

FHS-IT Services: Service Management (JIRA) Support Services

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EXECUTIVE SUMMARY

The Faculty of Health Sciences has assessed its IT service needs and developed its service offerings and delivery models to ensure effectiveness, avoid duplication and gaps, and take advantage of synergies with IT groups across McMaster. Based on this assessment, models for FHS IT core service offerings were developed and implemented.

The FHS has manifold applications, groups, and populations which require tracking of individual service efforts, often in support of specific processes, products, or populations. In these cases, a service management (SM) or ‘ticket system’ is often the best tool to support these efforts. SM systems allow for communications between service providers and clients, tracking of changes and activities, association of files to efforts, time tracking, workflow management, automation, and other features that are critical to support these groups across the FHS.

For many years, the FHS used the central campus SM, Jira SM. Originally created for IT specific service management, the FHS quickly outgrew the limitations of the central solution, some of which were technical, others of which were based on the UTS service as offered. As such the FHS has contracted its own cloud-based version of JIRA for use across the FHS. The overall JIRA platform at McMaster is managed by a consortium of cloud JIRA users (FHS, Humanities, School of Business, Engineering) and software is hosted by the service provider Atlassian, who also produces and updates JIRA for the cloud users group. With CSU as the main administrators, the FHS can control all elements of the software configuration and offer the JIRA service to FHS groups with more customizations, and with quicker response times than the central solution. Since the FHS took on its own installation, use has grown to more than a dozen groups across the FHS.

Service Management Support Services (SMSS) are provided to the FHS via the CSU, in collaboration with McMaster cloud JIRA users group. The service offering has been designed as a core service to be centrally funded and have minimal or no cost to the end user, with an option to engage in some level of cost recovery in the future.

EXPECTED OUTCOMES & BENEFITS:

- To provide a robust, customisable, and responsive service management tool across the FHS.
- To provide timely end to end support; from needs assessment through to system setup, workflow definition, and operational support.
- To realize cost efficiencies within the faculty and department by leveraging automation where possible in day-to-day operations
- To provide reliable data archiving and audit capabilities for FHS groups managing services.

SERVICE DETAILS

What are these services?

Service management support services are a suite of services that provide consultation, access to cloud hosted software, and support. They are provided by a small team of specialists within CSU. Some examples of these services and their scopes include:

- Needs assessment (Workflow definition, data modeling, etc.)
- Data assessment (privacy, PHI, security, etc.)
- System Setup (project setup, custom field creation, automation setup, etc.)
- Admin user support (training, consultation, troubleshooting, etc.)
- Periodic Service Reviews (new data types, new services, etc.)

What are the key locations associated with these services?

The JIRA solution is cloud hosted, and there are no in-person supports available without appointment. The service is distributed, offered, and managed remotely.

Service Management Support Services will be administered and managed within the FHS CSU within the Differentiated Project Services stream.

Who owns the services & their products?

Most services will be owned by CSU, though ownership of data collected in any JIRA project will be the department/group of that project. Any data stored on or moving across the network will be owned according to McMaster agreements, laws, and policies, not necessarily by CSU

SERVICE SCOPE

Who are the intended users of the services?

The services are intended to be used by any staff/faculty group, department, professional unit, etc. within the FHS. They are not intended for use by McMaster students of any faculty, arm's length partners, non FHS faculty or staff.

What kind / how many services will the services support?

The mandate of CSU is to support core technologies within the FHS. Any service management effort that supports the academic, professional, or research mission of the FHS or its departments is within these services' scope. In all cases, any JIRA request will be assessed by CSU, and eligibility to access the service may be denied in cases where the proposed project does not meet eligibility criteria or is otherwise determined to not be within scope of the service offering by CSU. In cases where eligibility for the service is in question, the final decision will be reached in collaboration between CSU and the relevant group for the applicant (AVP, Research Services, etc.).

Examples of specific services that may be included in the service offering include but are not limited to:

1. Needs Assessment
 - a. Providing assessment if JIRA is an appropriate tool based on user requirements
 - b. Providing alternate recommendations, if JIRA, or the FHS instance of JIRA is determined to not be the appropriate tool.

- c. Providing guidance on standards & best practices within the FHS and McMaster.
- 2. Data Assessment
 - a. Providing assessment of proposed data to determine if hosting requirements are adequate to meet relevant policies and laws.
 - b. Referral to experts in data requirements when applicable.
 - c. Providing guidance on standards & best practices within McMaster.
- 3. System Setup
 - a. Using established tools to define workflows, custom fields, automations, notifications, etc.
 - b. Configuring JIRA projects with defined items.
 - c. Adding initial administrator and service desk workers for project setup
- 4. JIRA Admin User Support
 - a. Best effort admin user support according to resources available within CSU.
 - b. Best effort support for questions and troubleshooting when resources are available.
 - c. Providing guidance on standards & best practices within McMaster.
 - d. Adding/removing admin and service desk users to appropriate groups for backend access.
- 5. Excluded Services
 - a. Any of the above services for non-FHS faculty, staff, students, or other ineligible groups.
 - b. Any services which cannot be reasonably accommodated due to availability of resources or other considerations, as determined by the service manager.
 - c. Any support of project/service end users,

SERVICE PROCESSES & PROCEDURES

How do users access these services

FHS groups members seeking JIRA services must create an online ticket through the [MyCSU portal](#). CSU staff will meet with the requestor to gather additional information to determine if the request is eligible for the service offering.

How are the services tracked?

All requests and work efforts are tracked in JIRA SM for CSU. This system handles issue allocation, communications, work tracking and reporting. This system also acts as an inventory of JIRA Projects within the service offering.

How are services terminated?

Service users request termination, and CSU will establish a service end date. The client will have an opportunity to export any data before termination. Alternately, the client may elect to export their data according to a mutually agreed-upon schedule. Once complete, the project will be archived and deleted.

Who approves access to and continued use of these services?

The FHS Director of IT, CSU management, or AVP office, may be part of a specific project's approvals process. CSU will determine the relevant parties during initial consultations.

SERVICE AGREEMENTS & ACCOUNTABILITIES

What are the supported hours of the services?

Most of the services will be available during regular working hours. however, availability of cloud hosted systems will be according to the Atlassian service level agreement with the FHS.

How are client communications handled?

CSU will send broad communication of changes or events, including scheduled maintenance periods, to clients via email. Clients will be responsible for informing their system users. For specific project issues CSU staff will communicate directly with the JIRA project administrator.

How are issues submitted, prioritized, and responded to?

Client requests will be submitted as an online service request ticket. CSU will investigate incidents, assess impact, and provide service according to the assessed impact. Where possible, CSU's support will be scheduled in coordination with key stakeholders to minimize downtime of resources and maintain business continuity.

What are the client accountabilities associated with the services?

- Providing an accurate representation of project needs, workflows, fields, data stored, and other information to determine eligibility and maintain data security
- Requesting changes, customizations, service cancellations, etc.
- Reporting technology issues to CSU when detected
- Responding to communications in relation to their JIRA project(s)
- All end users and service support activities within JIRA

What are the CSU accountabilities associated with the services?

- Providing responsive support to JIRA project admins
- Maintaining detailed records and project documentation
- Providing clear and responsive communications

SERVICE COSTS & PAYMENTS

Are there costs associated with the services?

As a core service, there is no direct costs to access the service at present. In some cases, clients will be responsible for costs to third parties (e.g., honoraria, departmental staff hours, etc.). These costs are the responsibility of the client and will not be billed through CSU. In the future there may be a cost recovery element on a per/seat or other basis as determined by CSU to offset the costs of the JIRA software.

How are payments for the services to be made?

Payments to CSU for any cost recovery items must be from a McMaster account via a valid McMaster Chartfield. A valid client Chartfield will be required as part of the scope where any cost recovery elements are anticipated. Any special arrangements outside of this will be at the discretion of the FHS Director of IT.