

# 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 [Marketplace](#) - [JIRA ServiceDesk](#). That is JIRA plugin with heavy functions and also heavy price. Look at the example:

The screenshot shows a JIRA issue page for the issue 'Please add REST API' (SUP-2). The issue is a 'Bug' with 'Major' priority and 'Reopened' status. The 'Reaction Time' field shows an SLA of 'SLA-3 Premium: 10m' with a progress bar. The 'Schedule date' is '19/02/2014 12:10', 'Time spent' is '6m', and 'Time remains' is '4m'. The 'SLA Karma' is '-2'. The 'Description' field is empty with a prompt 'Click to add description'. The 'Activity' section shows 'All', 'Comments', 'Work Log', 'History', and 'Activity' tabs, with a message 'There are no comments yet on this issue.'.

**JIRA** Dashboards ▾ Projects ▾ Issues ▾ CRM **Create Issue** Quick Search ? ⚙️ 👤 ▾

Support / SUP-2

### Please add REST API

Edit Comment Assign More ▾ Start Progress Resolve Issue Workflow ▾ Admin ▾ Export ▾

**Details**

Type: 🔴 Bug Status: 🔄 Reopened  
Priority: 🔴 Major Resolution: Unresolved  
Labels: None

**Main** Workflow

Company: Oraclenz  
Reaction Time: SLA-3 Premium: 10m  
Schedule date: 19/02/2014 12:10  
Time spent: 6m  
Time remains: 4m  
SLA Karma: -2

**Description**

Click to add description

**Activity**

All Comments Work Log History Activity

There are no comments yet on this issue.

**People**

Assignee: Anton Kolin (Teamlead)  
Reporter: Ted Rodgers (Oraclenz)  
Votes: 0 [Vote for this issue](#)  
Watchers: 1 [Stop watching this issue](#)

**Dates**

Created: 07/Dec/13 8:54 PM  
Updated: 7 minutes ago

## 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 visualization

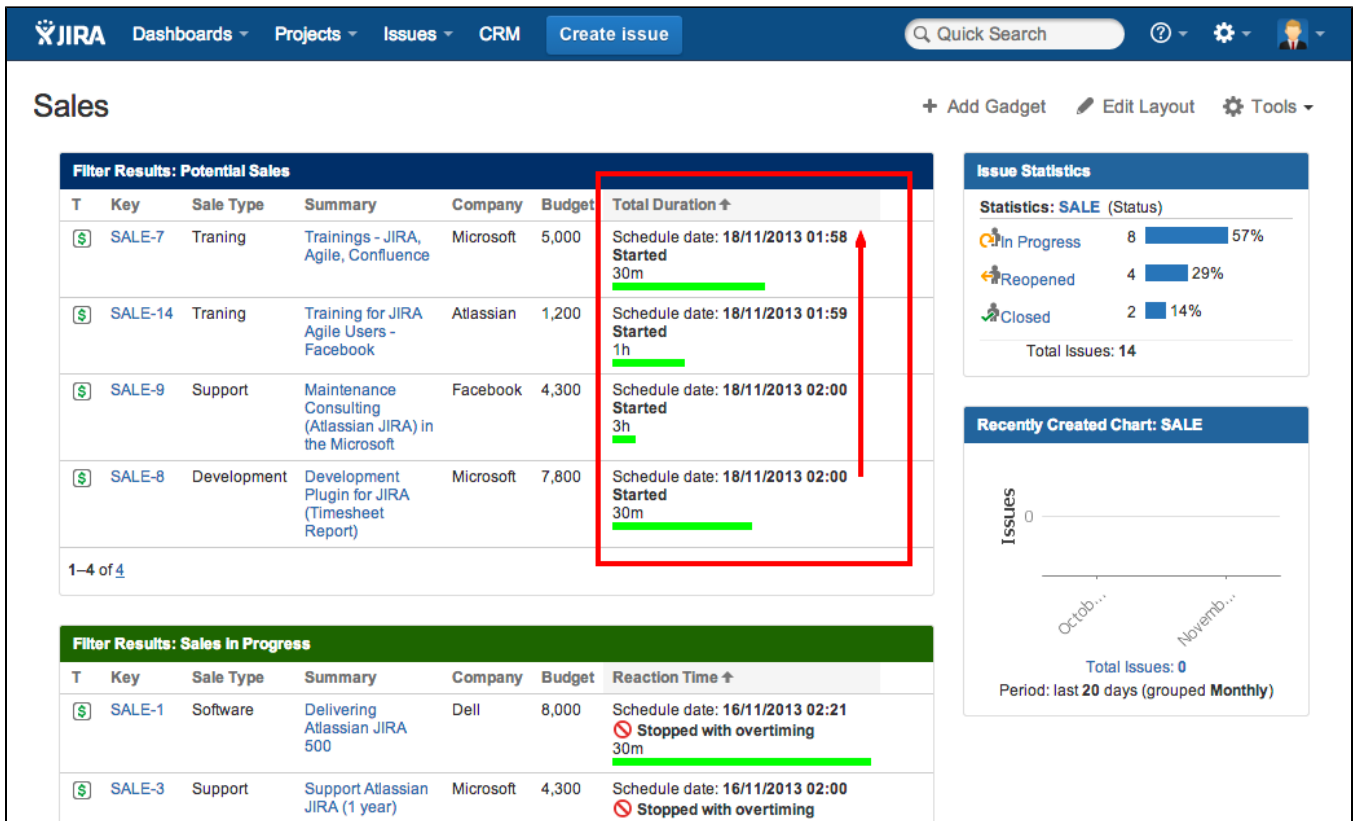
Progress bar and timer of SLA fields update dynamically without page refresh.

Combining HelpDesk with [CRM for JIRA](#) allows you to define SLA by Company.

The screenshot shows the JIRA issue page for 'SUP-289' in the 'Support' project. The issue is a 'Technical Question' with a status of 'IN PROGRESS'. The 'Details' section shows 'Affects Version/s: CRM for JIRA' and 'Resolution: Unresolved'. The 'People' section shows the assignee as 'Nina Lokotaeva (Teamlead)' and the reporter as 'Ted Rodgers'. The 'Dates' section shows the issue was created on '02/Feb/17 08:27' and updated on '02/Feb/17 12:12'. The 'Development' section has a 'Create branch' button. The 'HipChat discussions' section has a link to 'Confirm access to your HipChat account for more information'. The 'Main' tab is selected, showing the 'Company: Oraclenz' and 'Channel: Feedback'. The 'Investigation Time' section shows a progress bar for 'SLA-1 Free: 2h' with a green checkmark, indicating it is complete. The 'Response Time' section shows a progress bar for 'SLA-1 Free: 2d' with a blue hourglass icon, indicating it is in progress. A red arrow points from the 'Reporter: Ted Rodgers' field to the 'Company: Oraclenz' field, highlighting the link between the reporter and the company-defined SLA.

SLA Type	Duration	Schedule Date	Time Spent	Time Remains
Investigation Time	SLA-1 Free: 2h	02/Feb/17 12:00	51m	1h 9m
Response Time	SLA-1 Free: 2d	06/Feb/17 10:51	5h 44m	1d 2h 16m

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
1-5 of 5						

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.

JIRA

Dashboards

Projects

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CRM

Create issue

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Cosmetics improovements

Comment

Voters

More

Reopen Issue

Admin

Export

Details

Type:Improvement

Priority:Major

Labels:None

Status:Closed

Resolution:Fixed

MainWorkflow

Company:Oraclenz

Reaction Time:

SLA-2 Medium: 30m

Schedule date: 01/02/2014 21:39

Time spent: 1h 11m

Time remains: [-41m]

SLA Karma:-1

Activity

All

Comments

Work Log

History

Activity

Source

Reviews

There are no comments yet on this issue.

People

Assignee:Anton Kolin (Teamlead)

Reporter:Ted Rodgers

Company People:Ted Rodgers

Votes:

0

Vote for this issue

Watchers:

1

Stop watching this issue

Dates

Created:

09/Dec/13 12:24 AM

See more here [Setting Up the SLA Karma](#).

## Search by SLA

See the guide here: [HelpDesk JQL operators](#).