCELED
Pending Customer/User → PENDING CUSTOMER/USER E...
T2 Ready for Work → T2 WORK IN PROGRESS
Escalate to T3 Queue → T3 ESCALATION QUEUE
View workflow

Description

The following awards need to be deleted/inactivated as they are showing another contract/award when you select the Link :FAB852219D0002 P00010 (Links seem that I have the permissions required to inactivate or delete these myself. Reviewed documents in EDA and they are as he state wrong documents uploaded not match the index.

After transitioning the issue, the issue will be in the 'Status' of 'T3 Escalation Queue'.



Enterprise Service Desk / ESD-101
Data Update (DUC) - Related to incorrect/missing data loaded by system or end user.

Edit Add comment Assign More T3 Escalation Queue

Details

Type: Incident
Priority: Medium
Affects Version/s: None

Step 3 – New issue submitted in the Problem Workflow

A new 'Issue Type' = 'Problem' is linked to the original 'Incident' and is created with a 'Status' = 'To Do'. The Tier 3 team will receive this issue for their review and assignment to complete work.

ESD-103

Data Update (DUC) - Related to incorrect/missing data loaded by system

Edit Add comment Assign More To Do Admin

Details

Type:	Problem	Resolution:
Priority:	Low	Fix Version/s:
Affects Version/s:	None	
Labels:	None	
Phone Number:	555-552-5555	
Organization:	Air Force	
Impact:	Minor / Localized	
Urgency:	High	
Application:	EDA	
PIEE Version:	6.13	

Description

The following awards need to be deleted/inactivated as they are showing another contract/award when you select them. It seems that I have the permissions required to inactivate or delete these myself. Reviewed documents in EDA and they do not match the index.

Attachments

Drop files to attach, or browse.

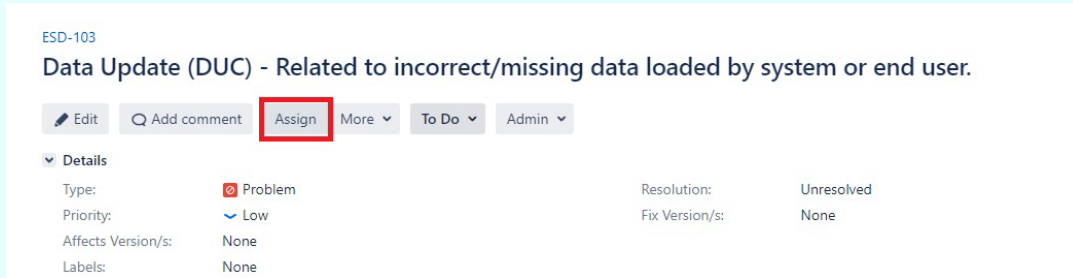
Issue Links

is caused by

ESD-102 CLONE - Data Update (DUC) - Related to incorrect/missing data loaded by system or end user.

Step 4 – Assign Problem for Analysis

Open the problem issue Click **'Assign'** and input the **'Assignee Name'**. To assist the Service Desk Team member who will complete the analysis of the issue, it is suggested to input an **'Internal Comment'** by selecting that tab and inputting a note. Click **'Assign'** at the bottom of the page.

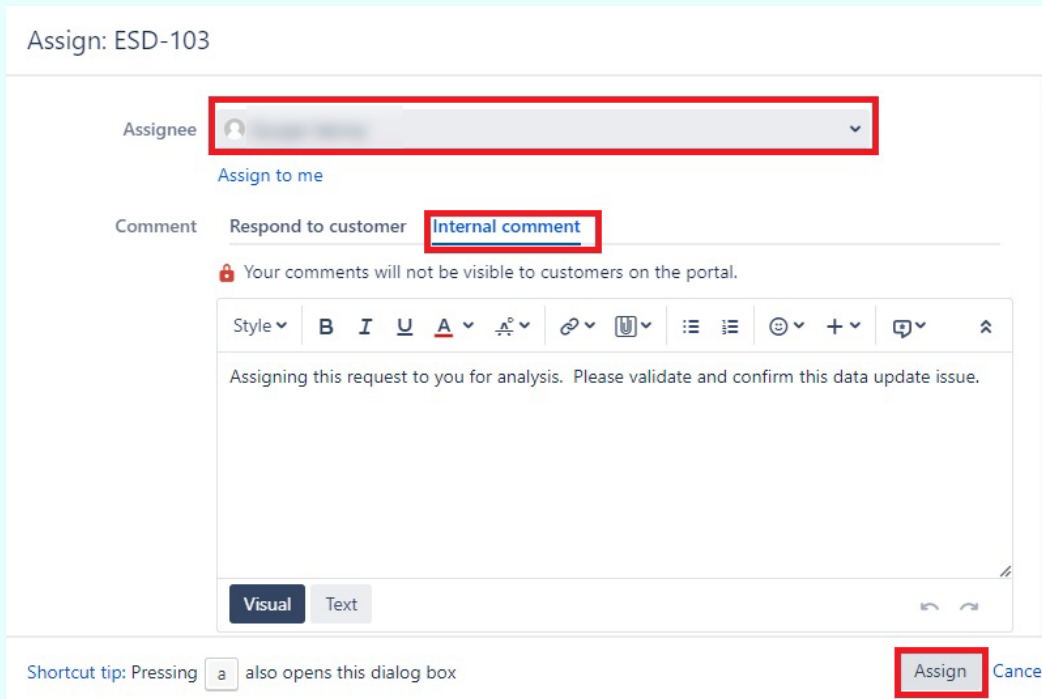


ESD-103
Data Update (DUC) - Related to incorrect/missing data loaded by system or end user.

Edit Add comment **Assign** More To Do Admin

Details

Type:	Problem	Resolution:	Unresolved
Priority:	Low	Fix Version/s:	None
Affects Version/s:	None		
Labels:	None		



Assign: ESD-103

Assignee

Assign to me

Comment Respond to customer **Internal comment**

🔒 Your comments will not be visible to customers on the portal.

Style **B** **I** **U** **A** **🔗** **📎** **☺** **+** **🗨** **⬆**

Assigning this request to you for analysis. Please validate and confirm this data update issue.

Visual Text

Shortcut tip: Pressing **a** also opens this dialog box

Assign Cancel

Step 5 – Transition the issue to T3 Analysis (Systems Integrator)

Click the **'Status'** and select **'T3 Analysis'** to route the issue to the Subject Matter Expert that was assigned in Step 4.

