

# Ticketing SOP for support requests that do not fall under other ticketing SOP categories



This page should not be made public for vendors

## Steps to perform after you are assigned the NSD ticket

- Send an IM to Mike to ask when the next available time slot is, do not proceed without this information from Mike

## Steps to perform before you respond to the person

- To create the Lync meeting invite from your VA email (not BAH email), reply to the requestor's email that is attached to the NSD ticket
- Leave the Lync meeting invite default meeting length set at 30 minutes
- Update the Lync meeting invite subject to [NSD-ID Rxxxxxxx] blah blah" (replace Rxxxxxxx with NSD ticket number, and replace blah blah with what kind of meeting it is, selecting from annotations from [here](#))
- Delete out the NSD help desk's email from the list of addressees
- Add [OISSWASupportGroup@va.gov](mailto:OISSWASupportGroup@va.gov) and [Jamaldinian\\_joe@bah.com](mailto:Jamaldinian_joe@bah.com) to the list of addressees
- Insert a horizontal line above the Lync meeting info in the invite
- Insert the text from annotations from [here](#) above the horizontal line the email

## Steps to perform to respond to the person

- Send the Lync meeting invite via your VA email (not BAH email)

## Steps to perform after responding to the person

- Close the NSD ticket
- Create a new JIRA ticket as follows:
  - **Issue Type:** Request: General
  - **Summary:** Developer Meeting
  - **Description:** Copy the list of attendees from the Lync meeting invite and paste them here
  - **OISSWA NSD-ID:** put the NSD ticket number here
  - **Attachment:** upload a copy of the Lync meeting invite here
  - **Labels:** Developer\_Meeting (note that once you start typing can select from suggestion list)
  - **Due Date:** specify the date of the meeting here, use the date selector to specify

## Additional notes

- If the attendees ask to reschedule the meeting:
  - Send an IM to Mike to ask when the next available time slot is, along with whenever the requested date/time change from the developer is for
  - Using the updated date/time provided by Mike, update the Lync meeting invite as follows:
    - Update the date/time
    - At the top of the meeting body, above any Lync connection info or any other text, insert a horizontal line
    - Insert the text from annotations from [here](#) above the horizontal line the email
    - Send the Lync meeting invite via your VA email (not BAH email)
  - Update the existing JIRA ticket:
    - Find the existing ticket using JIRA filters such as [this](#) or [this](#)
    - Update the **Due Date:** specify the date of the meeting here, use the date selector to specify

## Contents

- Steps to perform after you are assigned the NSD ticket
- Steps to perform before you respond to the person
- Steps to perform to respond to the person
- Steps to perform after responding to the person
- Additional notes