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A Breakdown of Jira Service Management Issue Types

ATLASSIAN | Silver Marketplace Partner

Jira Service Management uses issue and request types to organize support portal requests.
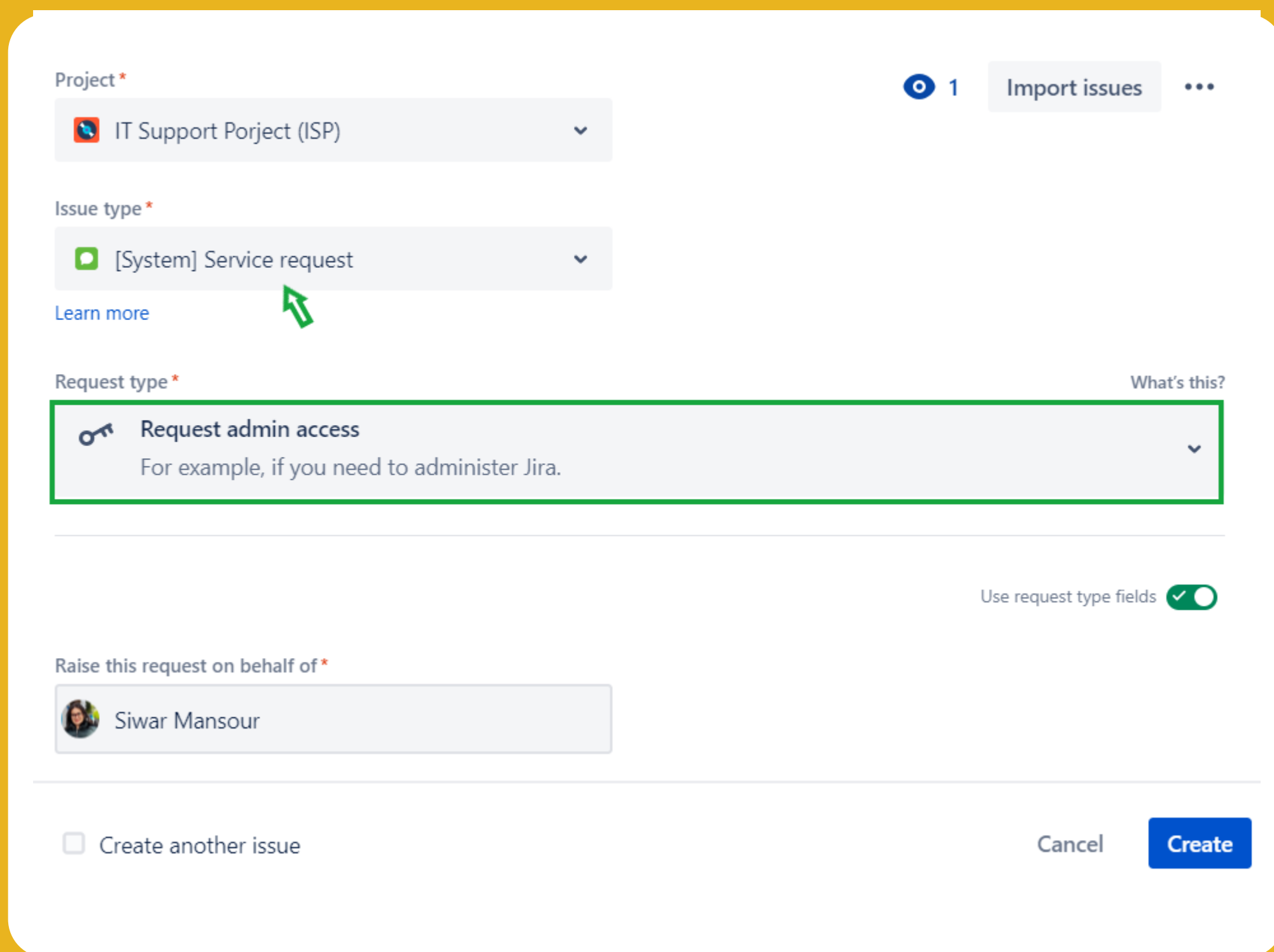
Request types are the specific types of requests that customers can submit through the support portal. It helps customers identify their need for support.

Whilst, Issue types are categories that group certain request types. They are used by support agents to understand what they are working on.

If a customer selects the request type: 'Fix an account problem" in the support portal. It will then be presented to the agent as a «Service Request» issue type.

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Service Request

A service Request may be the most importantJSM issue type. It is a user request for customer support.

Project *
IT Support Porject (ISP)

Issue type *
[System] Service request
Learn more

Request type *   What's this?

🔑 **Request admin access**
For example, if you need to administer Jira.

Use request type fields ✅

Raise this request on behalf of *
Siwar Mansour

☐ Create another issue   Cancel   **Create**

👁 1   Import issues   •••

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Service Request with Approval

A service request with approval is essentially a request that necessitates higher-ups' compliance. Say a Sales Lead Generation Specialist needs a new company-issued mobile device. This service requires an official approval.

Create issue

Project *

IT Support Porject (ISP)

Observe: 1   **Import issues**   •••

Issue type *

[System] Service request with approvals

Learn more

Request type *   What's this?

New mobile device
Need a mobile phone or time for replacement? Let us know.

Use request type fields

Raise this request on behalf of *

Siwar Mansour

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Change

Change Issue type is a request to make a change to a service or a product.
For example, you can raise a Change issue to request a Jira application for your work.

Create issue ─ ⤡ ✕

Project *
🔲 IT Support Porject (ISP) ⌄

👁 1   Import issues   •••

Issue type *
⇄ [System] Change ⌄
Learn more

Request type *   What's this?
🗄 Request a change   ⌄
For example, upgrade a server (VPN) or an application (Jira).

Use request type fields 🟢

ℹ **This request type includes a form that can't be seen in this view**
Create an issue using all fields on this request type and its form in the portal.

☐ Create another issue   Cancel   **Create**

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Incident

An incident issue type reports an unplanned interruption that may disrupt the service. It requires immediate action.
For example, the system is down, it keeps loading. The incident serves to report this issue to teams responsible for solving this.

Create issue

Project *
IT Support Porject (ISP)

Issue type *
[System] Incident

Learn more

Request type *   What's this?

⊘ Report a system problem
   Let us know if something isn't working properly and we'll aim to get it back up and running quickly.

Use request type fields ✓

Raise this request on behalf of *
Siwar Mansour

Import issues ···
👁 1

☐ Create another issue   Cancel   Create

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Post-Incident Review

This issue type serves to document and report the management process to resolve an incident. This documentation may help solve and prevent similar incidents from occurring.

Create issue

Project *

IT Support Porject (ISP)

Issue type *

[System] Post-incident review

Learn more

Request type *

What's this?

Create a post-incident review
Document and share learnings from an incident so that it doesn't happen again

Use request type fields

Raise this request on behalf of *

Siwar Mansour

Create another issue

Cancel   Create

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Problem

A problem issue type focuses on identifying and resolving the **root cause** to prevent future incidents from occurring.
For example, a network issue can be the root cause of several system error incidents.

Create issue

Project *
IT Support Porject (ISP)

👁 1   Import issues   ⋯

Issue type *
⊘ [System] Problem

Learn more

Request type *   What's this?

✂ **Investigate a problem**
Create a problem to track the cause of one or more incidents.

Use request type fields ✅

Raise this request on behalf of *
Siwar Mansour

☐ Create another issue   Cancel   **Create**

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Jira Service Management provides a pre-built list of request types for each issue type, but you can also create your own custom request types to meet the specific needs of your organization.

Click on this documentation by Atlassian to learn more about Request Types

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