

# Orange Tracker Visualization

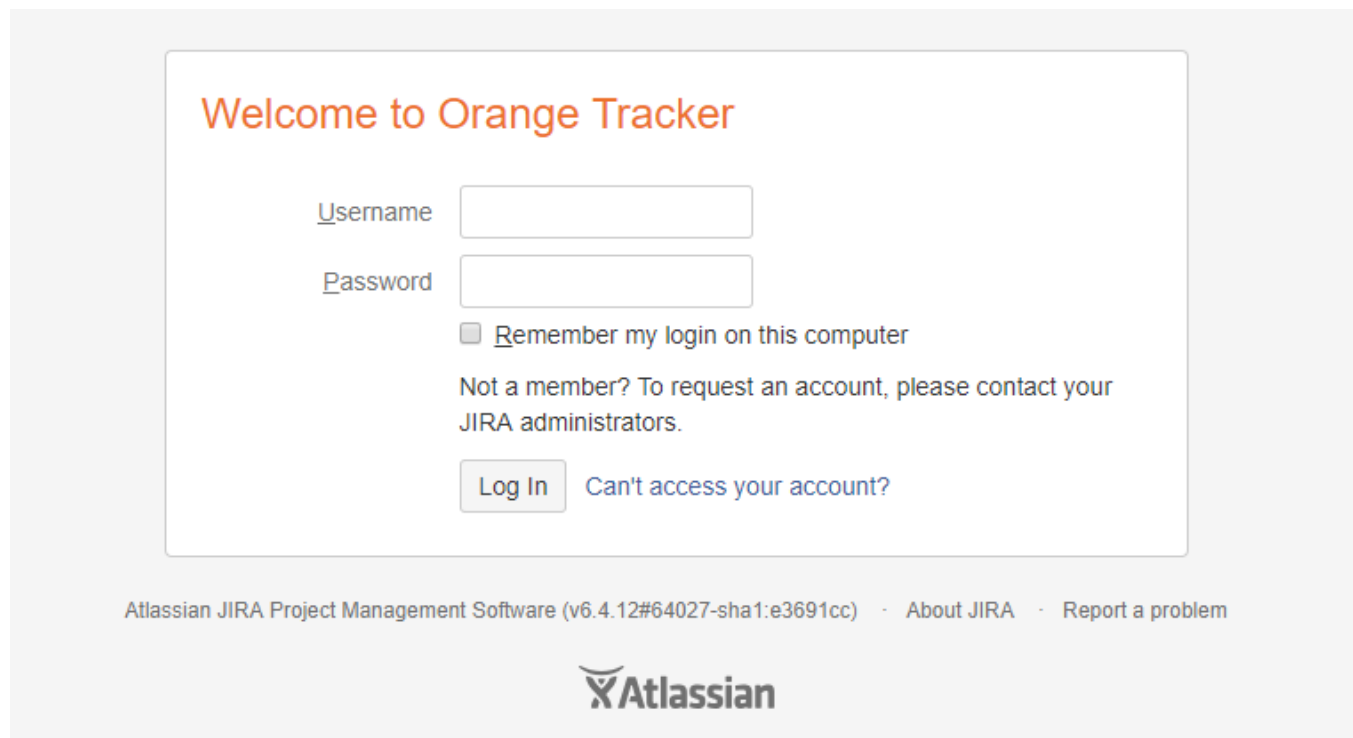
## Orange Tracker Images

Below are some images to assist with visualizing potential workflow within Orange Tracker.

- [Login](#)
- [Dashboard](#)
- [Ticket Creation](#)
- [Ticket View](#)
- [File Attachment](#)
- [Search Option](#)
- [Reporting and Statuses](#)

## Login

Utilizes your Syracuse University username and password.



Welcome to Orange Tracker

Username


Password

Remember my login on this computer

Not a member? To request an account, please contact your JIRA administrators.

[Can't access your account?](#)

Atlassian JIRA Project Management Software (v6.4.12#64027-sha1:e3691cc) · [About JIRA](#) · [Report a problem](#)



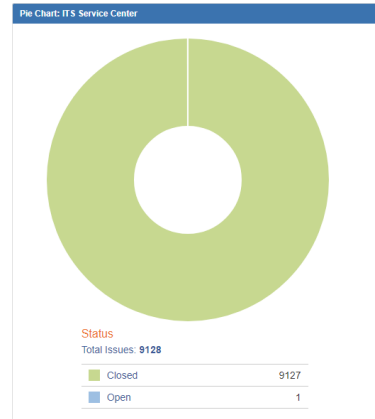
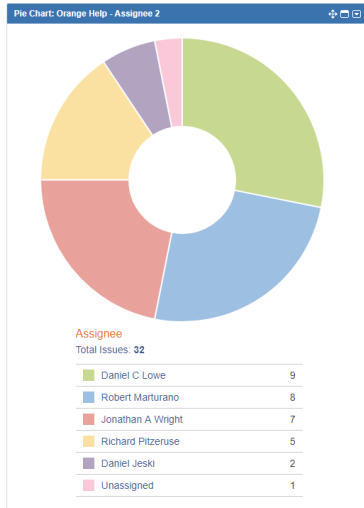
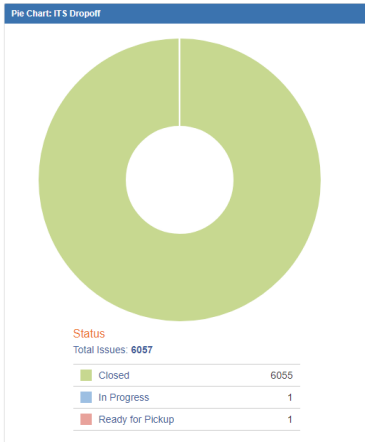
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## Dashboard

Dashboards are your default login location. You can have your own dashboards or shared dashboards.

- Dan's Dashboard
- Bob's Dashboard
- ITS Change Management
- Dropoffs
- Orange Help +
- Change Management Executive Summary
- Opening 2014: 4 Week AASC Issues
- Opening 2014: 5 Day Totals Aug 20 - 24
- SU Welcome Summary 2013 - 2015
- Awesome
- AASC Monthly Reports
- SU Welcome Summary 2015 - 2017
- SU Welcome 2017: 6 Day Totals Aug 22 - 27
- SU Welcome 2017: 4 Week AASC Issues
- Monthly AASC report
- Academic Services Reporting
- Dan - Test Reporting
- ITS SVC Snapshot
- Academic Concerns
- OT Overview
- EduCause FY 17
- Unix Dashboard

## Dan's Dashboard



**Watched Issues**

Key	Project	Reporter	Status	Summary
JIRA-2092	Jira -	James E	<b>IN PROGRESS</b>	HR OT Inquiry



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## Ticket Creation

You can use the create button to manually create tickets in any project you have access to do so. The fields (both required and not required) can be customized by project and for each 'Issue Type' within the project.

**Create Issue**
⚙️ **Configure Fields** ▾

**Project\*** 📍 Orange Help (HELP) ▾

**Issue Type\*** 🔍 Quick Answer ▾ ?

---

**Reporter** 👤 Daniel Jeski  
Start typing to get a list of possible matches.

**Assignee** 👤 Automatic ▾  
Assign to me

**Component/s\*** ▾  
Start typing to get a list of possible matches or press down to select.

**Quick Answer category**

- Account information
- Service Center hours
- Service Center locations
- Referral
- Website address information
- Other

Check the Quick Answer category appropriate for this issue.

**Source\*** None ▾  
Source of request

**Summary\***

Create another    Create    Cancel

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## Ticket View

Some key areas within a ticket:

- **Toolbar** – Allows you to edit, comment, manage the workflow, add files, and much more within a ticket.
- **People** – Indicates who is associated to a ticket, the reporter or requester, the assignee (who is working on the ticket) and anyone who is 'watching' a ticket (assigned by consultants or project managers in the project)
- **Attachments** – Any files attached to the ticket.
- **Issue Links** – Internal and/or external tickets linked to the ticket.
- **Sub-Task** – Tasks internal to the project that are associated to the ticket in order to complete the task.
- **Activity** – Location for all logged information, including comments and any actions taken during the ticket including status changes, assignments, etc.



## OT Test Ticket

- Edit
- Comment
- Assign
- More
- Stop Progress
- Request Feedback
- Workflow
- Admin

### Details

Type: Service Request  
 Priority: Normal  
 Components: HELP - General Computing  
 Labels: None  
 Source: Email

Status: **IN PROGRESS** (View Workflow)  
 Resolution: Unresolved  
 Security Level: **Limit JIRA users** (Limits JIRA users to see only their issues)

### People

Assignee: Daniel Jeski  
 Reporter: Daniel Jeski  
 Votes:   
 Watchers: Start watching this issue

### Description

This is a test ticket. You can populate this area with whatever information you'd like.

### Attachments

Orange\_Tracker\_PPT.pptx 2.57 MB 22/May/18 4:01 PM

### Issue Links

Cloned by HELP-194772 Testing Sub Tasks 2 **CLOSED**

### Sub-Tasks

- Testing Subtask **CLOSED** Daniel Jeski
- Test Subtask 2 **SCHEDULED** Daniel Jeski

### Tempo

01/May/18 - 31/May/18

Date	Description	Worked
------	-------------	--------

### Activity

- All
- Comments**
- Work Log
- History
- Activity
- Emails

There are no comments yet on this issue.

Comment

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## File Attachment

Located in the toolbar, the file attachment window allows you to search for attachments either via your computers file or by drag and drop.



Search

Save as

Project: All Type: All Status: All Assignee: All Contains text More Advanced

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Key	Summary	Reporter
X2020-96	[X2020-Alert] Home Directory Server intermittent	Andrew
X2020-95	[X2020-Alert] Windows Update bug	Andrew
X2020-94	[X2020-Alert] Pearson's Mastering and MyLabs products - Blackboard Issue	Daniel C
X2020-93	Pearson's Mastering and MyLabs products - Blackboard Issue	Daniel C
X2020-92	[X2020-Alert] intermittent issues	Robert Marturati

Search

**Recent Criteria**

- Resolution
- Priority
- Created Date
- Creator

**All Criteria**

- % Limits
- Account
- Affects Version

...excluding 98 hidden

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## Reporting and Statuses

View real time data in a dashboard or have email reports sent directly to project participant with defined search parameters and frequency.

Filter Results: ACC PAICT Waiting for Feedback							
Key	Reporter	Organizational Unit	Status	Summary	Labels	Due	Components
PAICT-8	Eric C Mumpton	ITS	WAITING FOR FEEDB...	FW: Security Questionnaire and VPAT from Hannon Hill	None		Waiting for Requestor to Respond
PAICT-1	Christopher Mead	WHIT	WAITING FOR FEEDB...	Quest Software - K1000-KMA ict accessibility procurement form	None	01/May/20	Conditionally approved by AAC, Waiting for Requestor to Respond
PAICT-55	Rahmin Gabriel Azria	BFAS	WAITING FOR FEEDB...	T2 - Accessibility Procurement Form for Handheld Enforcement Devices and Mobile Application	Procurement_Process	01/May/19	Conditionally approved by AAC, Waiting for Requestor to Respond
PAICT-71	Philip P Chan		WAITING FOR FEEDB...	Three Ring Focus - AmericaServes Procurement Form	None		Waiting for Requestor to Respond
PAICT-74	Susan C Watts		WAITING FOR FEEDB...	PsychArmor Accessibility Review	None	12/Jun/18	Waiting for Requestor to Respond
PAICT-78	Amy M Taft		WAITING FOR FEEDB...	FuelEducation: IVMF Onward to Opportunity program - Approval for new curriculum	None		Waiting for Requestor to Respond
PAICT-83	Susan C Watts		WAITING FOR FEEDB...	PAICT-78 / AAC Comments - FuelEducation: IVMF Onward to Opportunity program New Curriculum	None	24/Apr/18	AAC Comments Subtask, Waiting for Requestor to Respond
PAICT-85	Anthony Difino		WAITING FOR FEEDB...	FEVO Agreement- Athletics	None		Waiting for Requestor to Respond
PAICT-90	Vincent M Patriarco		OPEN	E&I Cooperative Services/Rossllyn Analytics: RAPid Spend Analytics	None	22/May/18	Waiting for Requestor to Respond
PAICT-96	Margie M Johnson		WAITING FOR FEEDB...	Intergraph Corporation/dba : Hexagon Geospatial	None		

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