

Manage SLA

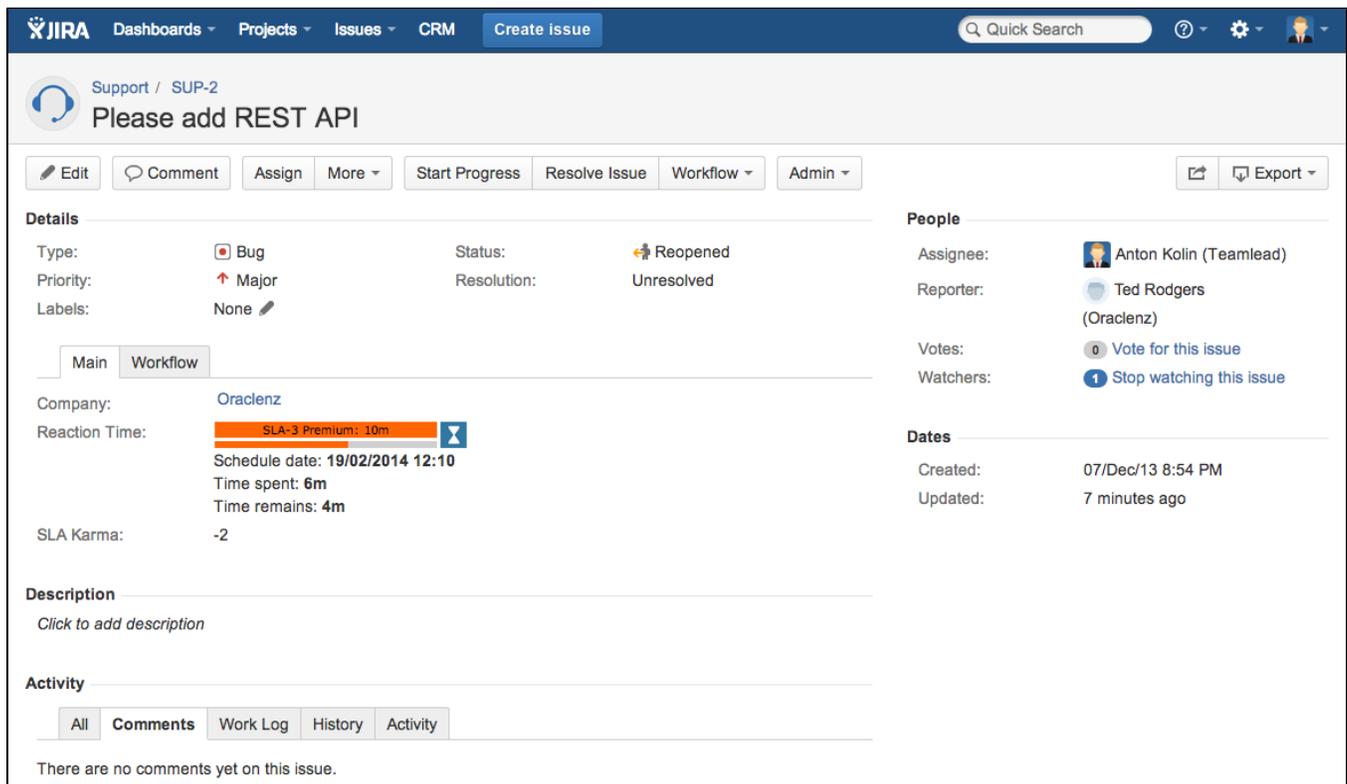
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What's the problem?

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 'Please add REST API' (SUP-2). The issue is a 'Bug' with 'Major' priority and 'Unresolved' status. It is assigned to Anton Kolin (Teamlead) and reported by Ted Rodgers (Oraclenz). The issue was created on 07/Dec/13 8:54 PM and updated 7 minutes ago. The SLA details show a 'Reaction Time' of 'SLA-3 Premium: 10m' with a schedule date of 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 'Click to add description' prompt. The activity section shows 'All', 'Comments', 'Work Log', 'History', and 'Activity' tabs, with a message stating 'There are no comments yet on this issue.'

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 Teamlead JIRA interface for issue SUP-289. The issue is a 'Technical Question' in 'IN PROGRESS' status, assigned to Nina Lokotaeva. The reporter is Ted Rodgers. The issue is associated with the 'Oraclenz' company and the 'Feedback' channel. The SLA details are highlighted with a red box:

Investigation Time:	SLA-1 Free: 2h	✓
	Schedule date: 02/Feb/17 12:00	
	Time spent: 51m	
	Time remains: 1h 9m	
Response Time:	SLA-1 Free: 2d	⌛
	Schedule date: 06/Feb/17 10:51	
	Time spent: 5h 44m	
	Time remains: 1d 2h 16m	

The 'Company' field is 'Oraclenz' and the 'Channel' is 'Feedback'. A red arrow points from the 'Reporter' field (Ted Rodgers) to the 'Company' field.

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.

JIRA Dashboards Projects Issues CRM Create issue Quick Search

Sales

+ Add Gadget Edit Layout Tools

Filter Results: Potential Sales

T	Key	Sale Type	Summary	Company	Budget	Total Duration ↑
\$	SALE-7	Traning	Trainings - JIRA, Agile, Confluence	Microsoft	5,000	Schedule date: 18/11/2013 01:58 Started 30m
\$	SALE-14	Traning	Training for JIRA Agile Users - Facebook	Atlassian	1,200	Schedule date: 18/11/2013 01:59 Started 1h
\$	SALE-9	Support	Maintenance Consulting (Atlassian JIRA) in the Microsoft	Facebook	4,300	Schedule date: 18/11/2013 02:00 Started 3h
\$	SALE-8	Development	Development Plugin for JIRA (Timesheet Report)	Microsoft	7,800	Schedule date: 18/11/2013 02:00 Started 30m

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Filter Results: Sales in Progress

T	Key	Sale Type	Summary	Company	Budget	Reaction Time ↑
\$	SALE-1	Software	Delivering Atlassian JIRA 500	Dell	8,000	Schedule date: 16/11/2013 02:21 Stopped with overtime 30m
\$	SALE-3	Support	Support Atlassian JIRA (1 year)	Microsoft	4,300	Schedule date: 16/11/2013 02:00 Stopped with overtime

Issue Statistics

Statistics: SALE (Status)

- In Progress: 8 (57%)
- Reopened: 4 (29%)
- Closed: 2 (14%)

Total Issues: 14

Recently Created Chart: SALE

Total Issues: 0
Period: last 20 days (grouped Monthly)

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.

JIRA Dashboards ▾ Projects ▾ Issues ▾ CRM [Create issue](#) ? ⚙️ 👤

Support / SUP-6
Cosmetics improvements

[Comment](#) [Voters](#) [More ▾](#) [Reopen Issue](#) [Admin ▾](#) [Export ▾](#)

Details

Type: Improvement Status: Closed
Priority: Major Resolution: Fixed
Labels: None

People

Assignee: Anton Kolin (Teamlead)
Reporter: Ted Rodgers
Company People: Ted Rodgers
Votes: Vote for this issue
Watchers: Stop watching this issue

Dates

Created: 09/Dec/13 12:24 AM

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.

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

Search by SLA

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