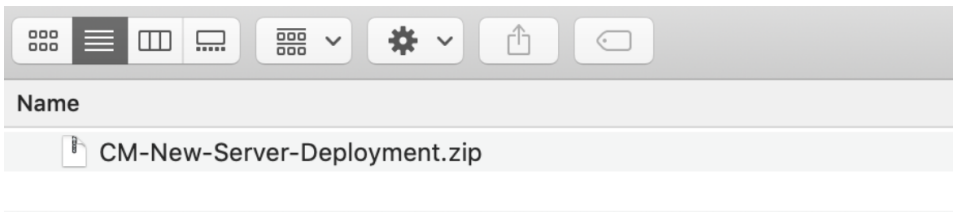


New Customers - Server Deployment

1. Download the CM-New-Server-Deployment.zip file:



2. Use an SFTP tool to move the CM-New-Server-Deployment.zip file to the server where Jira Service Desk is installed
3. Once the CM-New-Server-Deployment.zip file has been moved to the hosted server; modify the *permissions* and the *owner* of the zip file
4. When the permissions and the owner for the CM-New-Server-Deployment.zip file have been modified; move the zip file to the following file path:

```
/var/atlassian/application-data/jira/import
```

Note: This is where the Crisis Management solution will be installed from

5. Navigate to the *Import And Export* section of your Jira settings and select *Restore System*

IMPORT AND EXPORT

Backup system

Restore system

Project import

External System Import

6. You will then be presented with the option to type in the name of the file you will be restoring the system from. Once the file name has been entered press *Restore (Do not forget to backup your new Jira instance)*:

Restore Jira data from Backup

! The backup file and index paths must be located on the same machine as your Jira instance.
You will be logged out after the restore process. Make sure you know your login details in the data being restored.

! This will wipe all existing Jira content - make sure you **backup first!**

File name*
Enter a filename to restore data from. Files will be loaded from: /var/atlassian/application-data/jira/import

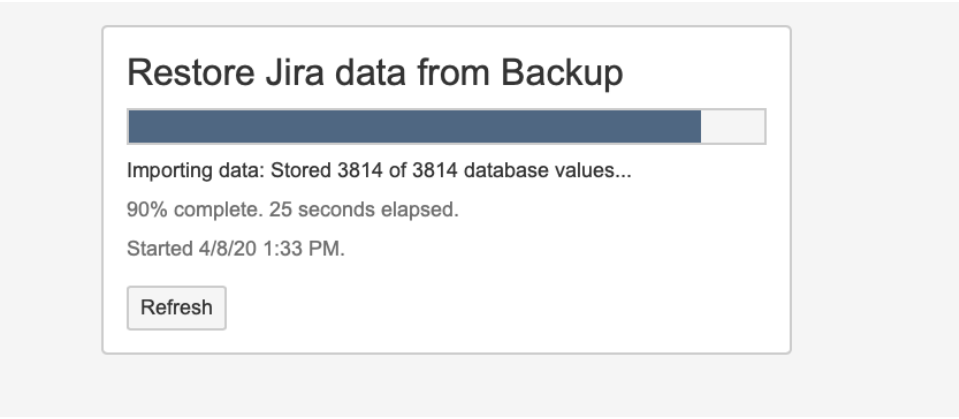
Index Path

License (if required)

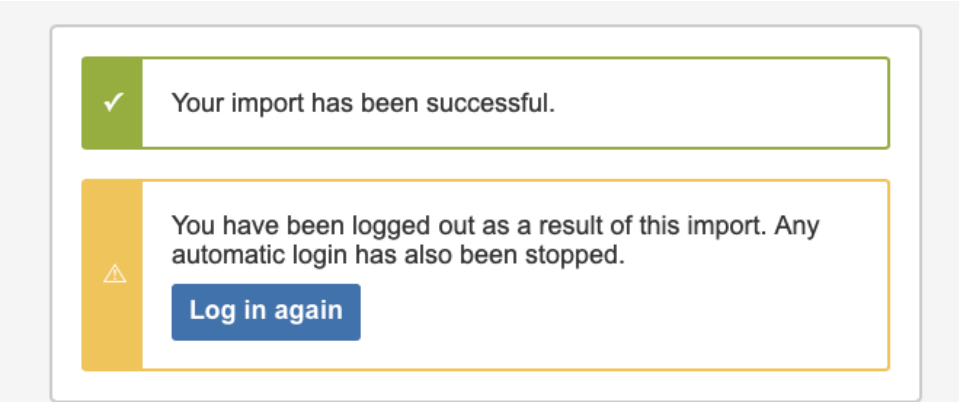
Only enter a license if you want to override all the licenses in the import file.

Outgoing mail Enable Disable

7. The restore will begin to process and the Crisis Management configuration will load from the CM-New-Server-Deployment.zip file



8. Once the restore finishes you will be prompted to log in again



9. When restoring to a Server Jira instance you may lose administration rights; therefore requiring Jira to be started in recovery mode. Information on how to regain access to your Jira instance following a restore can be found on the Atlassian documentation: <https://confluence.atlassian.com/jirakb/restore-passwords-to-recover-admin-user-rights-972329273.html>

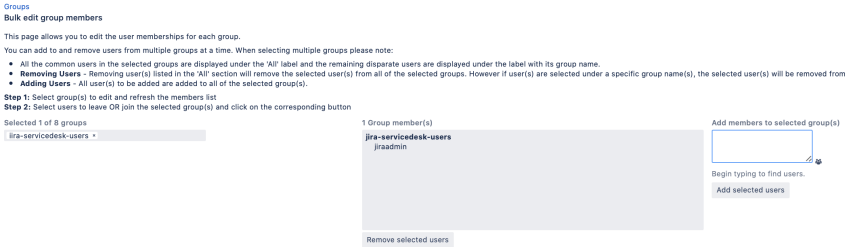
10. Once you have regained access to your Jira instance there will be the following projects available. The Demo Desk project is a replica of the Crisis Management project. You can use the Demo Desk project to understand the configuration and view

All project types - All categories

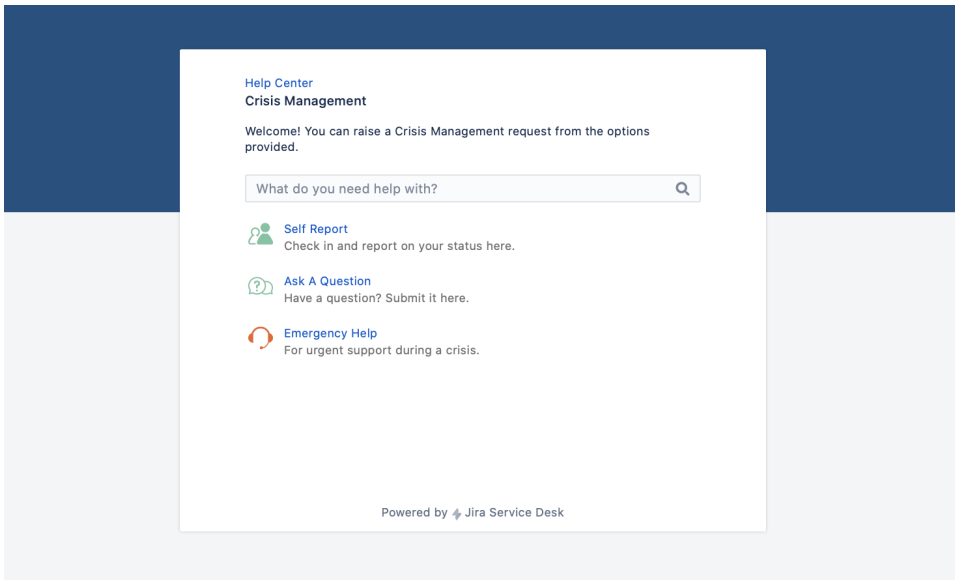
Q Search...

| Project ↑ | Key | Project type |
|-------------------|--------|--------------|
| Crisis Management | CRISIS | |
| Demo Desk | DEMO | |

11. The concept within the project is the following; Employees will act as Customers and will need to be invited to the service desk, and Managers will act as the Service Desk Agents and will need to be part of the *jira-servicedesk-users* group. If you wish to view the group members or remove/add any managers in this group you can do so as displayed below



12. Once the Employees have been invited as Customers and the Line Managers are part of the *jira-servicedesk-users* group. You are now ready to begin using the Crisis Management solution. Employees will be able to raise tickets using the specified request types through the Service Desk portal



13. When Employees raise a request the Line Manager will be able to view it by navigating to the necessary queue

QUEUES x All open

| | T | Key | Summary | Reporter | Assignee | Status | Created |
|---------------------|----|---------|---|------------------|-------------|-------------|-----------|
| Assigned / All open | 9 | | | | | | |
| Emergency Help | 5 | | | | | | |
| Self Reports | 2 | | | | | | |
| Questions | 4 | | | | | | |
| Unassigned issues | 18 | | | | | | |
| + New queue | | | | | | | |
| | | DEMO-12 | Hospital emergency | Example Customer | Unassigned | OPEN | 07/Apr/20 |
| | | DEMO-11 | I can't make my meeting | Example Customer | Unassigned | OPEN | 07/Apr/20 |
| | | DEMO-10 | I am unable to board my flight! | Example Customer | Unassigned | OPEN | 07/Apr/20 |
| | | DEMO-9 | Help, there are no lights in the office! | Example Customer | Unassigned | OPEN | 07/Apr/20 |
| | | DEMO-8 | How to track & improve your team's performance? | Example Customer | Unassigned | OPEN | 06/Apr/20 |
| | | DEMO-7 | Help! This is a high priority request | Example Customer | Unassigned | OPEN | 06/Apr/20 |
| | | DEMO-6 | How to triage requests into queues? | Example Customer | Unassigned | IN PROGRESS | 06/Apr/20 |
| | | DEMO-4 | How do I collect custom request details? | Example Customer | Unassigned | IN PROGRESS | 06/Apr/20 |
| | | DEMO-3 | What's the difference between agents & customers? | Example Customer | Unassigned | IN PROGRESS | 06/Apr/20 |
| | | DEMO-2 | Capturing customer email requests | Example Customer | Unassigned | IN PROGRESS | 06/Apr/20 |
| | | DEMO-1 | What is a request? | Example Customer | Delivery UK | IN PROGRESS | 06/Apr/20 |

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14. There is also various dashboards which can be used to give management a view of the requests coming through on the instance

