Manage SLA

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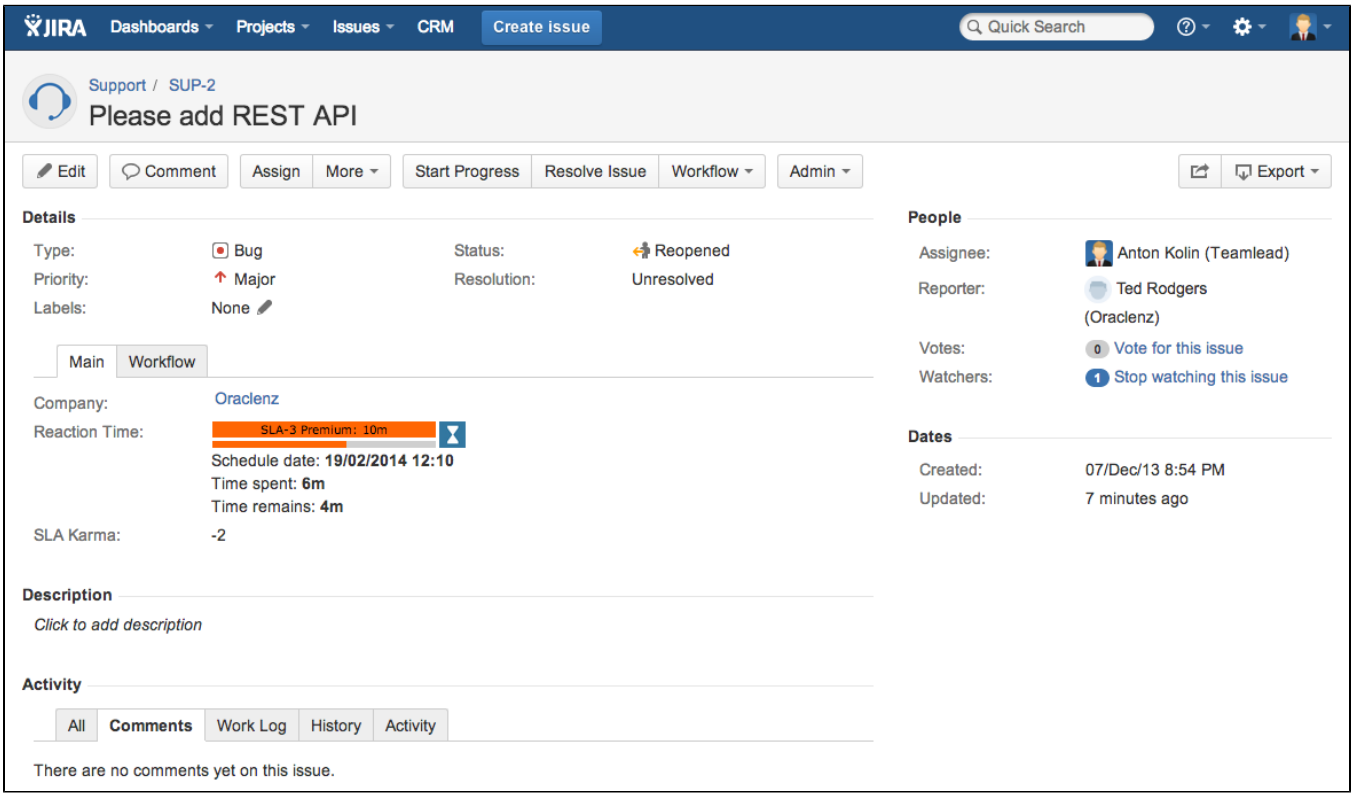
What's the problem?

It is impossible in JIRA to manage SLA. For example, for ServiceDesk tasks it is necessary to control the first response duration, whole task resolution duration, etc.

Existing solutions

There is only one working solution on the Markeplace - JIRA ServiceDesk. That is JIRA plugin with heavy functions and also heavy price. Look at the example:



Our solution is HelpDesk for JIRA

You can configure SLA in JIRA in ten minutes using HelpDesk for JIRA. Let's try to do it!

Setting Up SLA

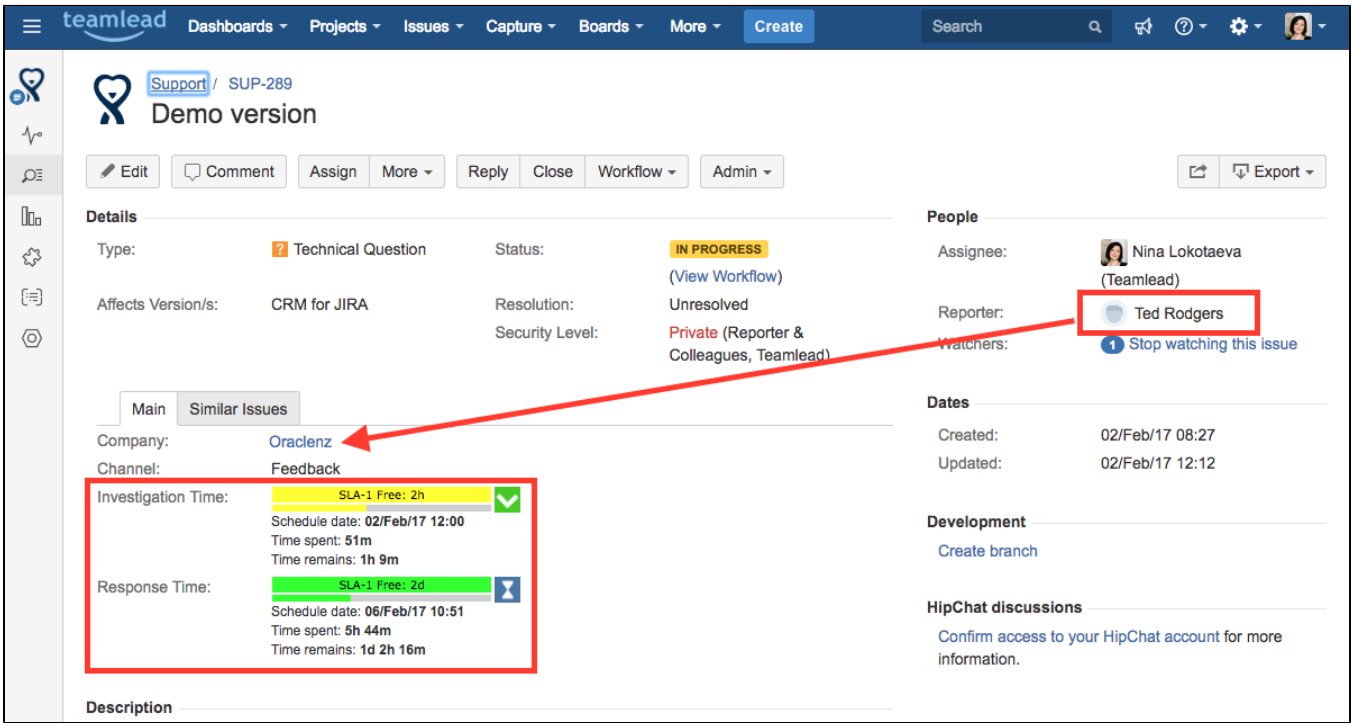
- Setting Up SLA Custom Field
- Setting Up Workflow Post-Functions for SLA Custom Field
- Setting Up Work Time Calendar for SLA
- Setting Up the Color Scheme for SLA
- Setting Up the SLA Karma
- HelpDesk JQL operators
- SLA Gadget

Using SLA duration times

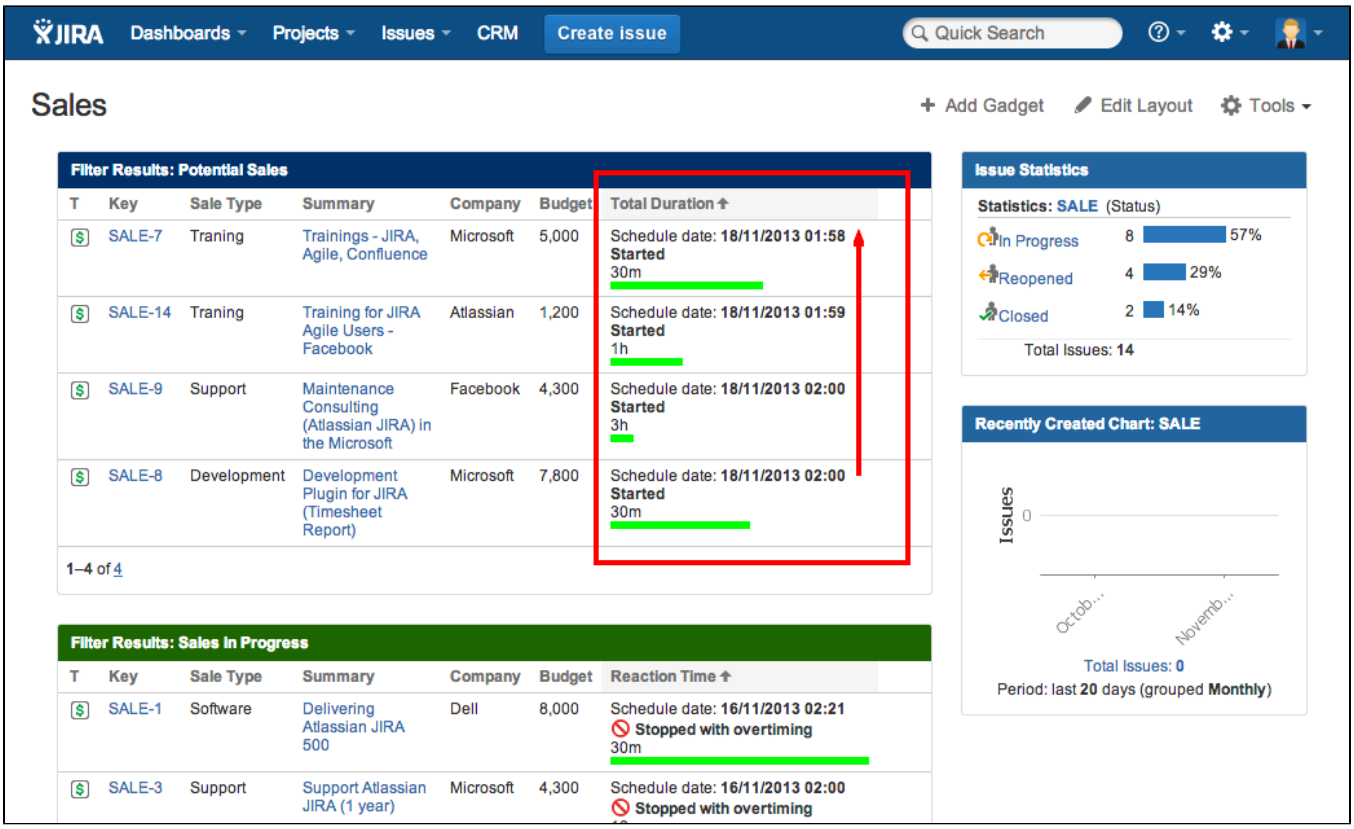
Now we can control duration time of issue being in a specific step of the WF. SLA field shows us the next information in JIRA issue:

- SLA defined by JQL
- duration time for this SLA
- scheduled due date based on duration time of the SLA
- consumed (spent) time
- remaining time
- progress bar for better visualisation

Combining HelpDesk with CRM for JIRA allows you to define SLA by Company.



SLA custom field can be also used for sorting issues on the dashboards. There is no need to use JIRA priorities anymore, because we need only one metric when working in ServiceDesk - **scheduled due date** that is defined by SLA.

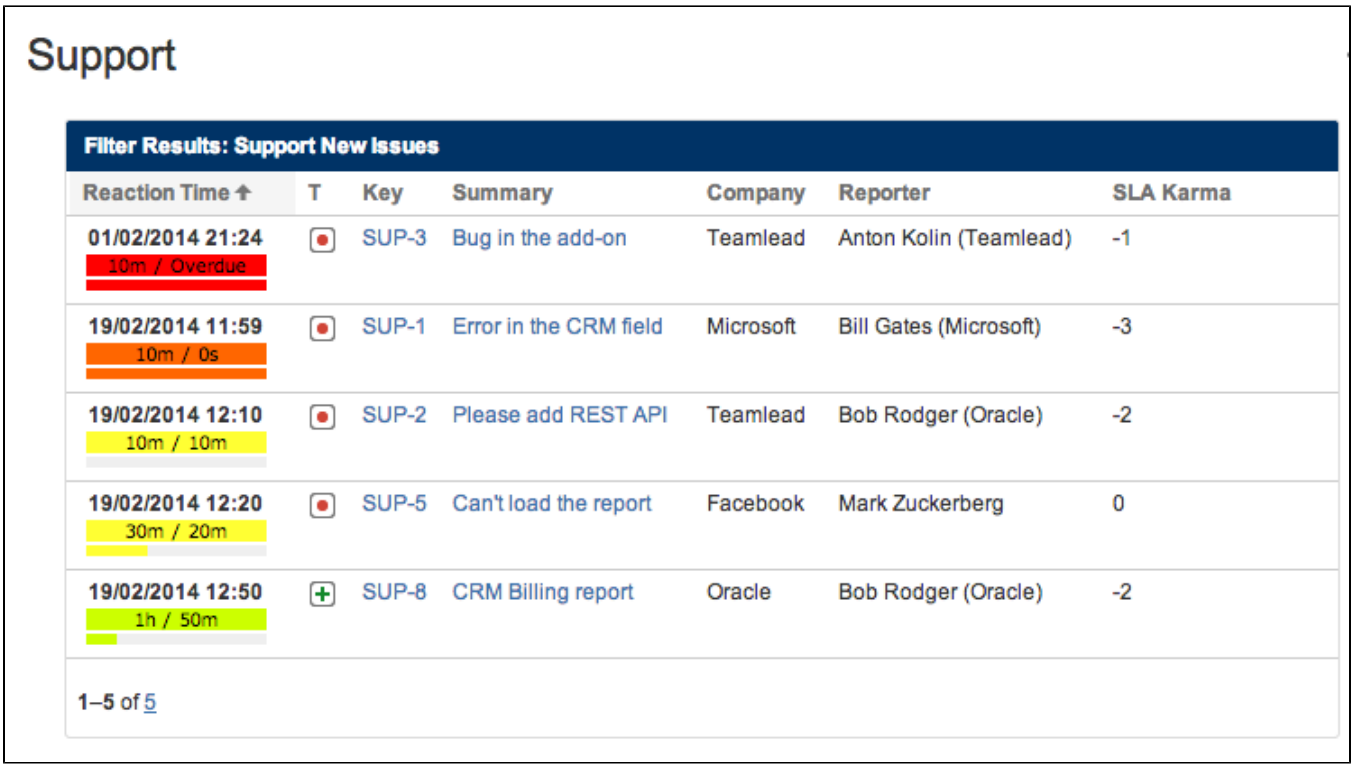


Work-Time Calendar

If you need to calculate SLA durations based on working time, you need to create a working calendar. See Setting Up Work Time Calendar for SLA.

Color Schemes for SLA field

To get more visibility we can colorize SLA field. Color could be depend on critical level. For example, we should use red color for blocker issues and blue color for new non-critical issues:



Support

Filter Results: Support New Issues

Reaction Time	T	Key	Summary	Company	Reporter	SLA Karma
01/02/2014 21:24 10m / Overdue		SUP-3	Bug in the add-on	Teamlead	Anton Kolin (Teamlead)	-1
19/02/2014 11:59 10m / 0s		SUP-1	Error in the CRM field	Microsoft	Bill Gates (Microsoft)	-3
19/02/2014 12:10 10m / 10m		SUP-2	Please add REST API	Teamlead	Bob Rodger (Oracle)	-2
19/02/2014 12:20 30m / 20m		SUP-5	Can't load the report	Facebook	Mark Zuckerberg	0
19/02/2014 12:50 1h / 50m		SUP-8	CRM Billing report	Oracle	Bob Rodger (Oracle)	-2

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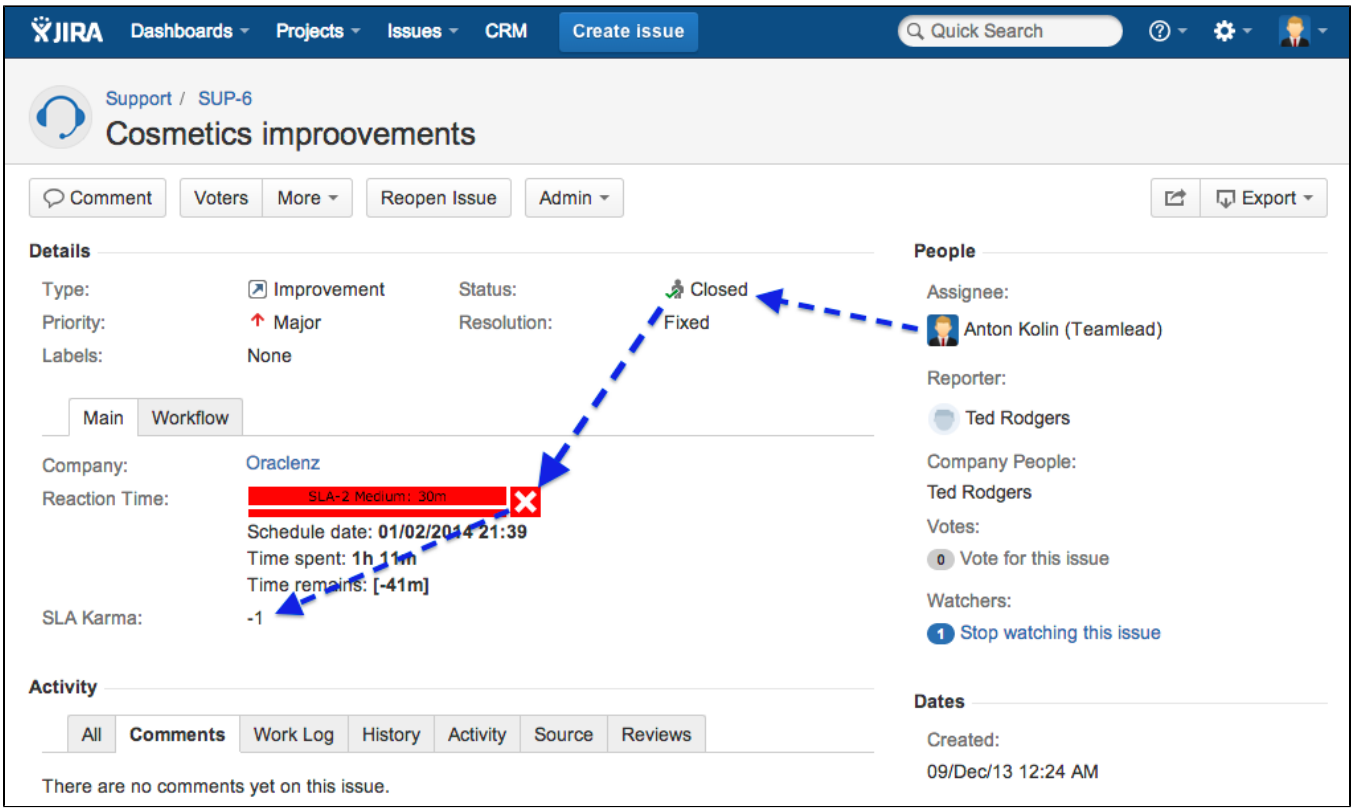
There is a guide: Setting Up the Color Scheme for SLA.

SLA Karma

What is a SLA Karma?

With SLA Karma we could control SLA violations by assignees. HelpDesk stores SLA Karma in issue field (type Number). HelpDesk checks violation of SLA if assignee close issue (or resolve it). If there is violation of SLA, HelpDesk stores negative point to SLA Karma field. If there is no violation of SLA, HelpDesk stores positive point to SLA Karma field. So, during working with issue assignees could increase or decrease points. We would kill an assignee 😉, if an issue will have a negative SLA Karma value.



See more here Setting Up the SLA Karma.

Search by SLA

See the guide here: HelpDesk JQL operators.