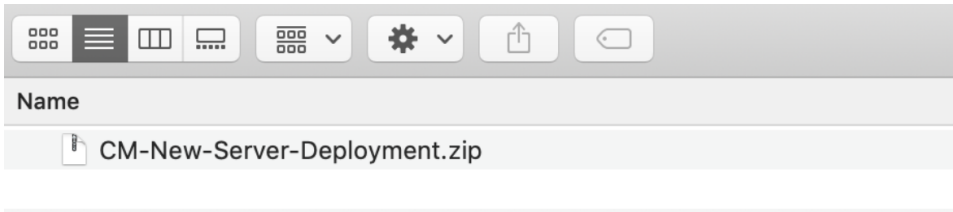


# New Customers - Server Deployment

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

## Restore Jira data from Backup

Importing data: Stored 3814 of 3814 database values...

90% complete. 25 seconds elapsed.

Started 4/8/20 1:33 PM.

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

✓

Your import has been successful.

⚠

You have been logged out as a result of this import. Any automatic login has also been stopped.

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

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

Groups  
Bulk edit group members

This page allows you to edit the user memberships for each group.

You can add to and remove users from multiple groups at a time. When selecting multiple groups please note:

- All the common users in the selected groups are displayed under the 'All' label and the remaining disparate users are displayed under the label with its group name.
- **Removing Users** - Removing user(s) listed in the 'All' section will remove the selected user(s) from all of the selected groups. However if user(s) are selected under a specific group name(s), the selected user(s) will be removed from the group its listed under.
- **Adding Users** - All user(s) to be added are added to all of the selected group(s).

Step 1: Select group(s) to edit and refresh the members list

Step 2: Select users to leave OR join the selected group(s) and click on the corresponding button

Selected 1 of 8 groups

jira-servicedesk-users

1 Group member(s)

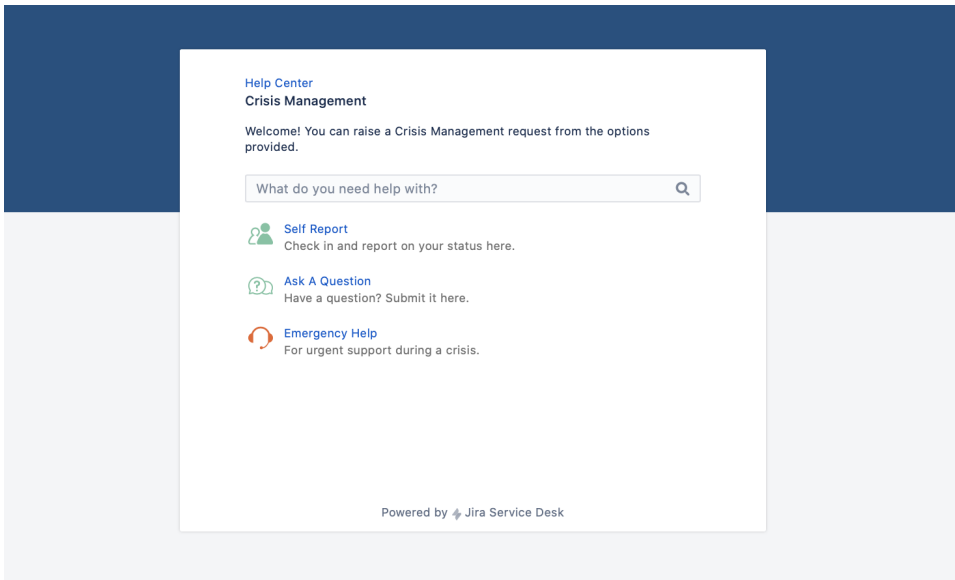
**jira-servicedesk-users**

jiraadmin

Add members to selected group(s)

Begin typing to find users.

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	0						
All open	11						
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

1 - 11 of 11

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

