A Complete Guide to Orange Tracker JSM Cloud

Summary

Orange Tracker (OT) is migrating to a new cloud based system, running Atlassian Jira Service Management (JSM) software. This migration is needed to stay current with licensing and the campus needs.

The migration will take place from 7/21-7/23/23.

- During the migration, Orange Tracker will be unavailable, and mail sent to OT will be queued and processed in the cloud environment after the outage.
- The local instance of Orange Tracker will remain unchanged during this migration. This will allow for preservation of existing resolved and unresolved issues.
- After the outage, project managers and consultants will log into the cloud environment (URL is TBD) using their Netid with Syracuse University's Single Sign On method.

The JSM application will maintain the core features of our existing Jira Software application, and add many features related to service requests, incident management, change management, and asset management.

The minimally used agile project management features in our current Jira Software (JSW) system will not be included in the updated platform.

This page and sub-pages offer a complete guide to features available in JSM, and differences you will see once the update is complete.

Sub-Pages:

- Changes with Orange Tracker in the Cloud
- Create a Ticket for a Customer
- JSM Cloud Features
- JSM Cloud Migration FAQ's
- JSM Training Resources
- Login for all Atlassian Cloud Products
- Mail Communication Changes for Orange Tracker
- Orange Tracker Customer Portal
- Quick Start Guide for Jira Service Management Cloud
- User Roles for an Issue