
How to Create a JIRA Support Ticket

DGT Practical Guide

This guide walks you through the process of creating a JIRA support ticket for the Digital Transformation (DGT) team. Follow these steps to efficiently submit your request.

Important Notice

All your support requests must be tracked via a JIRA SPAWP ticket. This ensures optimal follow-up and allows the entire team to access the history of similar requests. Direct contacts via Teams or email are not tracked and may be lost.

1. Why Use JIRA?

- **Complete Traceability:** All requests are recorded and searchable
- **Real-time Tracking:** Check the progress of your ticket at any time
- **Knowledge Base:** Solutions are reusable for similar cases
- **Efficient Collaboration:** All stakeholders have access to the same information

Information: The JIRA SPAWP portal will evolve to JIRA SPAMS during 2026. The creation process will remain the same, only the entry point will change.

2. Ticket Creation Steps

Step 1: Access the JIRA Support Portal

Go to the JIRA SPAWP portal:

<https://jira.intramundi.com/servicedesk/customer/portal/32>

Step 2: Select the Request Type

In the JIRA interface, make two successive selections:

- a) **Left column:** Choose the request type (Bug, Enhancement, Configuration...)
- b) **Right column:** Specify the site or service concerned (Advisory Platform, AWF, WPR...)

This selection automatically routes your request to the appropriate team.

Step 3: Fill in the Form

Complete the following fields accurately:

Field	Description	Required
Summary	Short and explicit title of your request	Yes
Description	Detailed context (use the template below)	Yes
Priority	Urgency level of the request	Yes
Environment	Production, Pre-production, UAT, Development...	Yes
URL	Link to the page concerned (if applicable)	If applicable
Attachments	Screenshots, logs, videos	Recommended

Step 4: Submit the Creation

Once all fields are filled in, click the submit button. You will receive a confirmation email with your ticket number (e.g., SPAWP-1234).

3. Recommended Description Template

Copy and paste the template below into the "Description" field of your JIRA ticket, then fill in each section with your information.

```
CONTEXT
[Describe the business context and history of the situation]

EXPECTED BEHAVIOR
[Describe precisely what should happen]

OBSERVED BEHAVIOR
[Describe precisely the current problematic behavior]

STEPS TO REPRODUCE
1. [First action performed]
2. [Second action performed]
3. [Third action performed]

ENVIRONMENT
- Environment: [Production / Pre-production / UAT / Development]
- Browser / OS: [e.g., Chrome 120 / Windows 11]
- Date and time: [YYYY-MM-DD HH:MM timezone]

LOGS / SCREENSHOTS / ATTACHMENTS
[Attach files or paste relevant log excerpts]

IMPACT
- Number of affected users: [e.g., 50 users]
- Business impact: [e.g., Order entry blocked]

WORKAROUND
[Indicate if a temporary solution exists]

ACCEPTANCE CRITERIA
[List of conditions to consider the ticket as resolved]
```

■ *Tip: You can adapt this template according to your needs. The key is to provide enough information to enable a quick resolution.*

4. Tips for Quick Support

- **Be precise:** The more detailed your description, the faster the resolution
- **Attach screenshots:** A picture is worth a thousand words
- **Indicate urgency:** Specify the business impact to help with prioritization
- **Provide the URL:** This helps quickly identify the environment concerned
- **Include logs:** Console error messages are very helpful

5. Need Help?

If you encounter difficulties creating your JIRA ticket, feel free to contact the support team:

Channel	Contact
Email	G-X-DIGITAL-TRANSFO-BA@amundi.com
Teams	AWF/DGT Community (access via Amstore)
Documentation	Confluence ITSDIG