Manuals+ — User Manuals Simplified.

2024 Intuitive Jira Guide For Users
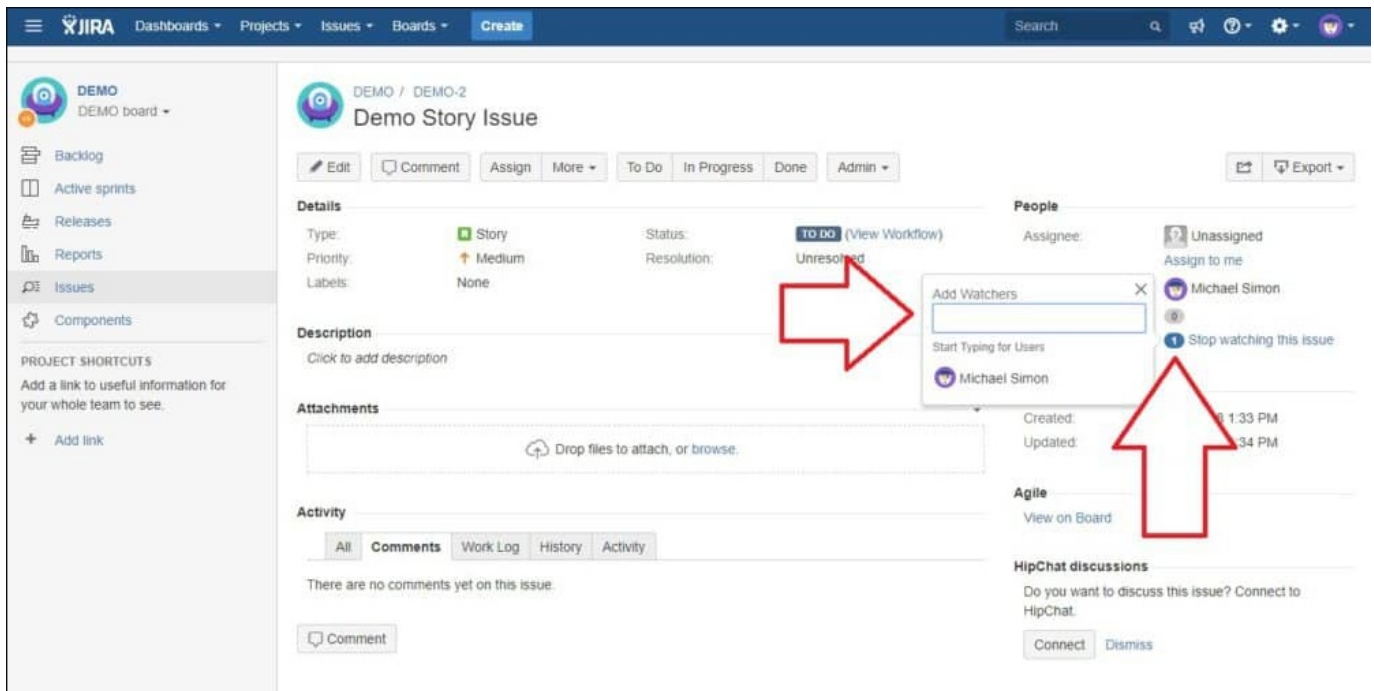
2024 Intuitive Jira Guide For Users User Guide

Contents

2024 Intuitive Jira Guide For Users

Product Information

Specifications:

- Product Name: Raising a Holiday Change Request V1.0 JIRA Guide
  2024
- Portal:
  Change Request Portal

Product Usage Instructions

Change Request Portal

The Change Request portal is where all change raisers will raise a ticket with all required information. Raising a ticket is the same as adding all information to the trackers, just via a pop-up form in Jira. Information can be copy & pasted without corrupting any other information, and required fields will have an (*) before allowing you to proceed. If you think information is missing which you would usually add, please contact **Stuart.Mcgregor@tui.co.uk** or **Chellsey.Graham@tui.co.uk**.

Completing the Change Form

Raise Request: The Jira form will always assign to the person raising the change at the time. If you are raising on behalf of someone else, you can add their name into the box instead by free typing.

Attachments: You can upload or Drag&Drop any form of documentation, email chain, or excel that you need to. This eliminates the process of adding alternatives into a separate Teams folder.

Type of change: Separated into 4 options will allow the team to pick up efficiently.
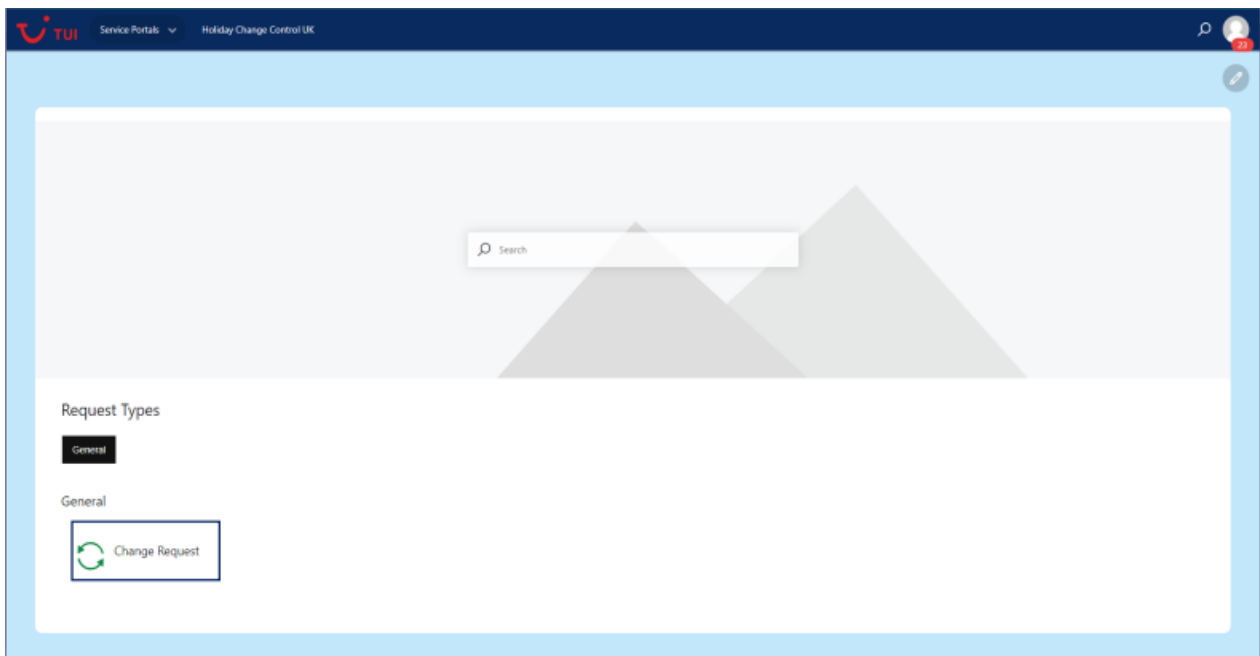
Frequently Asked Questions

- **Q: Can I raise a ticket on behalf of someone else?**

- A: Yes, you can add their name into the box instead by free typing.
- **Q: What should I do if required information is missing in the Change Request form?**
    - A: Please contact **Stuart.Mcgregor@tui.co.uk** or **Chellsey.Graham@tui.co.uk** for assistance.

Change Request Portal

https://jira.tuigroup.com/plugins/servlet/desk/portal/91/create/3242

- The Change Request portal is where all change raisers will raise a ticket with all required information.
- Raising a ticket is the same as adding all information to the trackers, just via a pop-up form in Jira.
- Information can be copy & pasted without corrupting any other information and required fields will have an (*)before allowing you to proceed.
- If you think information is missing which you would usually add please contact **Stuart.Mcgregor@tui.co.ukor Chellsey.Graham@tui.co.uk**

Completing the Change Form

- Raise Request: The Jira form will always assign to the person raising the change at the time, as this is tied to your TUI AD login. If you are raising on behalf of someone else you can add their name into the box instead by free typing
- Attachments: You can upload or Drag&Drop any form of documentation, email chain or excel that you need too. This eliminates the process of adding alternatives into a separate Teams folder.
- Type of change: Separated into 4 options will allow the team to pick up efficiently.
- Sub Type of Change: Depending on the change type you select you will then receive a second dropdown with related options.

- Season: Select the relevant season affected. If this change affects multiple seasons you will have the option to add them in later on the form.
- Incident Number : Relevant incident number
- Linked Tickets: If this incident is linked with another please provide the Change request reference e.g. HCU-12
- Root Cause: We've added in additional options, please check you are using the correct cause.
- Recoverability: For reporting purposes
- Impact of change: Minor, Moderate, Major – this helps the HC team prioritise work correctly.
- Total bookings affected: This is at the time you raise the change
- Total Passengers: This is the amount at the time you raise the change

- 1st Impacted Date: If the 1st impacted is different to the 1st affected, please complete this.

- First/ Last Affected Date: Please ensure the dates match the bookings raised in your incident number.

- Instructions for HC: There is no character limit for this box, please add any information the HC will need.

- Brand: Does this affect both TUI & First Choice or First Choice only?

- Resort Mailbox: Relevant for HC to contact if further information is needed

- Does this cover multiple seasons?: If the incident crosses seasons, select yes and then add in the additional seasons.

- Which season are affected?: Here you can add in the additional seasons affected.

- Country: Please select from the dropdown

- Airport code: Please free-type the 3-letter code

- Can stop sales be overridden?: adding this helps the HC team work faster and reduces resort contact if they have permission in advance

- Is this a wedding hotel?: If this hotel offers weddings please select 'Yes'. This allows the HC team to know to search for impacted weddings.

- Welfare: Select 'Yes' If there are specific welfare-affected bookings as they are handled by Swansea Assisted Travel, the HC team need to be able to identify them

- Rooms held back: Helps the HC team identify when they need to contact another area when ready to action.

- Accommodation Name: Affected Name as per Atcom

- Accommodation Code: Affected Code as per Atcom

- Exceptional Invoicing: If applicable let the team know

- Alternative Accommodations: You can free-type in here separated by a (/). Aim to provide 3 alternatives

- Alternative Accommodation codes :You can free-type in here separated by a (/). Aim to provide 3 alternatives

- Once all information is inputted, Select 'Create' This will add your change to our Jira tracker and email you a Ticket reference number

You will have the chance to review the form you have submitted and see your ticket status. Your ticket number will show as HCU-## If you don't want updates on your ticket you can select 'don't notify me' If you want to share your ticket with your team, select share and add in anyone you want to receive notifications

Checking the Ticket Status

If at any time you want to check on the status of your changes, return to the portal and select your icon. This will show you all tickets open by yourself & tickets which others have shared with you. You can track their progress if you prefer not to be notified via email.

Documents / Resources

TUI 2024 Intuitive Jira Guide For Users [pdf] User Guide
2024 Intuitive Jira Guide For Users, 2024, Intuitive Jira Guide For Users, Jira Guide For Users, Guide For Users, For Users, Users

References

- 🌐 **Log into Atlassian - Jira**
- 🌐 **Log into Atlassian - Jira**
- **User Manual**