

KARAM IT Service Board

1. What is KARAM IT Service Board?

Karam IT Service Board Powered by Jira is designed to help you unlock high-velocity teams by

1. Empowering every team to deliver great service fast
2. Bringing visibility to work, and
3. Accelerating the flow of work between development, IT, and business teams.

2. How to access KARAM IT Service Board?

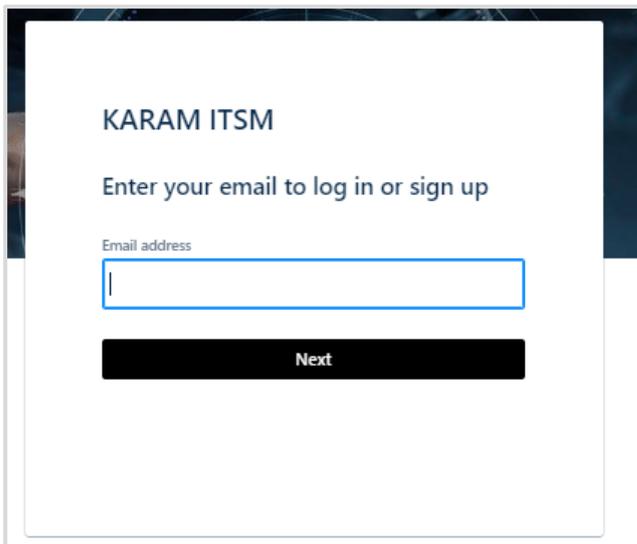
KARAM IT Service Board is available as per the below details

For CO & Regional Offices	https://karamportals.com
For KSPL Works - Coimbatore Location	https://karamportals.com
For KSPL Works - Sitarganj Location	http://192.168.6.40:8000/KaramPortals
For Works (PNI (EOU), PNS)	https://pniportal.karam.in

3. How to Sign up on KARAM IT Service Board?

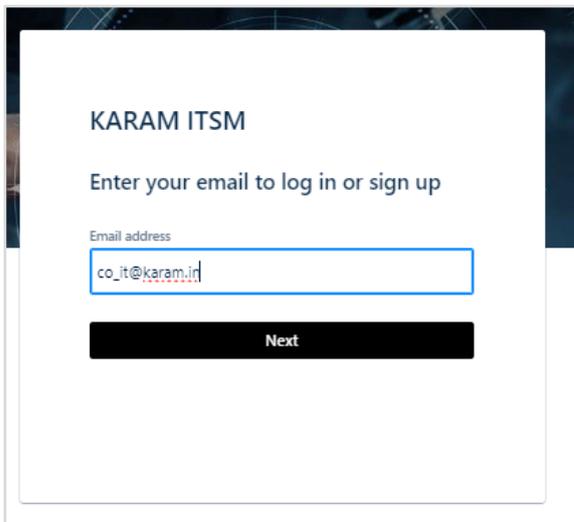
Go to the KARAM Portal & Click on KARAM IT Service Board Tab

- A screen will appear to enter your official email id

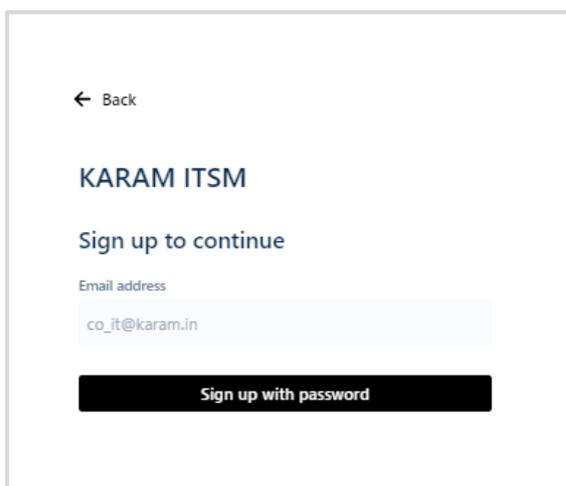


The screenshot shows a web interface for KARAM ITSM. At the top, it says "KARAM ITSM". Below that, it prompts the user to "Enter your email to log in or sign up". There is a text input field labeled "Email address" with a blue border. Below the input field is a black button with the text "Next" in white.

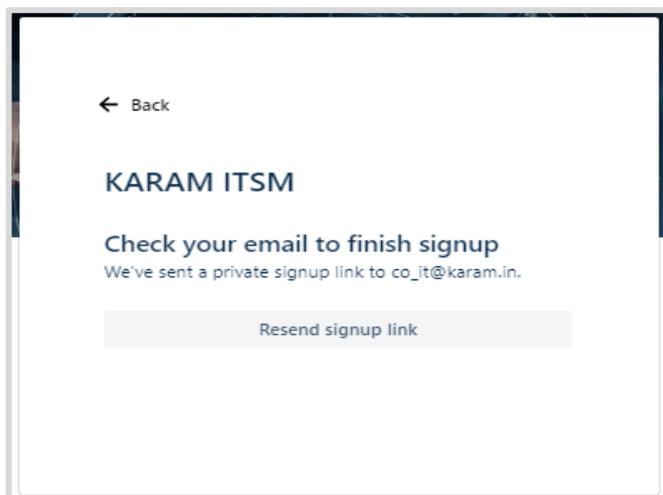
- After entering your email id click on next button



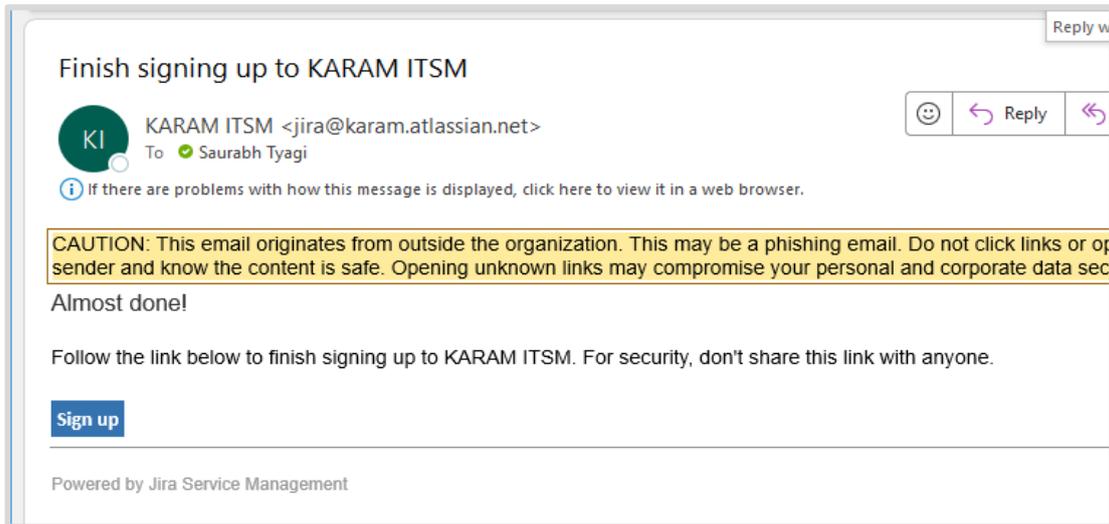
- We required a password to Sign up > To get the password click on “Sign up with password” Tab.



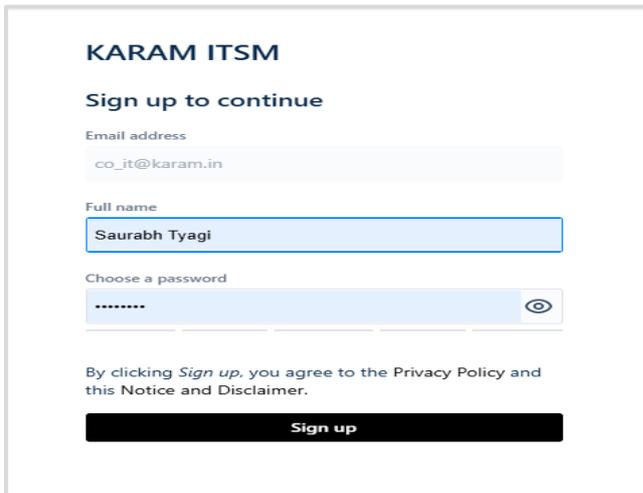
- After completion of previous step you will receive a sign up link on your email to activate the KARAM IT Service Board account



- Open your mailbox and click on sign up button on the mail received from “jira@karam.atlassian.net”



- Enter your full name and choose your password wisely



The screenshot shows a sign-up form for KARAM ITSM. The title is "KARAM ITSM" and the subtitle is "Sign up to continue". There are three input fields: "Email address" with the value "co_it@karam.in", "Full name" with the value "Saurabh Tyagi", and "Choose a password" with a masked password "....." and a visibility toggle icon. Below the form, there is a disclaimer: "By clicking Sign up, you agree to the Privacy Policy and this Notice and Disclaimer." and a black "Sign up" button.

- Click on sign up and your KARAM IT Service Board account is created.

4. How to Raise a Ticket on KARAM IT Service Board

To ease of users we have described vertical responsibilities in KARAM IT Service Board



The screenshot shows four categories for raising a ticket:

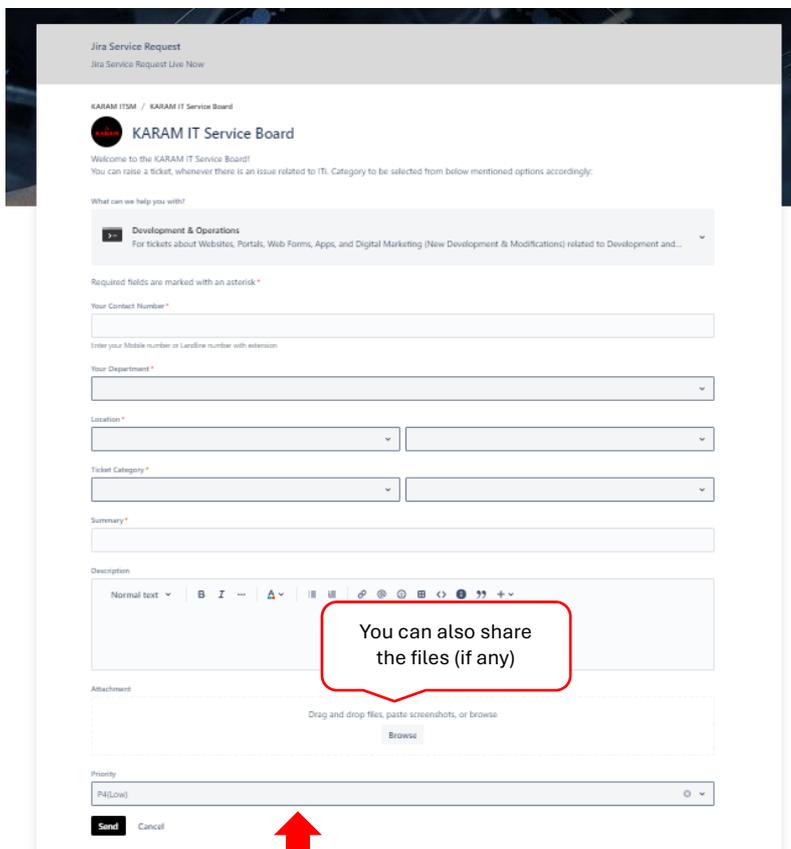
- Business Application**: For tickets about New Development, Modifications, Item Code portal, Credit/Debit Note portal related to ERP, Oracle Apex, and OSC.
- Development & Operations**: For tickets about Websites, Portals, Web Forms, Apps, and Digital Marketing (New Development & Modifications) related to Development and Operations.
- Infrastructure & Operations**: For tickets about end-user hardware and software support related to Infrastructure and Operations.
- IT Governance**: For tickets about New Agreements, Agreement Amendments, and Negotiations related to IT Governance.

Choose the category related to the issue, you are facing " You will get a form to fill your details and the issue which you are facing

In the below mentioned form all details are mandatory to fill, to raise the ticket

***Note:-**

- You can use your mobile or landline number with extn. in contact number field
- Summary means subject of the ticket



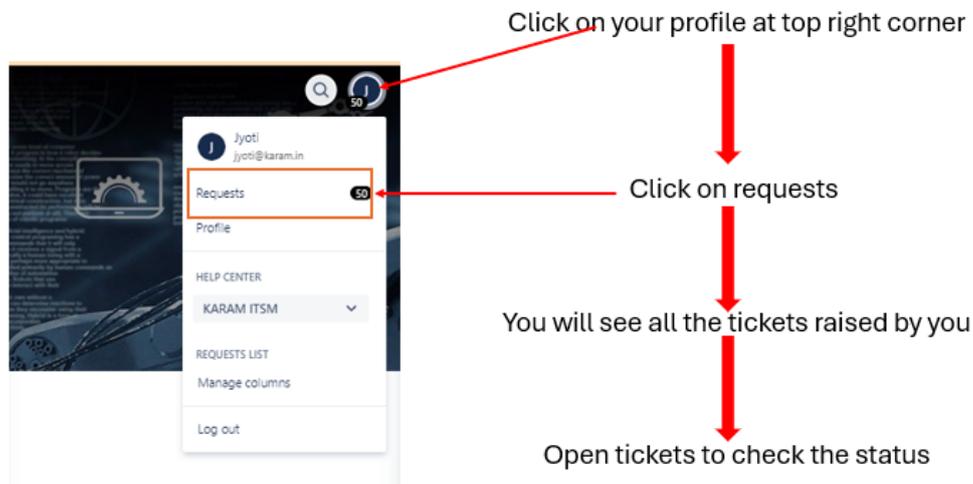
The screenshot shows the 'Jira Service Request' form for the KARAM IT Service Board. The form includes the following fields:

- Development & Operations** (Selected Category)
- Your Contact Number*** (Text field)
- Your Department*** (Dropdown menu)
- Location*** (Two dropdown menus)
- Ticket Category*** (Two dropdown menus)
- Summary*** (Text field)
- Description** (Rich text editor with a toolbar)
- Attachment** (Drag and drop area with a 'Browse' button)
- Priority** (Dropdown menu, currently set to 'P4(Low)')
- Send** and **Cancel** buttons

A red box highlights the attachment area with the text: "You can also share the files (if any)". A red arrow points to the 'Send' button.

- You can also set the priority of your ticket, click on the send button to submit your ticket.

5. How to check and track ticket status?



Click on your profile at top right corner

Click on requests

You will see all the tickets raised by you

Open tickets to check the status

Open your ticket and check the status and TDOD (Due Date) as well

Type	Reference	Summary	Status	Service project	Requester	Created date	Updated date	Due date	Assignee	Priority
	KSB-3019	Keyboard mouse 2 pair for Newton and Galileo similar to Magna	IN PROGRESS	KARAM IT Service Board	Saurabh Tyagi	05/Sep/24	Yesterday	Yesterday	Jyoti	P2(High)
	KSB-2618	Smart Board BenQ 75" and 93"	CLOSED	KARAM IT Service Board	Saurabh Tyagi	17/Aug/24	13/Sep/24	31/Aug/24	Jyoti	P2(High)
	KSB-3174	API for Dropbox 100 Signature per month	IN PROGRESS	KARAM IT Service Board	Saurabh Tyagi	13/Sep/24	13/Sep/24	20/Sep/24	Jyoti	P2(High)

6. Status

Let's explore what different ticket status mean."

Backlog

TO DO

In Progress

Internal Review

Requester Review

Closed

Work has not started yet

Ticket is in queue

Work has started and you will get the TDOD on your ticket

Task is in under Quality Assurance review (Applicable for DevOps).

The work is completed and now requires your review. If the work meets your expectations, please close the ticket and rate the resolver. If work doesn't meet your expectation, please re-open the ticket.

The work is completed, and the ticket has been closed

Note : Closed ticket would not re-open.

7. SLA for Service request

Project Type	Priority	Timeline (Hours)
Business Application Development & Operations Infrastructure & Operations	P1	2
	P2	8
	P3	16
	P4	40

Project Type	Priority	Timeline (Hours)
IT Governance	P1	24
	P2	48
	P3	72
	P4	96

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