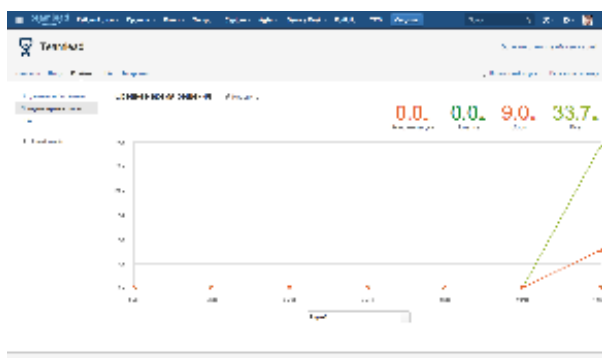


# JIRA Service Desk



Dashboard showing a table of tickets. The table has columns for Status, Priority, and Assignee. The status column shows a mix of Open, In Progress, and Closed tickets. The priority column shows a mix of High, Medium, and Low priorities. The assignee column shows a mix of different team members.

Dashboard showing a table of tickets. The table has columns for Status, Priority, and Assignee. The status column shows a mix of Open, In Progress, and Closed tickets. The priority column shows a mix of High, Medium, and Low priorities. The assignee column shows a mix of different team members.

Dashboard showing a table of tickets. The table has columns for Status, Priority, and Assignee. The status column shows a mix of Open, In Progress, and Closed tickets. The priority column shows a mix of High, Medium, and Low priorities. The assignee column shows a mix of different team members.

Dashboard showing a table of tickets. The table has columns for Status, Priority, and Assignee. The status column shows a mix of Open, In Progress, and Closed tickets. The priority column shows a mix of High, Medium, and Low priorities. The assignee column shows a mix of different team members.

Dashboard showing a table of tickets. The table has columns for Status, Priority, and Assignee. The status column shows a mix of Open, In Progress, and Closed tickets. The priority column shows a mix of High, Medium, and Low priorities. The assignee column shows a mix of different team members.

Dashboard showing a table of tickets. The table has columns for Status, Priority, and Assignee. The status column shows a mix of Open, In Progress, and Closed tickets. The priority column shows a mix of High, Medium, and Low priorities. The assignee column shows a mix of different team members.

Dashboard showing a table of tickets. The table has columns for Status, Priority, and Assignee. The status column shows a mix of Open, In Progress, and Closed tickets. The priority column shows a mix of High, Medium, and Low priorities. The assignee column shows a mix of different team members.

Dashboard showing a table of tickets. The table has columns for Status, Priority, and Assignee. The status column shows a mix of Open, In Progress, and Closed tickets. The priority column shows a mix of High, Medium, and Low priorities. The assignee column shows a mix of different team members.

Dashboard showing a table of tickets. The table has columns for Status, Priority, and Assignee. The status column shows a mix of Open, In Progress, and Closed tickets. The priority column shows a mix of High, Medium, and Low priorities. The assignee column shows a mix of different team members.

Dashboard showing a table of tickets. The table has columns for Status, Priority, and Assignee. The status column shows a mix of Open, In Progress, and Closed tickets. The priority column shows a mix of High, Medium, and Low priorities. The assignee column shows a mix of different team members.

Dashboard showing a table of tickets. The table has columns for Status, Priority, and Assignee. The status column shows a mix of Open, In Progress, and Closed tickets. The priority column shows a mix of High, Medium, and Low priorities. The assignee column shows a mix of different team members.



### Service in Space

Welcome to Service in Space. Raise a request using one of the options below.

Find a solution

**Get access to a system**  
Request a new account for an internal system

**Request new software**  
Order a new or upgraded software licence

**Request new hardware**  
Order a new computer or piece of IT hardware

### Service in Space

Queues Reports SLA

Incoming Tickets (0)

My Tickets (1)

Due Over (0)

Purchase Order

Recently Resolved

+ New Queue

### Service in Space

Queues Reports SLA Customer Portal Knowledge Base

Needs Triaging / 200-10

Can we add JIRA Agile to our JIRA instance?

SLAs

-68:07 Time to resolution within 72 hours

-46:07 Time to first response within 24 hours

0:05 Time to assign within 2 hours

Details

Type: Request

Priority: Major

Components: None

Labels: None

Status: Resolved

Unassigned (0)

Unresolved (0)

Description

My team is becoming more and more agile every day and JIRA Agile's drag and drop boards makes it easier to plan, work, & report on my team's work.

### JIRA

Dashboard Projects Issues Agile Service Desk Create Issue

### Service in a box

Queues Reports SLA Customer Portal Knowledge Base

My open tickets (0)

Needs triage (0)

General IT support (0)

Faults & outages (0)

Purchases (0)

SLA at risk (0)

SLA breached (0)

My open tickets

Your queue is empty. Team coffee run!

### Start

Begin counting time when

Search

Issue Created

Assignee: From Unassigned

Assignee: To Unassigned

Assignee: Changed

Entered Status: Resolved

Goals

Issues will be checked against this

Issue (JQL)

Priority in (blocker, criti

### Service in Space

My requests

### Request new hardware

Order a new computer or piece of IT hardware

What do you need?

My keyboard is broken

Why do you need this?

Create Cancel

We've found solutions that could save you time

**Broken keyboard - Realtime Translation SLA**  
We've had a lot of broken keyboards lately. The Problem: Realtime Translation SLA says of you may have noticed that lots of us at Teams in Space lately have been...

**Replace broken keyboards with alcohol disinfectant**  
We've had a lot of broken keyboards lately. The Problem: Some of you may have noticed that lots of us at Teams in Space lately have been having trouble with our...