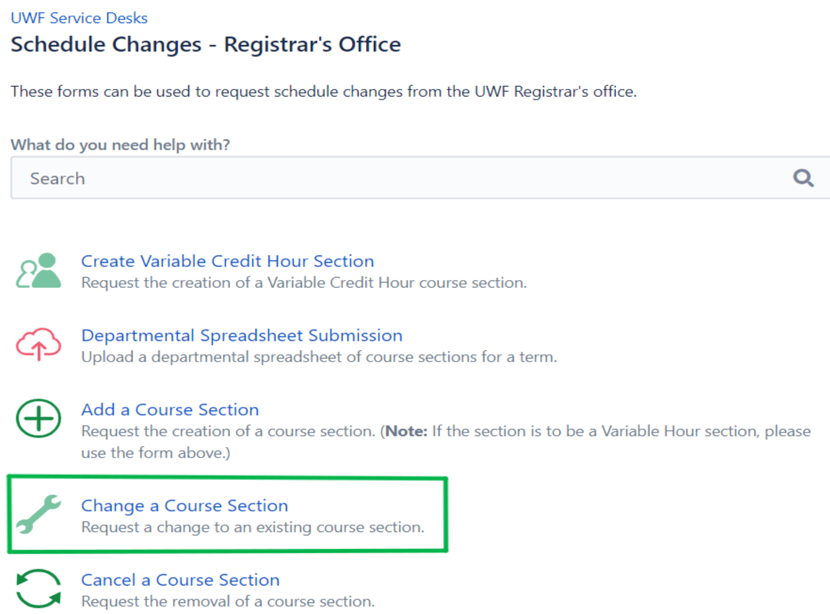
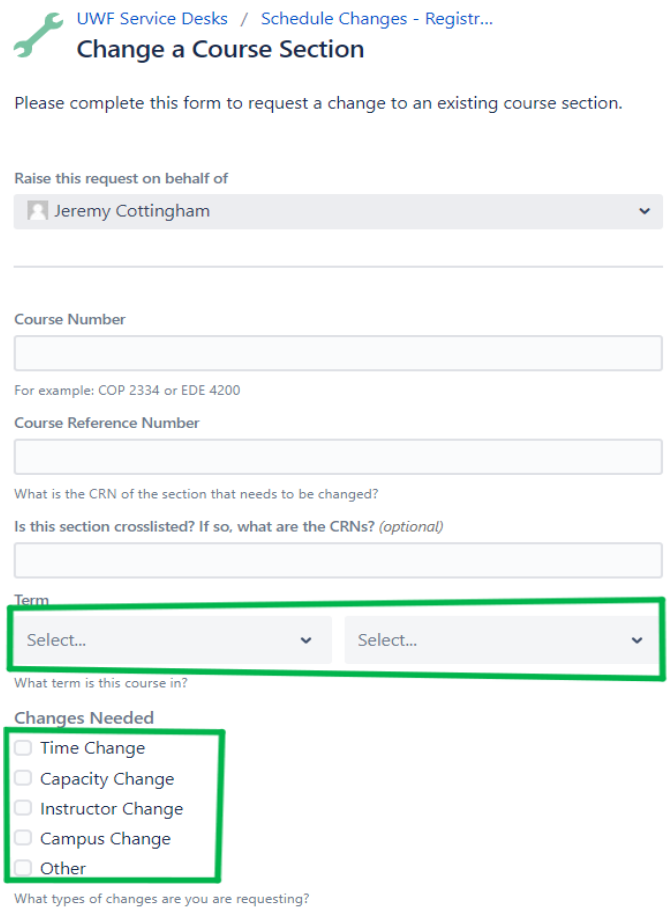
LSI Intake Process (JIRA)

The LSI could request the creation of a JIRA ticket system for project management. This could include multiple different JIRA forms to address the specific information needed for one technology versus another. (Example: One form for ThingLink and a different one for Engage.) After creation, we propose including a button on the LSI webpage that redirects to the appropriate JIRA form; this will make it easier for faculty to access the form.



1. This JIRA form would replace the current Google Form being emailed to interested faculty members. The form fields can be customized with short answer, dropdown menus, and multi-select or radio buttons. Important fields can also be designated as required to ensure that adequate information is provided. The form will even allow faculty members to attach documents, such as screenshots, syllabi, etc. This will allow the LSI to easily create and manage a form that meets their current and growing needs. This will also allow interested faculty to enter the required information more fully and completely.


UWF Service Desks / Schedule Changes - Registr...

Change a Course Section

Please complete this form to request a change to an existing course section.

Raise this request on behalf of

Jeremy Cottingham

Course Number

For example: COP 2334 or EDE 4200

Course Reference Number

What is the CRN of the section that needs to be changed?

Is this section crosslisted? If so, what are the CRNs? *(optional)*

Term

Select... Select...

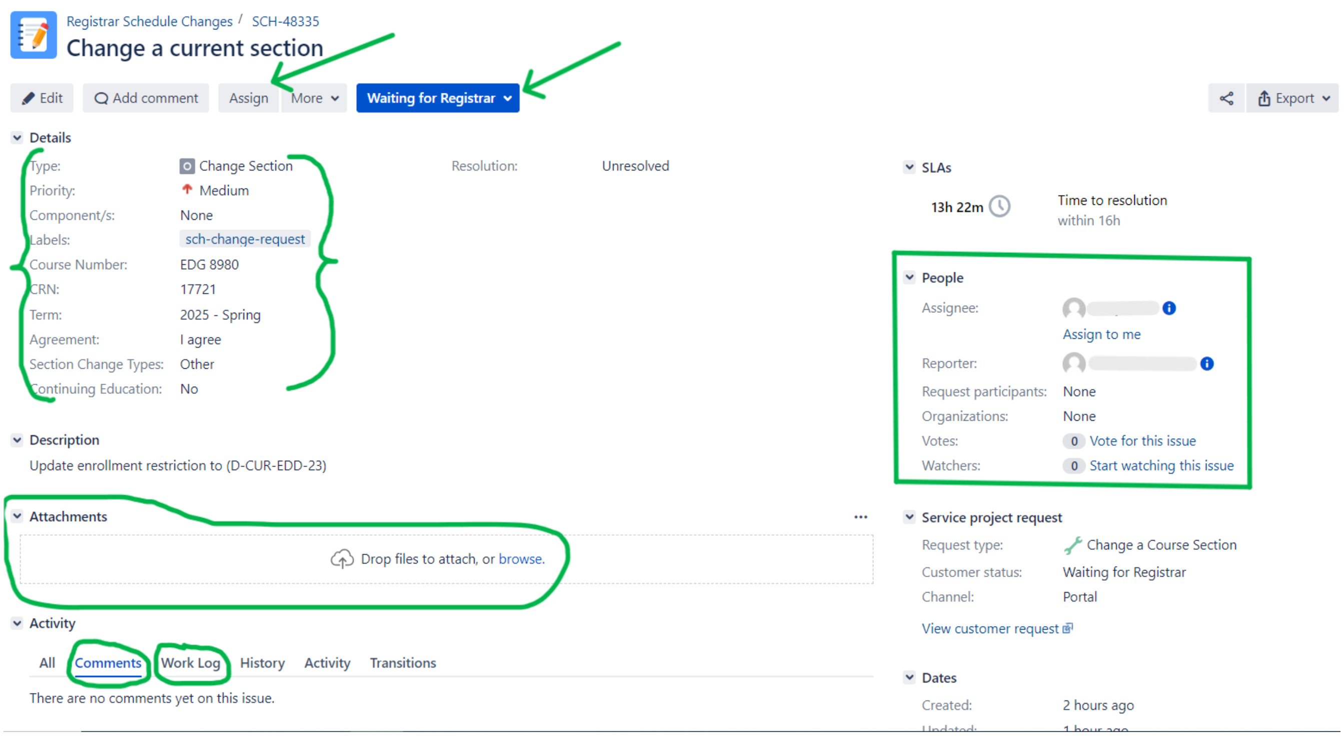
What term is this course in?

Changes Needed

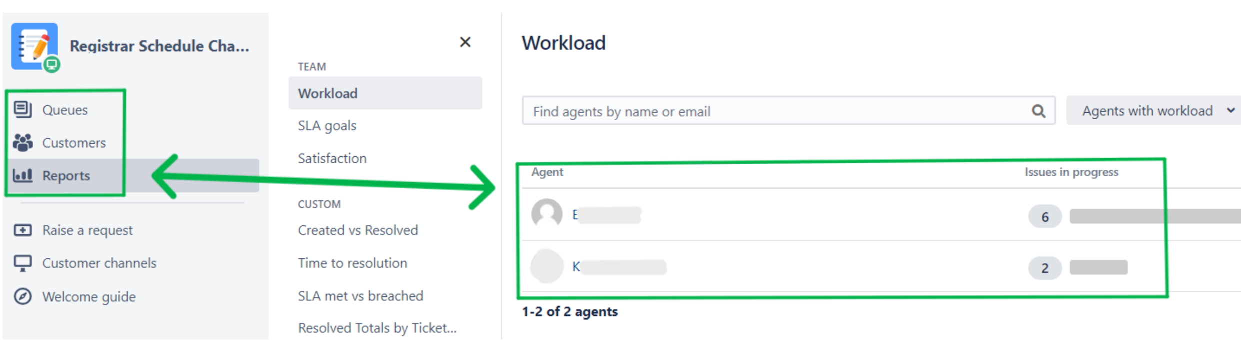
- Time Change
- Capacity Change
- Instructor Change
- Campus Change
- Other

What types of changes are you requesting?

2. Once an interested faculty member submits the form, the LSI designee(s) will receive an email notification with a link to the form. The internal view for LSI members will display the information entered in the form, and the LSI can use this screen to track the workflow of projects, change the status, assign to specific users, and communicate with the submitter or other stakeholders as needed. When used properly, this ensures that every detail associated with project planning, design, and implementation is viewable right there on the ticket.



3. The LSI can even use JIRA to track the status of multiple projects and see where each is currently located in the workflow. This tracking system offers multiple views, each with its own benefits. For example, the "reports" view shown in the screenshot below displays employees who have current tasks and the number of tasks in their queue. You can even click to view all projects in each person's queue. You can also switch to a "queues" view to see all in-progress projects.



4. Process recap (proposed):
    a. Faculty member submits a form (accessible from the LSI webpage)
    b. Dr. Walker receives a notification email and communicates with faculty in the ticket to either request additional information or set expectations for the next steps (comments on the form also trigger email notifications, so she will get an email anytime someone responds)
    c. Once enough information is available in the ticket, assign it to the designer for project creation (designer will also communicate via the ticket)

d. Once the project is created and implemented, the designer can/will reassign the ticket to the appropriate LSI contact for project feedback, follow up, additional training, etc.