

# Jira Service Desk

## How to Guide

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## CONTENTS

1. Purpose	3
2. Brief overview	3
3. Setting up an Atlassian account to access Jira Service Desk	3
4. Logging in to Jira Service Desk	4
5. Raising a new ticket	4
6. Tracking a ticket	16
7. Updating or commenting on a ticket	17
8. Receiving Auto-notifications of planned/unplanned API Downtime	18
9. Glossary	19

## 1. Purpose

This document provides an overview of how to raise an issue or request with Open Banking using Jira Service Desk.

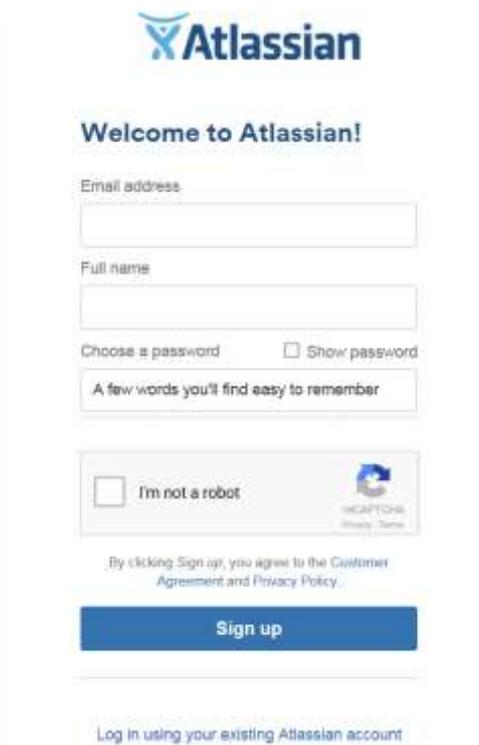
## 2. Brief overview

Atlassian's Jira Service Desk is a tool that is used to raise issues or requests to the Open Banking Service Desk. Registered users can:

- Raise issues or requests via the self-service portal
- Track and monitor the progress of their requests via the customer portal
- Make comments and feedback on the requests

## 3. Setting up an Atlassian account to access Jira Service Desk

Step 1 - Sign up for an Atlassian account to use Jira Service Desk using this link: <https://id.atlassian.com/signup>



The screenshot shows the Atlassian sign-up page. At the top is the Atlassian logo. Below it is the heading "Welcome to Atlassian!". The form contains the following fields and elements:

- Email address:** A text input field.
- Full name:** A text input field.
- Choose a password:** A text input field with a "Show password" checkbox to its right.
- A few words you'll find easy to remember:** A text input field.
- I'm not a robot:** A checkbox with a CAPTCHA icon to its right.
- Agreement:** A line of text stating "By clicking Sign up, you agree to the Customer Agreement and Privacy Policy."
- Sign up:** A blue button.
- Log in:** A link at the bottom that says "Log in using your existing Atlassian account".

- Enter your email address, full name and a password

- Click 'Sign up'

Step 2 – You will receive an email. Click the link in the email to verify your account. You will then be able to log in to the Jira Service Desk.

## 4. Logging in to Jira Service Desk

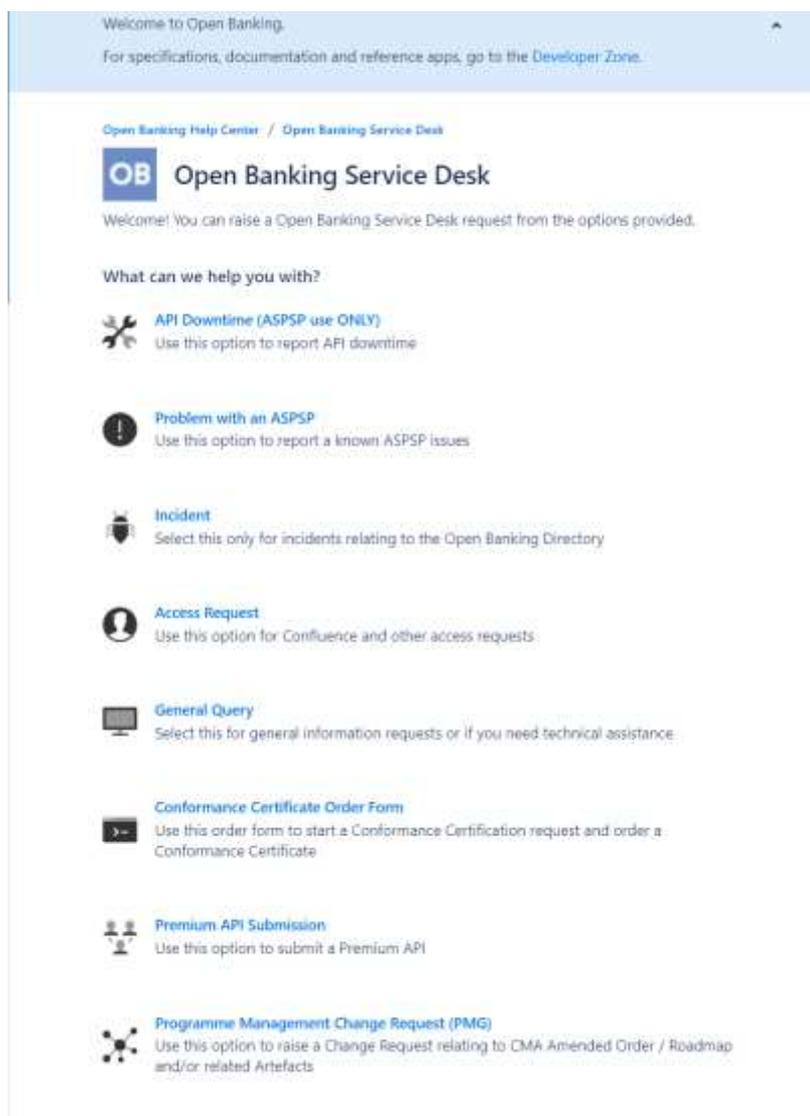
Once you've set up your Atlassian account, you can access the Open Banking Jira Service Desk portal using this link: <https://openbanking.atlassian.net/servicedesk/customer/portal/1/>

## 5. Raising a new ticket

Step 1 - Log in to your account:

<https://openbanking.atlassian.net/servicedesk/customer/portal/1/>

Step 2 - Select a request type. To raise a ticket, you must select the type of request to ensure your ticket is assigned to the correct team.



Select a request type:

- API Downtime (ASPSP use ONLY)
- Problem with an ASPSP
- Report an incident
- Raise an access request for Confluence
- Raise a general query
- Conformance Certification Order
- Premium API Submission
- Raise a change request (CMA9 only)

## 5.1 Raising a General Query

What can we help you with?

 **General Query**  
Select this for general information requests or if you need technical assistance

Raise this request on behalf of\*

✕ ▼

Summary\*

📎

Please give a meaningful title to your request

Summary: Please provide a title for your request.

Description\*

Please describe your request in detail

Description: Enter full details of the issue. You can also attach files and/or screenshots of the issue in 'Attachment'.

Priority\*

Medium ✕ ▼

Please give your query a relative priority value

Severity

▼

Product\*

▼

Please input here what Product your issue relates to

Product: Select the product your Issue relates to.

Environment\*

▼

Environment: Select the Environment your query is about

Participant\*

▼

Participant: Select participant type

Attachment

Drag and drop files, paste screenshots, or browse

Please add any relevant attachments (e.g. screenshots)

## 5.2 Raising an API downtime request (ASPSPs only)

You can notify us of downtime using this form. You should let us know of any planned downtime at least 7 days in advance. Unplanned downtime should be reported within 1 hour of it being detected. Where possible, downtime should not be between the hours of 06:00AM – 12:00AM on business days.

All API downtime notifications must be raised via a JIRA ticket.

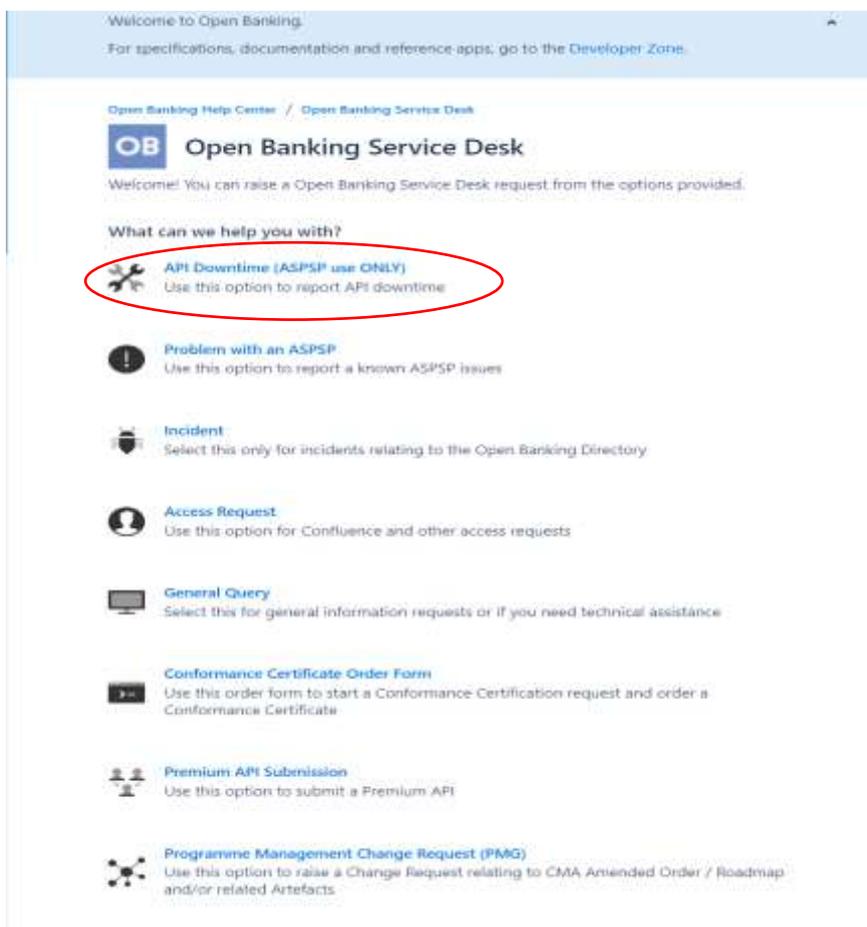
Any changes to API downtime will require a comment on the ticket detailing the necessary changes. It is the responsibility of the ASPSP to notify OB of any API downtime or changes to API downtime.

Once a JIRA ticket has been raised an acknowledgment email will be sent to the ASPSP.

The [API downtime page](#) will be automatically updated with the information you provide.

### 5.2.1 Notifying OB of a planned (7 days in advance) API downtime

- Access JIRA Portal and select API Downtime (ASPSP use Only)



- Populate the fields shown below, remembering to select 'Planned' as the Downtime type. Fields with a red asterisk must be completed.

## Open Banking Service Desk

Welcome! You can raise a Open Banking Service Desk request from the options provided.

What can we help you with?



**API Downtime (ASPSP use ONLY)**

Use this option to report API downtime



Raise this request on behalf of \*



Thomas Waterfield (thomas.waterfield@openbanking.org.uk)



Summary \*



ASPSP \*



Start Date and Time \*

e.g. 10/Nov/20      e.g. 03:18 PM

End Date and Time

e.g. 10/Nov/20      e.g. 03:18 PM

API \*



If Other is selected add value to Description field

Description \*



Planned/Unplanned \*

Planned

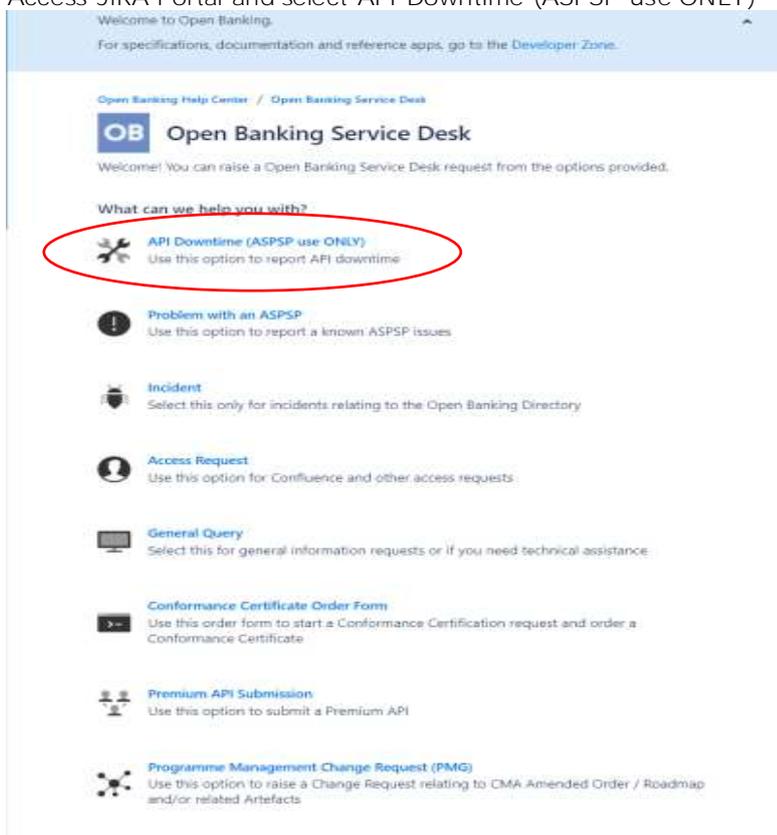
Unplanned

- When submitting a JIRA ticket, ASPSPs must ensure that no personal data or confidential data is contained within the ticket, including in the description field or as an attachment, with the exception of personal data related to the contact details of technical or business contacts, as outlined in Open Banking Privacy Policy. <https://www.openbanking.org.uk/privacy-policy/>
- Click on 'Send'.

## 5.2.2 Notifying OB of an unplanned API downtime (ASPSPs Only)

\*\*\* PLEASE NOTE – If an Unplanned Downtime is ongoing, leave the End Date & Time field BLANK. If an End Date & Time in the past is entered for an Unplanned Downtime, the notification will not be sent out to the ecosystem.\*\*\*

- Access JIRA Portal and select API Downtime (ASPSP use ONLY)



- Populate the fields shown below, remembering to select 'Unplanned' as the Downtime type. Fields with a red asterisk must be completed.

## Open Banking Service Desk

Welcome! You can raise a Open Banking Service Desk request from the options provided.

What can we help you with?



**API Downtime (ASPSP use ONLY)**

Use this option to report API downtime



Raise this request on behalf of \*



Thomas Waterfield (thomas.waterfield@openbanking.org.uk)



Summary \*



ASPSP \*



Start Date and Time \*

e.g. 10/Nov/20

e.g. 03:18 PM

End Date and Time

e.g. 10/Nov/20

e.g. 03:18 PM

API \*



If Other is selected add value to Description field

Description \*



Planned/Unplanned \*

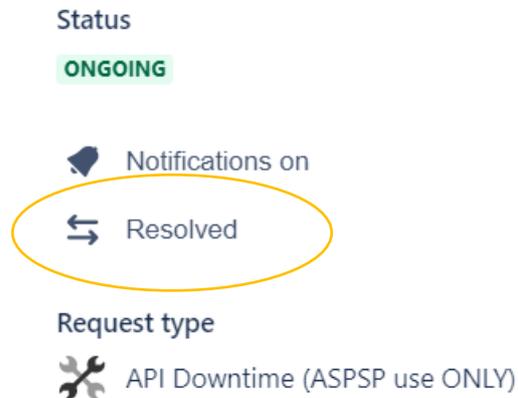
Planned

Unplanned

- The JIRA ticket should be raised within one hour of detecting the unplanned downtime.
- Click on 'Send'.

## 5.2.3 Updating an Unplanned Downtime ticket with resolution time

- Upon the unplanned downtime being completed, click the 'Resolved' button on the ticket.



- This will record the end date and time for the downtime as the time at which the button is clicked.
- If a different time is required to be entered, leave a comment on the ticket stating what the exact downtime was.

## 5.3 Raising an access request

You can raise an access request using this form.

Access: Select what you need access to.

- Summary: Enter details of what you require access to.

- Description: Enter why you are requesting access. If you are requesting access for a person who is not a primary business or technical contact, please enter these details:
  - Company address
  - Contact number
  - Email address
  - Reason for requesting access

## 5.4 Raising a Problem with an Account Servicing Payment Service Provider (ASPSP)

This ticket type is used to raise a technical issue with an ASPSP on the Open Banking Directory.

TPP-ASPSP ticket types will populate the Confluence Current Issues page automatically once raised if the 'Share' option is marked as 'Yes' when raising the ticket.

<https://openbanking.atlassian.net/wiki/spaces/DZ/pages/504496461/Current+Issues>

Open Banking Help Center / Open Banking Service Desk

### OB Open Banking Service Desk

Welcome! You can raise a Open Banking Service Desk request from the options provided.

What can we help you with?

 **Problem with an ASPSP**  
Use this option to report a known ASPSP issues

Participants should refrain from putting any customer details in the ticket as we as OBIE cannot guarantee it will not be visible or processed more widely nor take any responsibility for its potential unauthorised or unlawful use where it has been added by a Participant. If you are choosing to share customer information, as Controller, you are ensuring that you have in place the appropriate lawful basis and / or necessary consents for sharing such information with your customer. Alternatively, Participants should consider either the use of the DMS provided by OBIE or individual Participant dispute management system(s) as an appropriate platform for achieving that purpose.

Raise this request on behalf of \*

 Thomas Waterfield (thomas.waterfield@openbanking.org.uk)

Summary \*

Problem Statement \*

ASPSP \*

TPP \*

Product \*

Please input here what Product your issue relates to

Environment\*

Business Impact Severity\*

Technical Impact\*

Impact Assessment\*

Workaround

Resolution Notes

Share\*

- Yes
- No

Would you like to share this with the wider ecosystem?

All mandatory fields need to be populated with detailed information of the issue for the ASPSP to investigate.

## Business Impact Severity Levels:

Level 1: Service not operational  
Level 2: Service impaired but operational  
Level 3: Service operational but not optimal  
Level 4: Cosmetic

Once a ticket has been created the ticket will be assigned to the relevant ASPSP to investigate.

Updates on the issue will be provided on the JIRA ticket.

## Where contents are shared:

All stakeholders in the Open Banking eco-system will have read access to the ticket description but not the dialogue between TPP and ASPSP  
Only stakeholders explicitly added by the TPP will have write access and can view the dialogue between TPP and ASPSP.

## 5.5 Raising an Incident

Participants should only raise an incident ticket type for incidents relating to the open banking directory:

What can we help you with?

 **Incident**  
 Select this only for incidents relating to the Open Banking Directory

Highest (P1) Used for a full system outage as a result of an issue with Open Banking infrastructure only. High (P2) Used for a critical or significant business impacting issue. Medium (P3) Used for a moderate business impacting issue. Low (P4) Used for a minor business impacting issue. Lowest (P5) Used for a very minor or cosmetic issue or general requests

Raise this request on behalf of\*

Summary \*

Symptom \*

Priority \*

Medium

Environment

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Send Cancel

Priority:

Highest (P1)	Used when there is a full system outage, preventing normal business operations, as a result of an issue with open banking infrastructure only.
High (P2)	Used when there is a critical or significant impact to one or more areas of your business operations.
Medium (P3)	Used where there is a moderate impact to a business area. Workarounds are available and normal business operations can continue.
Low (P4)	Used when there is a minor impact to a business area which does not stop normal business operations. Used for a wide range of minor issues.
Lowest (P5)	Used when the issue is very minor or cosmetic, general requests for information, queries and so on

## 5.6 Raising a change request (CMA9 only)

CMA9 banks and building societies can raise a change request using this form. Please include the following information:

Open Banking Help Centre / Open Banking Service Desk

### Change Request

Summary

Priority *(optional)*  
Medium

Attachment *(optional)*  
Drag and drop files, paste screenshots, or [browse](#)

Description *(optional)*

Type Of Change *(optional)*  
None

IE Change Ref *(optional)*

Share with Test

**Create** Cancel

- Summary: Enter a brief summary of the change

- Description: Enter a detailed description of the change. If there are changes to the specs, you must provide the version number.

- Type of Change: Enter a detailed description of the change. If there are changes to the specs, you must provide the version number.

## 6. Tracking a ticket

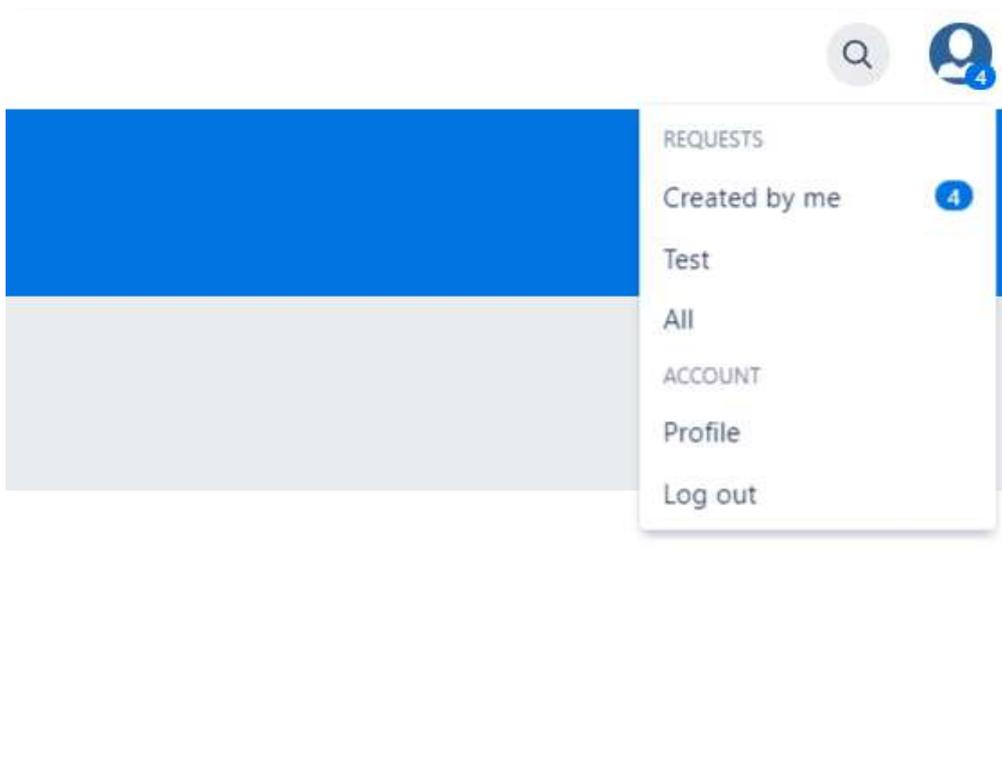
You can track the progress of a ticket created by you or someone from your organisation by clicking the link provided in the confirmation email or:

Step 1 – Log in to Jira Service Desk:

<https://openbanking.atlassian.net/servicedesk/customer/portal/1/>

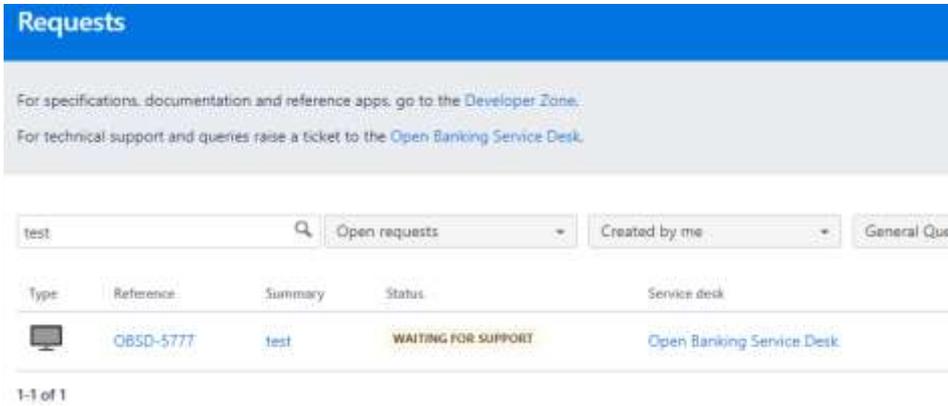
Step 2 – Select 'My requests'

Step 3 – Select 'Created by me'

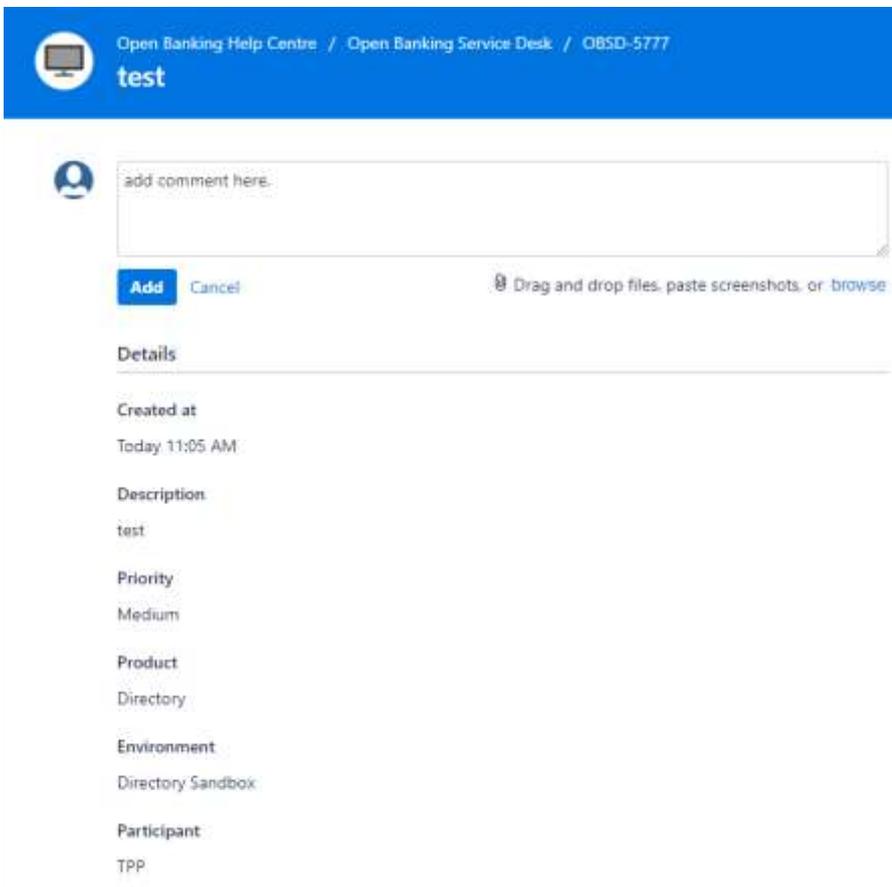


## 7. Updating or commenting on a ticket

To add a comment to a ticket:



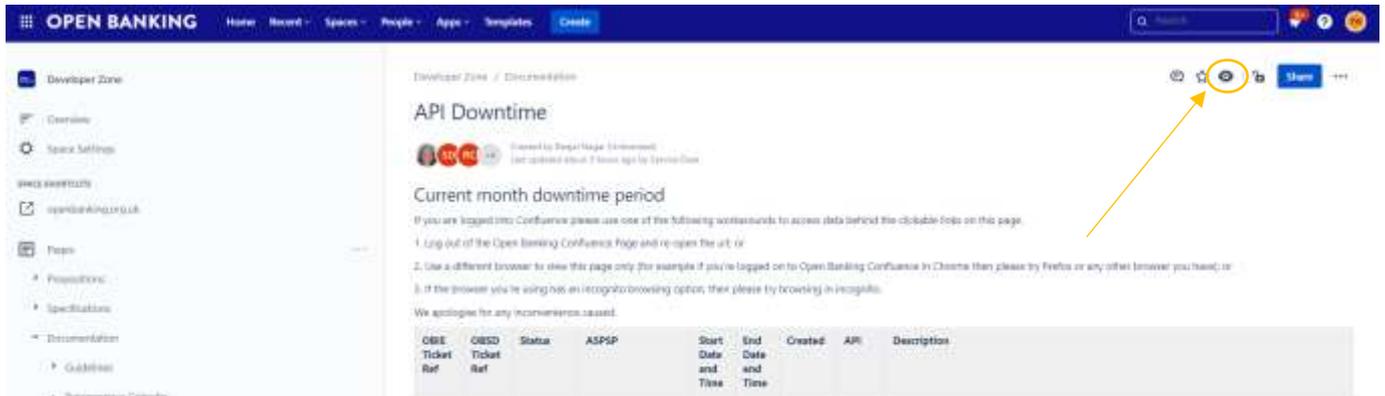
- Click the ticket reference number.



- Enter a comment in the comment section
- Click 'Add'

## 8. Receiving Auto-notifications of Planned/Unplanned API Downtime

OBIE provide a notification page for planned and unplanned downtime [- here -](#). If you select to “watch” the page (top right) you will receive instant automated notifications of planned and unplanned API downtime reports from ASPSPs.



The screenshot shows the 'API Downtime' page in the Open Banking Developer Zone. The page includes a navigation menu on the left, a search bar at the top right, and a 'Watch' button in the top right corner of the main content area. A yellow arrow points to the 'Watch' button. The main content area contains the following text:

**API Downtime**

Owned by Regal Hedge Investment  
Last updated about 7 hours ago by Service Desk

**Current month downtime period**

If you are logged into Confianza please use one of the following workarounds to access data behind the clickable tabs on this page:

1. Log out of the Open Banking Confianza Page and re-open the url;
2. Use a different browser to view this page only (for example if you're logged on to Open Banking Confianza in Chrome then please try Firefox or any other browser you have); or
3. If the browser you're using has an incognito browsing option, then please try browsing in incognito.

We apologise for any inconvenience caused.

OBIE Ticket Ref	OBSD Ticket Ref	Status	ASPSP	Start Date and Time	End Date and Time	Created	API	Description
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## 9. Glossary

Acronym	Term	Definition
<b>AISP</b>	Account Information Service Provider	An Account Information Service provides account information services as an online service to provide consolidated information on one or more payment accounts held by a payment service user with one or more payment service provider(s).
<b>API</b>	Application Programming Interface	An Application Programming Interface is a set of routines, protocols, and tools for building software applications. An API specifies how software components should interact.
<b>ASPSP</b>	Account Servicing Payment Service Provider	Account Servicing Payment Service Providers provide and maintain a payment account for a payer as defined by the PSRs and, in the context of the Open Banking Ecosystem are entities that publish Read/Write APIs to permit, with customer consent, payments initiated by third party providers and/or make their customers' account transaction data available to third party providers via their API end points.
<b>CBPII</b>	Card Based Payment Instrument Issuer	A Card Based Payment Instrument Issuer is a payment services provider that issues card-based payment instruments that can be used to initiate a payment transaction from a payment account held with another payment service provider.
	Directory	The Open Banking Directory provides a "whitelist" of participants able to operate in the Open Banking Ecosystem, as required by the CMA Order.  The Read/Write Directory also provides identity and access management services to provide identity information in order to participate in payment initiation and account information transactions through APIs.
	Directory Sandbox	The Open Banking Directory Sandbox is a test instance of the Directory. The Directory Sandbox may be used to support testing applications with test API endpoints and testing integration with the Open Banking Directory.
	Participant	An API Provider, API User, ASPSP, or TPP that currently participates in the Open Banking Ecosystem.
<b>PISP</b>	Payment Initiation Services Provider	A Payment Initiation Services Provider provides an online service to initiate a payment order at the request of the payment service user with respect to a payment account held at another payment service provider.
<b>TPP</b>	Third Party Provider	Third Party Providers are organisations or natural persons that use APIs developed to Standards to access customer's accounts, in order to provide account information services and/or to initiate payments.  Third Party Providers are either/both Payment Initiation Service Providers (PISPs) and/or Account Information Service Providers (AISPs).