Enterprise Service Desk & Workflow W/ Jira Lab

Author: Darnell Maiden | **Certifications:** CompTIA Security+, Google IT Support Professional Certificate, Google Cybersecurity Professional Certificate | **Target Environment:** Atlassian Cloud, Jira Service Management |
PORTFOLIO WEBSITE: https://www.saintmaiden.site/

EXECUTIVE SUMMARY:

PROBLEM:	SOLUTION:	IMPACT:
A growing financial firm has an unorganized IT system causing help desk chaos and poor centralization. Emails, IM chats, walk-up requests, and phone calls get lost in the midst of it all with productivity and continuity at a decline.	**I designed and deployed a cloud-based service desk system using Jira Service Management equipped with tailored request forms, SLAs, automated triage, custom JQL queue routing, and end-to-end incident lifecycle management.**	**As a result of this, we centralized IT services, reduced critical response time under 15 minutes, created a structured issue escalation, and validated operational procedures through mock-ticket testing.**

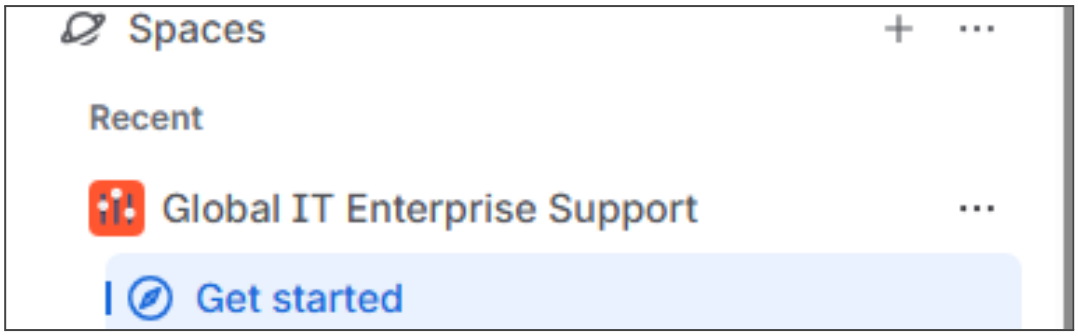
TECHNICAL TOPOLOGY/SPECIFICATIONS:

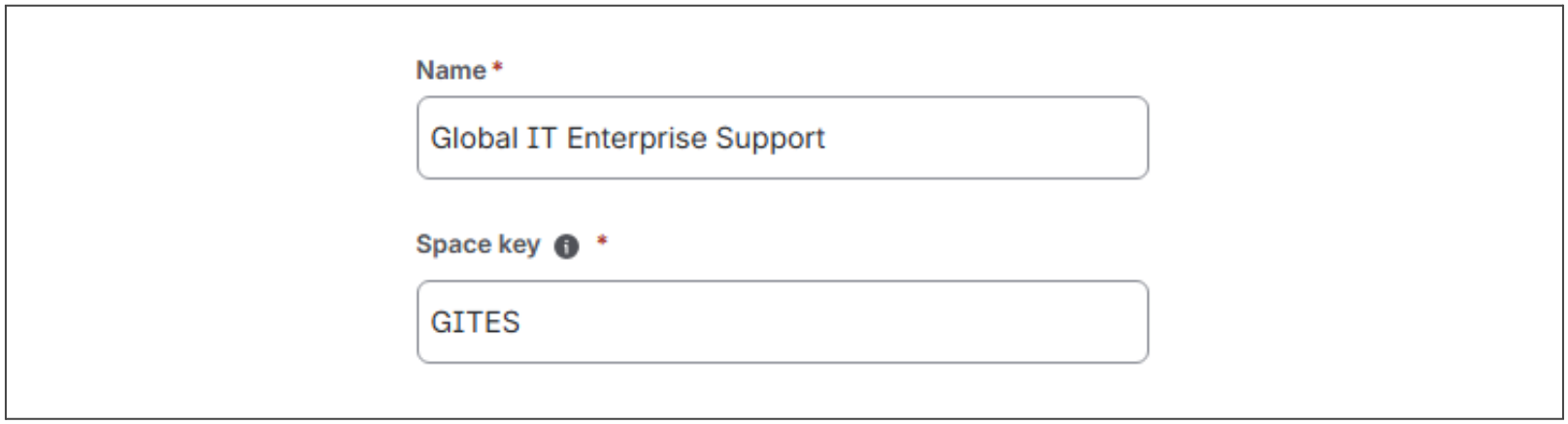
COMPONENT/ROLE	SYSTEM/SPACE NAME	NETWORK MODE & ACCESS	SERVICES & ROLES
Service Desk Platform	**Global IT Enterprise Support (GITES)**	**Cloud/HTTPS Public Portal**	**Jira Service Management, Incident Engine, SLA Tracker, Queue Management**
Incident Automation Engine	**Jira Cloud Automation (Flows)**	**Internal Event & JQL Triggers**	**Auto-Escalation, Priority Triage, Stale Ticket Inactivity Closure**

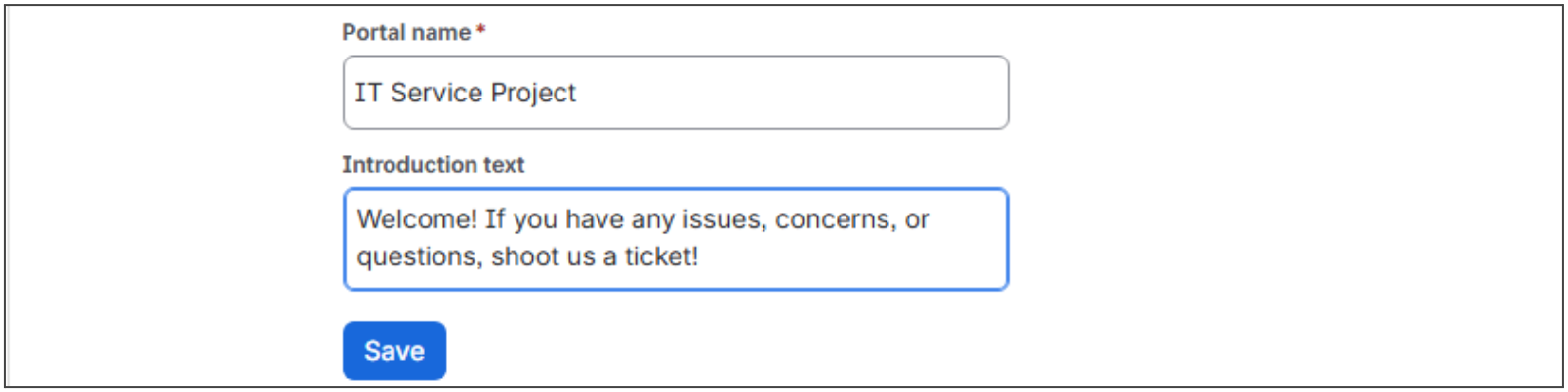
PHASE 1: SPACE CREATION AND PORTAL MANAGEMENT

ACTION: Navigated to Spaces>IT Service Project, opened Space settings, updated Space details (Global IT Enterprise Support, Key: GITES), and configured customer portal settings.

WHY?: Centralizing intake under a unified enterprise portal replaces informal drop-in requests with a single, structured ITIL-aligned service desk where all tickets are logged, assigned, and tracked.





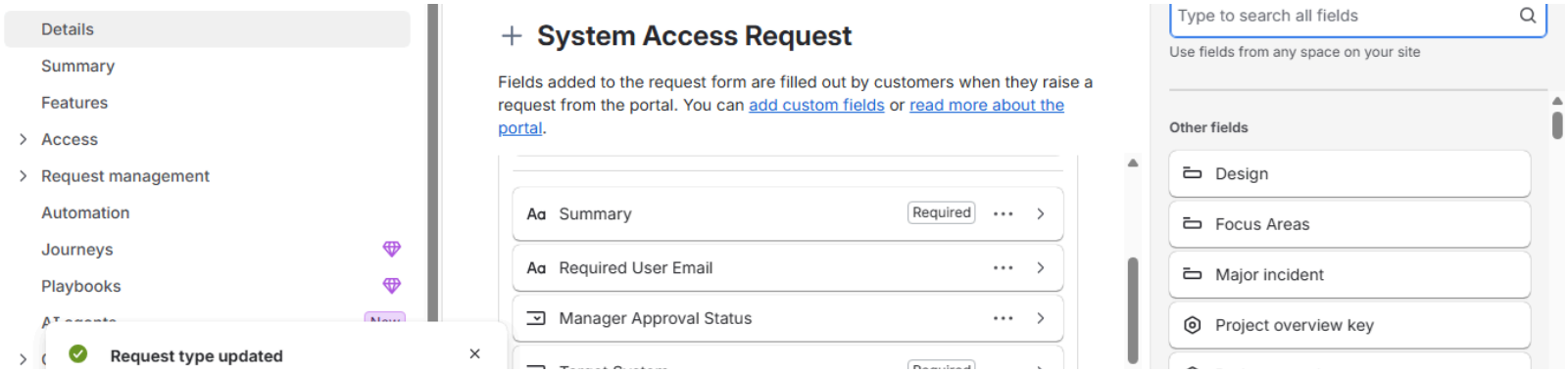


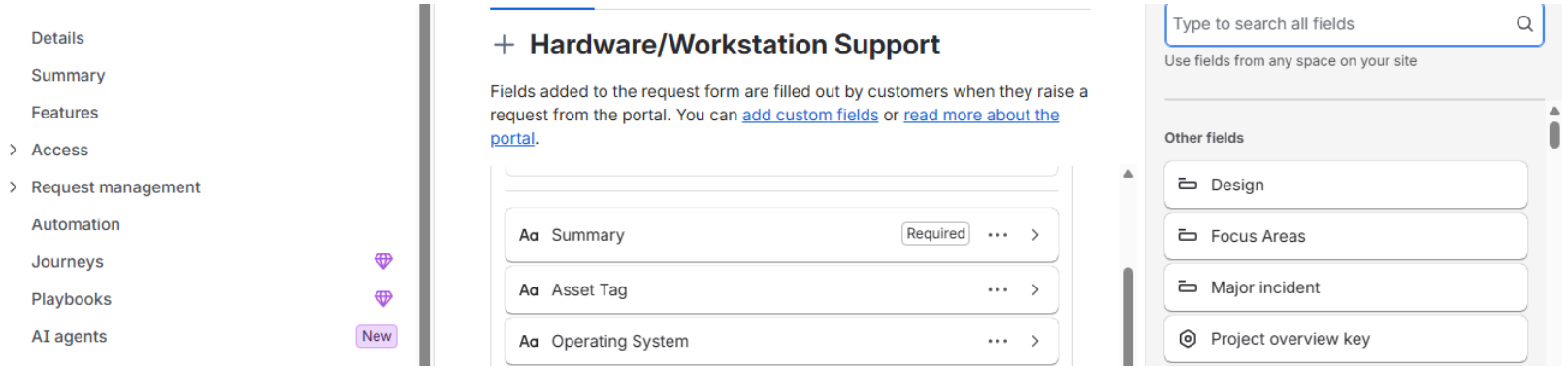
PHASE 2: CUSTOM REQUEST TYPES & REQUIRED FIELD SCHEMAS

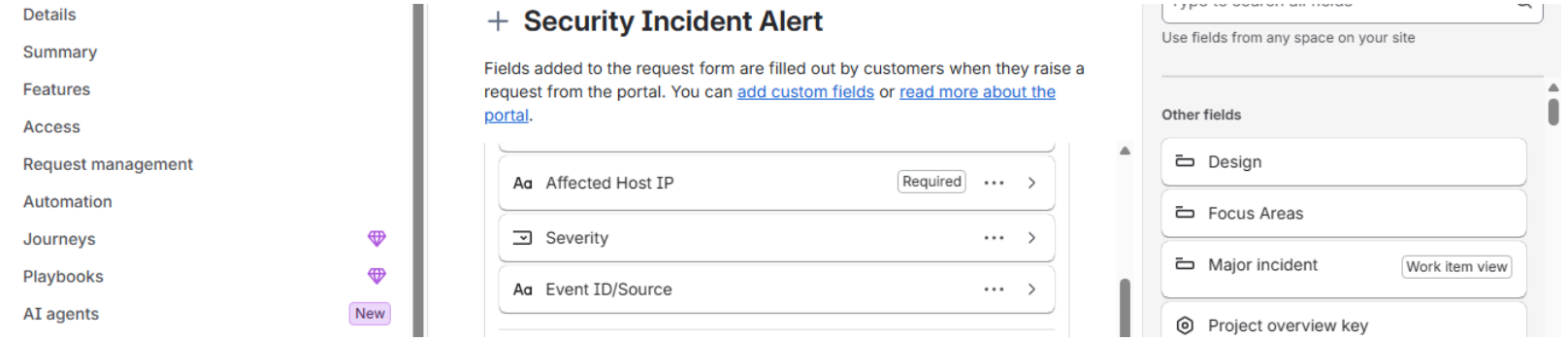
ACTION: Accessed Space Settings>Request Types, created core forms, and created custom fields for mandatory forms.

- **System Access Request: Required *User Email*, *Target System* (Active Directory, AWS, Jira, Financial DB), and *Manager Approval Status*.**
- **Hardware/Workstation Support: Required *Asset Tag*, *Operating System*, and *Issue Description*.**
- **Security Incident Alert: Required *Affected Host IP*, *Severity* (Low to Critical), and *Event ID/Source*.**

WHY?: Mandating specific diagnostic fields at submission eliminates back-and-forth communication between Tier 1 support and end users, providing technicians with full incident context upfront.





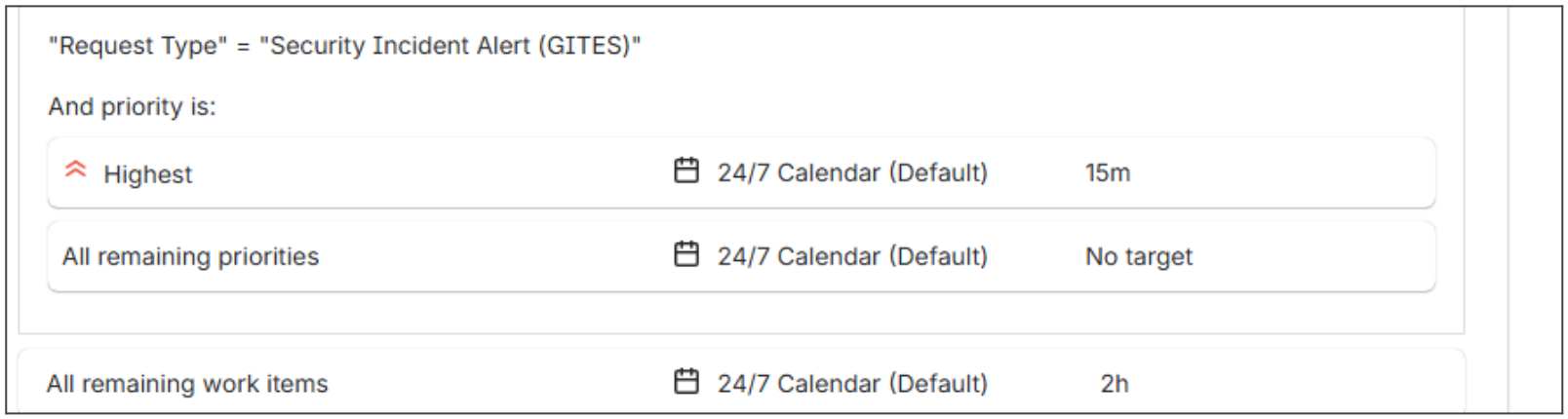


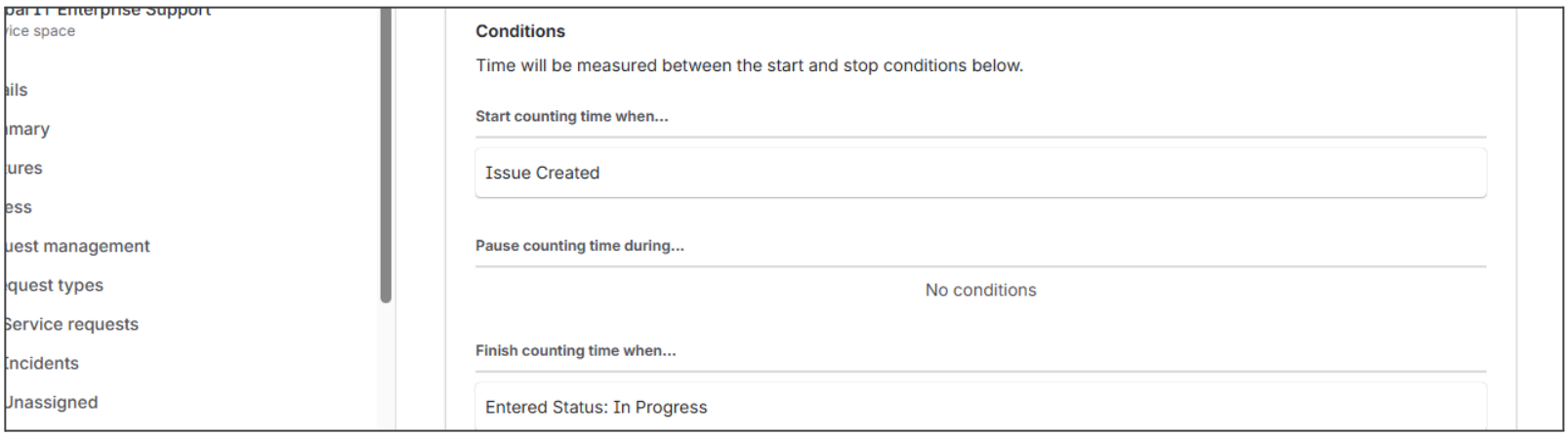
PHASE 3: SERVICE LEVEL AGREEMENTS(SLAs) & FILTERED QUEUES

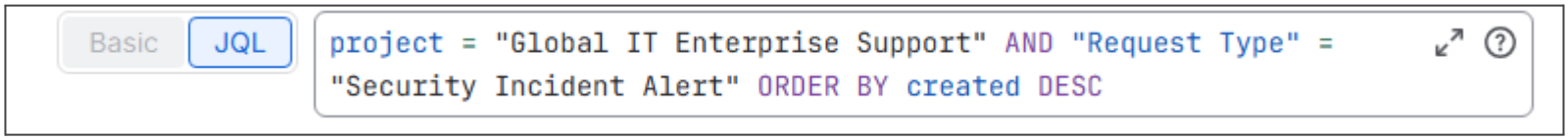
ACTION: Configured “Time To Response” under Space Settings>SLAs (15m for `"Request Type" = "Security Incident Alert"`; 2h for standard requests). Created custom queues via Queues>Manage Queues

- **Critical Security Queue JQL:** project = GITES AND "Request Type" = "Security Incident Alert" ORDER BY created DESC
- **Pending Access Queue JQL:** project = GITES AND "Request Type" = "System Access Request" ORDER BY created DESC

WHY?: SLAs enforce operational accountability and prevent critical security outages from getting buried under routine requests. Dedicated queue filters give technicians real-time visibility into high-impact tickets.







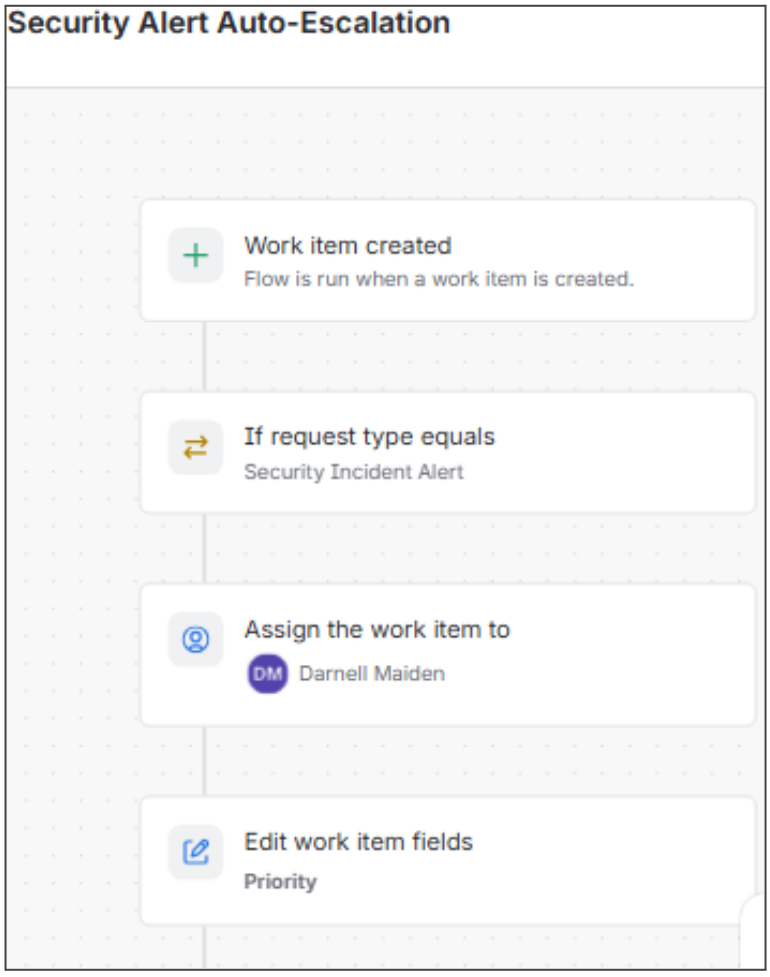


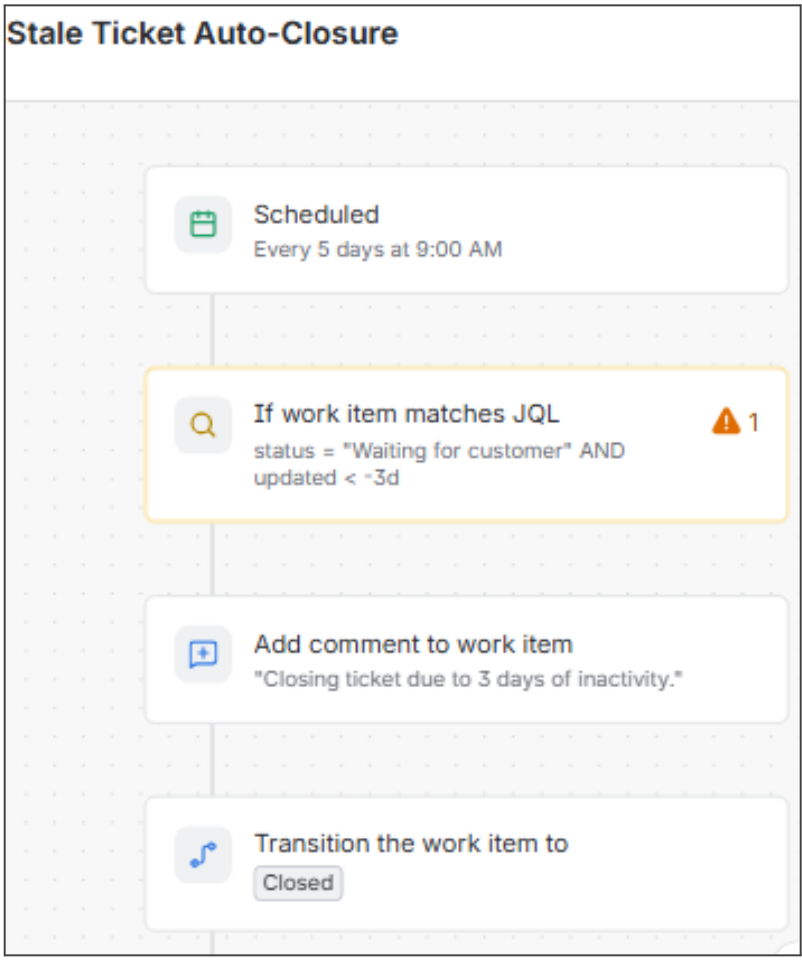
PHASE 4: WORKFLOW AUTOMATION & TRIAGE

ACTION: Built custom automation flows from scratch via Space Settings>Automation>Create Flow, configuring core triggers, conditions, and actions:

- **Security Alert Auto-Escalation Flow: Configured with a Work item created trigger, a Work item field condition (Request Type = Security Incident Alert), and actions to set priority to Critical and assign to Tier 2 Security Lead. Turned on flow.**
- **Stale Ticket Auto-Closure Flow: Configured with a Scheduled trigger running daily, a JQL condition (status = "Waiting for customer" AND updated < -3d), and actions to append an inactivity comment and transition status to Closed. Turned on flow.**

WHY?: With automated flows, you can minimize manual queue management overhead, accelerate Mean Time to Acknowledge (MTTA) while minimizing inactive tickets from cluttering active queues.



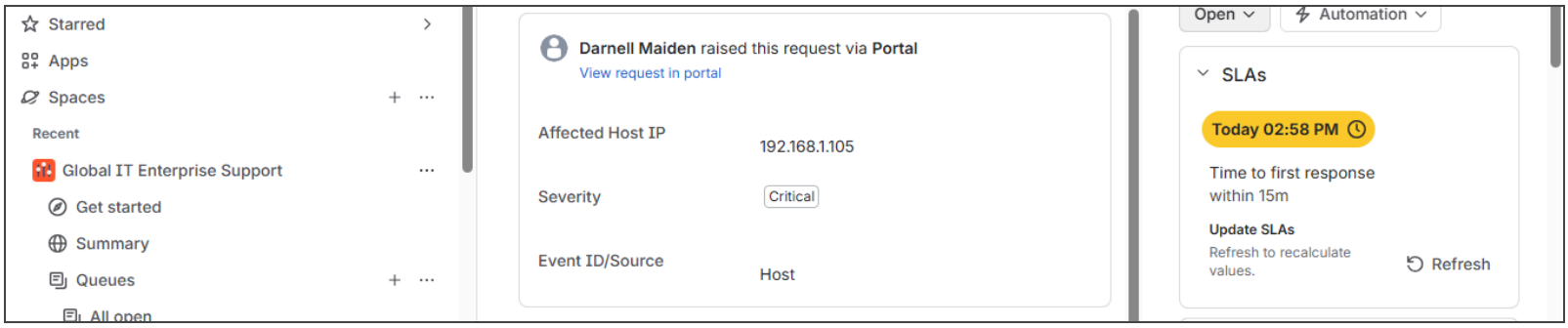


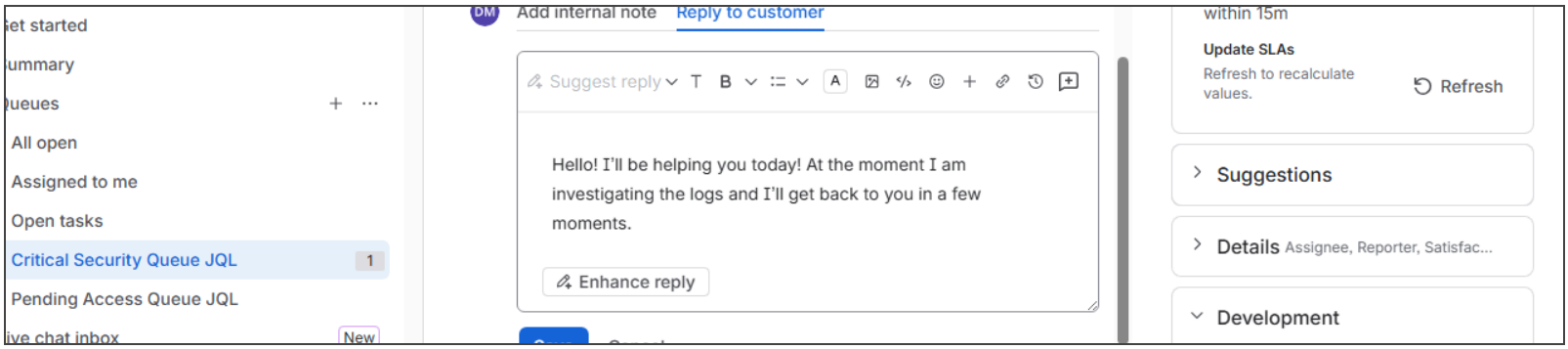
PHASE 5: AUTOMATED INCIDENT LIFECYCLE MANAGEMENT AND SLA VERIFICATION

ACTION: **Executed end-to-end incident simulations via the public portal. Verified that submitting a `Security Incident Alert` automatically routed the ticket to the Critical Security Queue, elevated priority to `Critical`, assigned the owner, initiated the 15-minute SLA timer, and successfully stopped the clock upon initial technician response.**

WHY?: **Validates operational readiness and rule integrity by proving that routing logic, security auto-escalations, and SLA monitoring execute flawlessly under real-world testing conditions.**







TECHNICAL SUMMARY:

SECURITY & ITSM DOMAIN	TECH & CONTROLS CONFIGURED
SERVICE DESK INFRASTUCTURE	Jira Service Management Cloud, Centralized Service Desk Portal Setup (GITES)
INTAKE & FIELD GOVERNANCE	Custom Work Item Schemas, Mandatory Parameters (Host IP, Asset Tag, Severity)
INCIDENT & ESCALATION CONTROL	Priority Triage Matrices, Tier 2 Auto-Escalation Flows
SLA AND OPERATIONAL BASELINE	15-Minute Critical SLA Baselines, Queue Monitoring Dashboards
SYSTEM VALIDATION & AUTOMATION	Simulated Attack/Alert Verification, Scheduled Inactivity Closure Flows

RESULT & BUSINESS IMPACT:

- **CENTRALIZED IT SERVICE GOVERNANCE:** Consolidated unstructured support requests into a unified, traceable ITSM environment under space key GITES.
- **REDUCED RESPONSE LATENCY:** Accelerated initial incident triage to under 15 minutes through automated response flows.
- **AUTOMATED INCIDENT TRIAGE:** Eliminated manual sorting for high-severity tickets by automatically applying highest-priority tags and assigning security owners.
- **VERIFIED OPERATIONAL READINESS:** Validated flow triggers, queue assignments, and SLA metrics via end-to-end simulated ticket testing.

Author: Darnell Maiden | **Certifications:** CompTIA Security+, Google IT Support Professional Certificate, Google Cybersecurity Professional Certificate | **Target Environment:** Atlassian Cloud, Jira Service Management |
PORTFOLIO WEBSITE: https://www.saintmaiden.site/