JIRA User Guide

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1. Purpose and Scope

The purpose of this document is to provide basic guidance on how to raise issues via the Cellnex UK Service Desk. The service desk utilises the power of Atlassian's Jira tool – a modern and flexible Service Desk experience that aims to streamline customer requests whilst boosting our efficiency in meeting their demands.

This guide will cover the most common uses of the tool and presents them as an easy to follow step- by-step guide along with screenshots and examples. For the purposes of this document we have provided examples related to Site Access but the same principles can be applied to most other issue types.

2. Definitions

- JIRA – an online service desk portal, powered by Atlassian
- SAR – Site Access Request

3. Roles, Responsibilities and Authorities

This guide is designed to be used by any stakeholders accessing Cellnex UK sites, including suppliers, landlords and other site providers, and also members of the public seeking assistance in relation to accessing Cellnex UK site or street furniture.

4. JIRA User Guide

4.1. Getting Started

In most cases, your account will have been set up for you and you will have received an email from our service desk advising how to create your password. The instructions below are to create a new account from the Portal so you are able to start raising requests with the team.

To access the Cellnex UK Service Desk Portal, please follow this link
https://towerco.atlassian.net/servicedesk/customer/portal/4

You will then be directed to a page instructing you to 'log in' or to 'sign up' as shown in Figure 1, below:
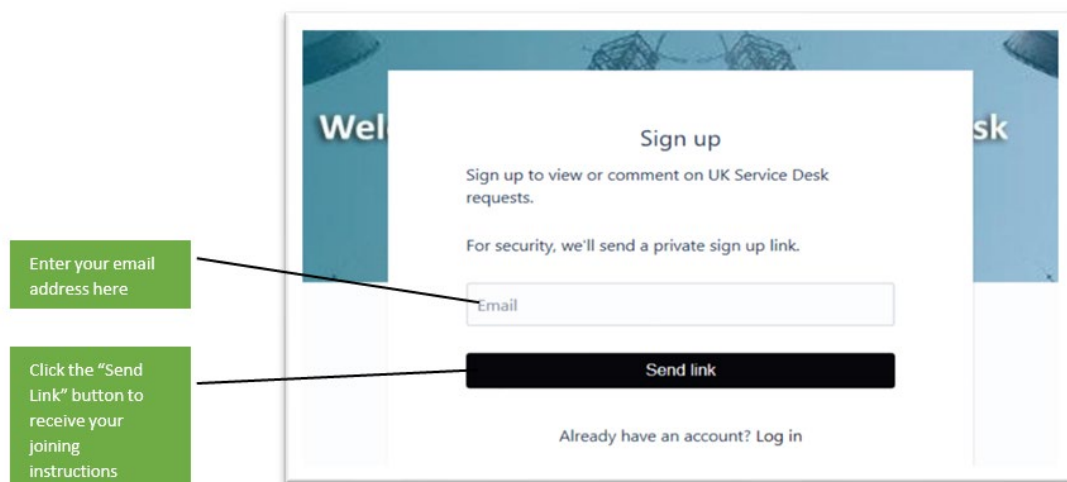

Figure 1: Log in screen

Figure 2: Sign up screen

Once you have clicked the Send Link, you will then receive an email similar to that shown below in Figure 3:
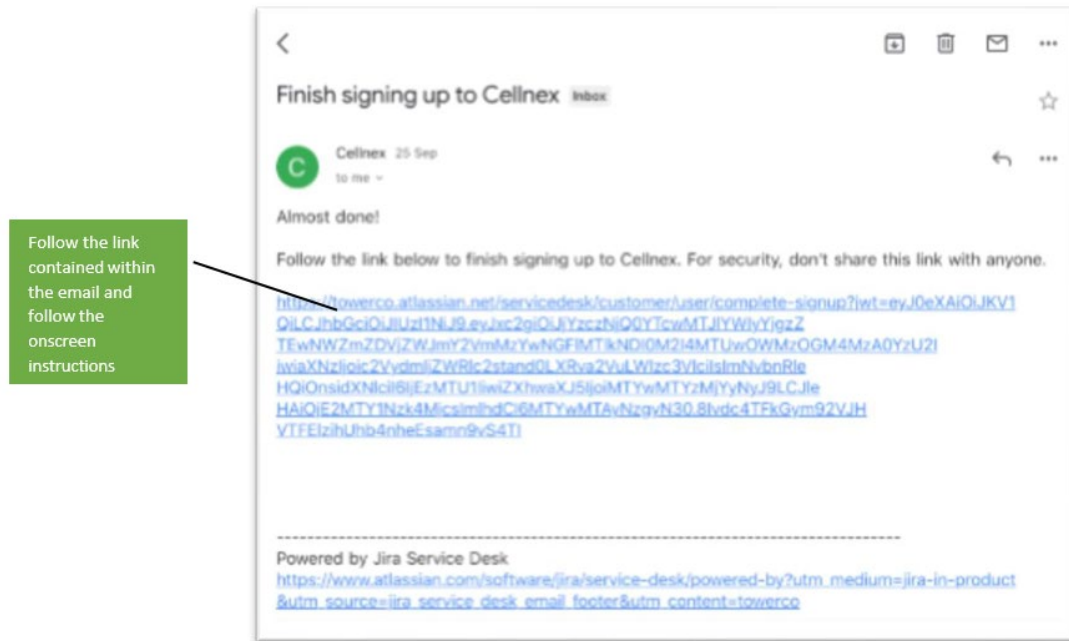
Figure 3: Sign up email

4.2. Main Menu

Once logged into the portal, you can raise a number of different request types. This section will describe what each of those request types are and what information is required. Figure 4, below, shows the main menu:

Figure 4: Main menu

4.2.1. Site Access

This option should be used:

a. When requesting an update to a site access request raised via our Access Request system (Agora)
b. To raise an escalation about a site access request raised via our Access Request system (Agora)
c. To request an update to Site Access Information

4.2.2. Issue and Incident Reporting

This option should be used:

a. If you have a maintenance or an access issue that requires the attention of our Facilities team
b. If you need report an issue regarding an iLOQ on site
c. If you are having issues identifying the location of a Cellnex UK site

4.2.3. Accreditation

This option should be used:

a. If you are a new contractor requiring access to Cellnex sites and need to be registered as an accredited company or contractor
b. If you require keys to access a specific site
c. For security vetting
d. To request one-off permits

4.2.4. SHE – Safety, Health & Environment

This option should be used if you are wanting to report any issues that relate to Health & Safety on site such as unsafe conditions, near misses, accidents, nesting birds etc.

4.2.5. RF Safety

This option should be used for any questions relating to Radio Frequency (RF) Safety.

For project-related queries from Cellnex suppliers, related to RF Feasibilities, please ensure that the required information is provided as detailed in the Rules for EMF Feasibility Referral document (UK-DE-PRO-0017).

4.2.6. Small Cells

This option should be used only if you are experiencing issues with your Hosted Location (Lamppost) or Connected Street Infrastructure (Fibre) Small Cells. This section can be used to either request our contractors visit the site or to arrange a joint visit with one of your engineers

4.2.7. Site Provider Enquiry

This option should be used for Site Providers/Landlords to raise any type of Cellnex query.

4.2.8. Community Relations

This option should be used to contact the community relations team if you have a complaint, concern, or enquiry from a member of the public; the Local Authority (any Council services) or local business.

The Community Relations team provide a range of community relations support and advice to internal business areas and customer programmes.

4.3. Creating a New Request

After the selecting the relevant option from the main menu, you are then presented with a subset of request options, for example Figure 5 below shows the options under Site Access. For the purposes of this document, we will walk through the steps required to create one request type in the Cellnex Service Desk system as these steps are consistent with other request types in this section.
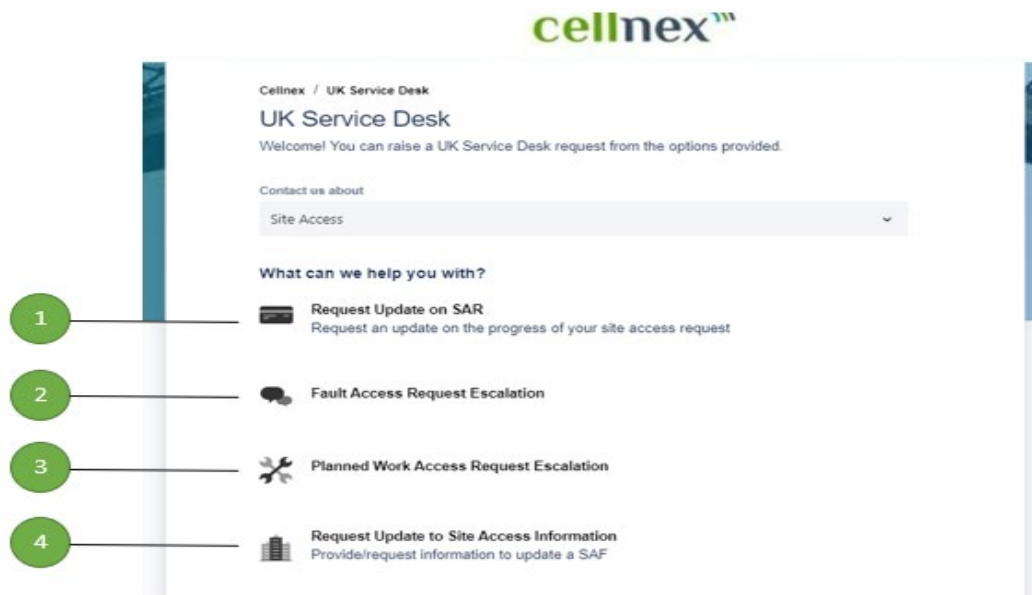

Figure 5: Site Access menu

1. Request Update on SAR
2. Fault Access Request Escalation
3. Planned Work Access Request Escalation
4. Request Update to Site Access Information

Figure 6 below takes you through each of the fields that are required to submit a Site Access - Request Update on SAR ticket.

Figure 6: Request Update on SAR

4.4. Notifications

Once you have submitted a request you will automatically be emailed to notify you that the issue has been logged and to provide you with your reference number. Please use this reference number when contacting the Site Access team so that they are able to find your query quickly.

Figure 7 below, shows an example of these emails so you know what to expect:

Figure 7: Example email

4.5. How to Search for and Track Requests

Once of the main benefits of using this system is that you are able to see the status of your requests in real-time and see any updates that our coordinators have placed on your tickets. This section will explain how to track your requests and to provide an explanation of what each of the statuses mean.

Figure 8 highlights, in the red box, the area on the screen that will be used in this section:
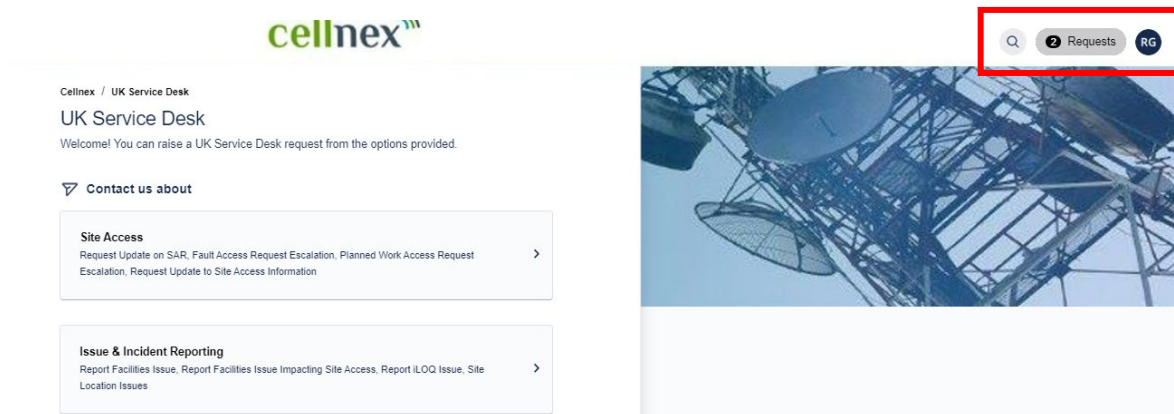
Figure 8: Tracking Your Requests

Figure 9 shows this in closer detail:
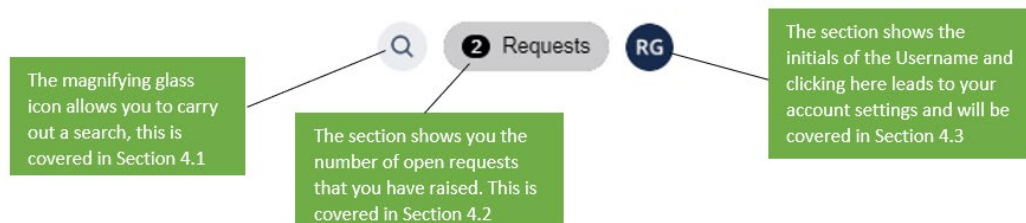
Figure 7: Close up View

4.6.   **Searching the Service Desk**

After you have selected the magnifying glass icon, you are presented with a bar across the top of your screen, as shown in Figure 10, below, where it states "Find help and services":
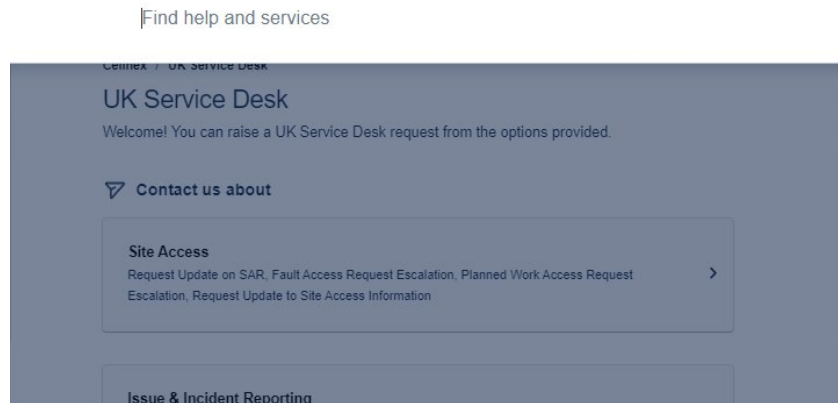
Figure 8: Searching the Service Desk

This is a dynamic free-text field that will begin searching the service desk as you type in what you are looking for. The example in Figure 11 show the search results of entering "Site Access" in the search bar, the system has returned the most relevant entries relating to that search.
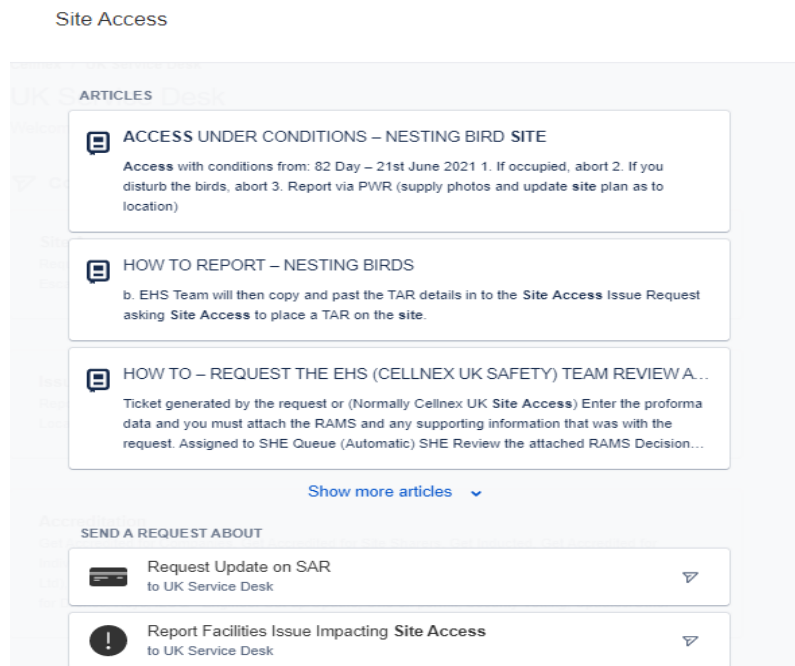
Figure 91: Search Results

4.7. My Requests

If you want to see the requests you have raised, click on the section shown below.

Note: the number in the circle denotes the number of active requests that you have raised:

Figure 12: My Requests

Once you have clicked on the above, you will be presented with the following:
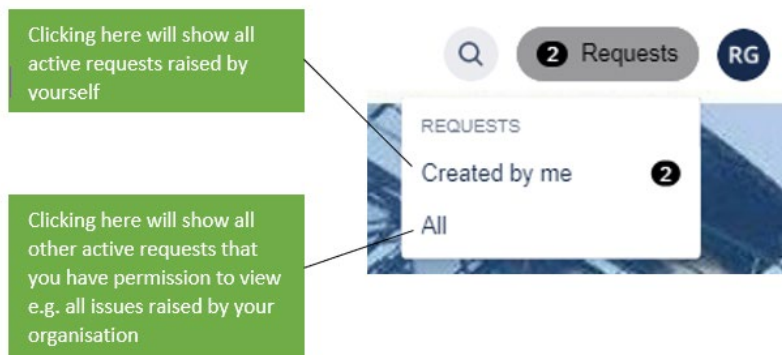
Figure 103: My Requests Sub-Menu

You can then select "Created by Me" to view your records as shown in Figure 14.
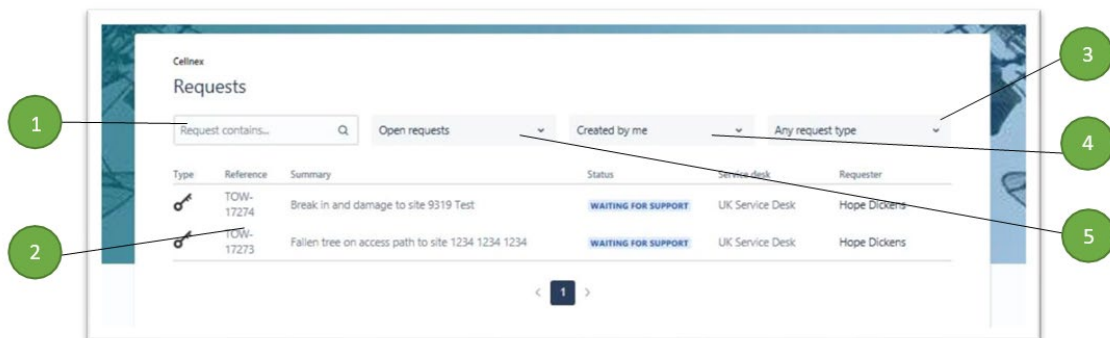
Figure 114: Created by Me

1. Search box – this can be used to search for a specific word or number contained in any of the tickets you have requested
2. Query List – this area contains the list of all requests that match the criteria selected in options 3, 4 and 5. The headers are:
   a. Type – this denotes the type of request that has been raised

b. Reference – this is a unique identifier that is associated to this request. If you were to call our team, quoting this number would enable us to find your request quickly.

c. Summary – this will be the text you provided summarising your request

d. Status – the existing status of your request – see section 5 for more detail on what these are and what they mean

e. Service Desk – this tells you which Service Desk your request has been submitted to

f. Requestor – this shows who submitted the request (useful when you are the participant and not the requestor)

3. View Requests by request type - this allows you to filter your list of requests by their request category i.e. show all "Request Update on SAR"

4. View requests created by:
   a. Yourself ("Created by me")
   b. Anyone ("Created by anyone")
   c. Where someone else has added you to a ticket as a participant – this generally occurs if a ticket raised by someone else considers it to be of interest to you ("Where I am the participant")

5. View requests by status (full list of statuses provided in Table 1,):
   a. Any Status
   b. Open Requests (default)
   c. Closed Requests

4.8. **My Profile**

You can make some basic amendments to your account by clicking on your initials in the upper right- hand corner of the screen as shown in Figure 15:

Figure 125: My Profile Options (1)

Figure 136: My Profile Options (2)

4.9. Request Statuses

This section provides guidance on all of the statuses and what they mean:

Status	Definition
Waiting For Support	This status is only used at the start of the process and means that your request has been submitted but has not yet been reviewed or assigned to a member of the team.
In Progress	This status means that the ticket has been reviewed and has been assigned to a member of the team to progress.
Waiting for Customer	This is generally used if there is not enough information contained on your request for us to resolve it. In these cases, we will update the request and ask for the additional information.
Customer Responded	The status will automatically change to this status if you update your ticket at any time unless the current status is "Waiting for Support". This status helps us identify that you have responded so we can pick it up more quickly.
On Hold	There are certain times when we are unable to resolve your request immediately due to other dependencies for example, where a 3rd party site visit is required on a given date/ time. In these cases we may place your request on hold and notify you why.
Done	This status means we have resolved your query or we are unable to resolve your query because the date it was required has elapsed. In this case, we will set the status to Done. If you do not believe that the request was resolved, you have 3 days in which to tell us before the request is permanently closed.
Closed	This status means that we have closed the request and this has not been contested. Once a request has reached this status, it cannot be reopened.

Table 1: Request statuses

5. Change Control

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