

3. Service Desk to Idea Process

The below outlines the process flow from a Service Desk ticket being raised to creating an Idea in Jira Product Discovery.

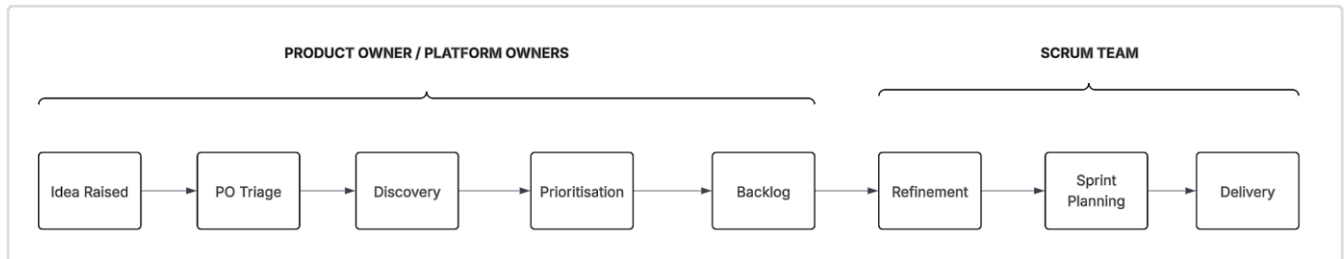
Click this link to view the attached Lucid document: https://lucid.app/lucidchart/506c5bf2-302b-4190-a827-f23dbd20b5b1/edit?viewport_loc=-52%2C-20%2C2216%2C1061%2C0_0

Summary:

	Process	Description	Owner
1	Service Desk Triage	Quickly assess to identify if the ticket relates to an incident.	Service Desk Team
2	Incident - Yes	Follow Incident Management Process.	Service Desk Team
3	Incident - No	Move to Triage.	Service Desk Team
4	Triage Outcome - BAU	Follow BAU service desk process.	Service Desk Team
5	Triage Outcome - Idea	Create Idea in Jira Product Discovery	Product Owner

What Happens Next?

The below outlines the process flow from creating an Idea to delivery.



Summary:

	Process	Description	Owner
1	Idea Raised	Idea created in Jira Product Discovery.	Product Owner
2	PO Triage	Triage Ideas with platform owners.	Product Owners & Platform Owner
3	Discovery	Validate the problem, explore opportunities, test assumptions and define solution direction.	Product Owners & Platform Owner
4	Prioritisation	Prioritise using frameworks like RICE.	Product Owners & Platform Owner
5	Backlog	Once approved, create EPIC, add to backlog and review in quarterly planning.	Product Owners & Platform Owner
6	Refinement	Refine feature.	Product Owner & Scrum Team

7	Sprint Planning	Discuss in sprint planning and assign to a sprint.	Product Owner & Scrum Team
8	Delivery	Deliver feature to business.	Product Owner & Scrum Team