



Jira For Managers

Guide for managers

February 2024 V1.0

Jira For Managers

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Jira For Managers

Accessing and understanding trackers

We have created a handy video to watch to walk you through the steps outlined in the contents



Opening the video in Stream means you can select chapters on the right-hand side to bring you to the content you require.



Alternatively, the following slides detail the processes step by step.

Sub type of change	Flight	First impacted date	First effected date	Last effected date	Bookings Affected	Row affected	Instructions for NC	Carrier Ws	Carrier Nw	Bookings affected	without bookings	Reporter
Center Changes	75	27/May/24	26/May/24	26/May/24	752	2,590	This flight is now operating on Smartlynx Airlines Malta on behalf of TUI Airways. The min age for KSPC is now 16.	TUI Airways	Freebird Airlines			Chelsey Graham
Center Changes	77	26/May/24	26/May/24	26/May/24	539	1,629	This flight is now operating on Smartlynx Airlines Malta on behalf of TUI Airways. The min age for KSPC is now 16.	TUI Airways	Smartlynx Airlines			Chelsey Graham
Center Changes	75	06/May/24	27/May/24	27/May/24	301	703	This flight is now operating on Smartlynx Airlines Malta on behalf of TUI Airways. The min age for KSPC is now 16.	TUI Airways	Smartlynx Airlines			Chelsey Graham



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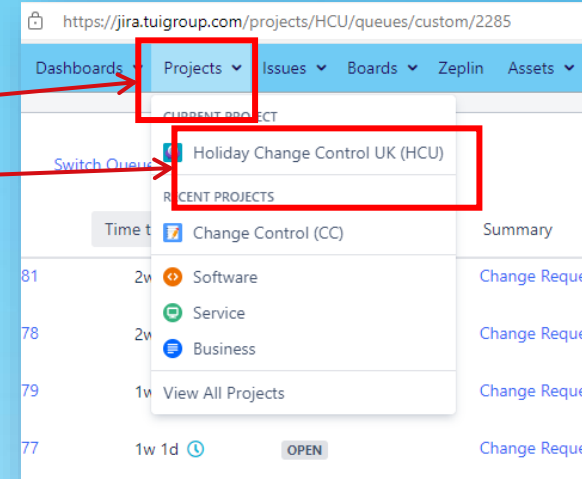
Accessing and understanding trackers

The first step is to navigate to our HC Project. Lick Projects > Holiday Change Control UK

This will bring you to all open issues. This is where you can view all current open tickets in our Jira Project.

To access a ticket or incident you just need to tick the relevant HCU number. You can also refer to the incident reference on this page.

Reordering can be achieved by licking the column you need, such as SLA or created date.



Key	Incident Number	Time to resolution	Status	Summary	Created ↑	Reporter	Due	Sub type of change Accomodation	Sub type of change Cruise	Sub type
<input type="checkbox"/> HCU-41	1385815	6d 23h	IN PROGRESS	Change Request	07/Feb/24	Chellsey Graham		Overbooking		
<input type="checkbox"/> HCU-42	1355449	-7h 16m	OPEN	Change Request	07/Feb/24	Chellsey Graham		Change Of Base Board		
<input type="checkbox"/> HCU-43	1377738	-7h 10m	OPEN	Change Request	07/Feb/24	Chellsey Graham				
<input type="checkbox"/> HCU-44	1377932	-7h 6m	OPEN	Change Request	07/Feb/24	Chellsey Graham				
<input type="checkbox"/> HCU-45	1370523	-6h 56m	OPEN	Change Request	07/Feb/24	Chellsey Graham				
<input type="checkbox"/> HCU-46	1350842	-6h 53m	OPEN	Change Request	07/Feb/24	Chellsey Graham				Empty Le
<input type="checkbox"/> HCU-47	1364119	-6h 44m	OPEN	Change Request	07/Feb/24	Chellsey Graham				Timing/F



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Amending Filters

Name: All open

Collapsible Queues
You can use the ◀ or ▶ symbol in the queue name to make a queue collapsible. Insert ◀
Multiple such symbols (max. 4) allow nested collapsing. The queue menu hides these symbols for better readability.

Issues to show
More ▾ Type: All ▾ In Progress, Done, Open, Work... ▾ Unresolved ▾ Label: All ▾ Order by Time ... ▾ ↑ Advanced

Columns
More ▾ Key x Incident Number x Time to resolution x Status x Summary x Created x Reporter x Due Date x Sub type of change Accomoda... x Sub type of change Cruise x Sub type of change Flight x Sub type of change Errata x First impacted date x First affected date x Last affected date x
Number of Guests Affected x Carrier Was x Carrier Now x Bookings Affected x

Save Cancel

Key	Incident Number	Time to resolution	Status	Summary	Created	Reporter	Due	Sub type of change Accomodation	Sub type of change Cruise	Sub type of change Flight	Sub type of change Errata	First impacted date	First affected date
<input type="checkbox"/> HCU-54	6565656	-6d 25h	OPEN	Change Request	07/Feb/24	Stuart McGregor				Timing/Flight No			04/Feb/25
<input type="checkbox"/> HCU-52	1232424	-24h 50m	IN PROGRESS	Change Request	07/Feb/24	Anonymous			Health & Safety				09/Sep/24
<input type="checkbox"/> HCU-42	1355449	-7h 20m	OPEN	Change Request	07/Feb/24	Chelisey Graham		Change Of Base Board					05/May/24
<input type="checkbox"/> HCU-43	1377738	-7h 15m	OPEN	Change Request	07/Feb/24	Chelisey Graham					Change to Hotel Name/Management		01/May/24
<input type="checkbox"/> HCU-44	1377932	-7h 10m	OPEN	Change Request	07/Feb/24	Chelisey Graham					Room Description		01/May/24
<input type="checkbox"/> HCU-45	1370523	-7h 1m	OPEN	Change Request	07/Feb/24	Chelisey Graham					Change of Product - Hard Diff		01/May/24

You can reorder your columns by clicking the 3 dots on the right-hand corner and selecting edit queue.



The queue columns can then be dragged to your preferred layout.

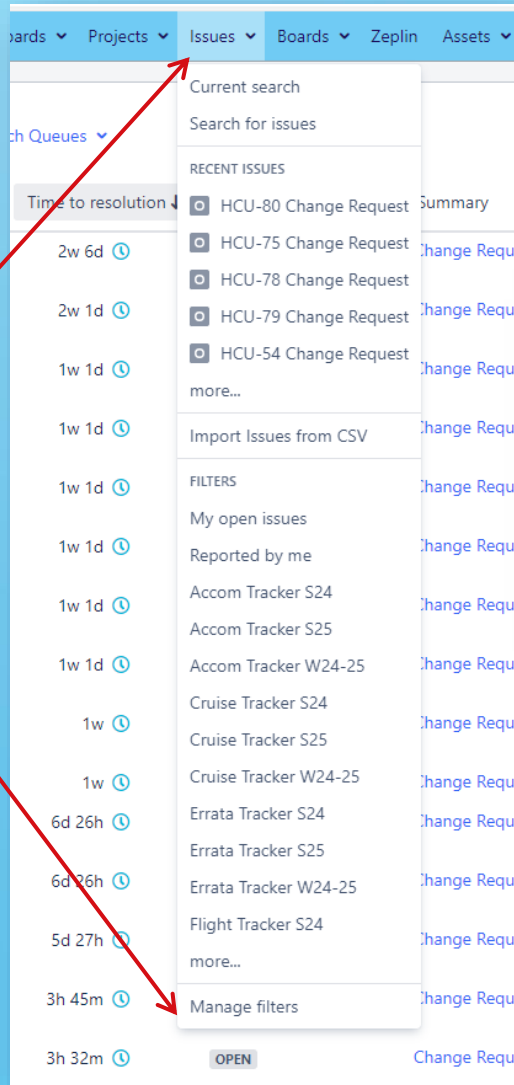


Once you're happy with the lay out click save.



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Accessing filters for reporting



To access our trackers all you need to do is click on – Issues > Manage Filters

You can now select your chosen dashboard, similar to our historic trackers

Favourite Filters

Filters are issue searches that have been saved for re-use. This page shows you all your favourite filters.

Name	Owner
★ Accom Tracker S24	Chellsey Graham (Chellsey.Graham@tui.co.uk)
★ Accom Tracker S25	Chellsey Graham (Chellsey.Graham@tui.co.uk)
★ Accom Tracker W24-25	Chellsey Graham (Chellsey.Graham@tui.co.uk)
★ Cruise Tracker S24	Chellsey Graham (Chellsey.Graham@tui.co.uk)
★ Cruise Tracker S25	Chellsey Graham (Chellsey.Graham@tui.co.uk)
★ Cruise Tracker W24-25	Chellsey Graham (Chellsey.Graham@tui.co.uk)
★ Errata Tracker S24	Chellsey Graham (Chellsey.Graham@tui.co.uk)
★ Errata Tracker S25	Chellsey Graham (Chellsey.Graham@tui.co.uk)
★ Errata Tracker W24-25	Chellsey Graham (Chellsey.Graham@tui.co.uk)
★ Flight Tracker S24	Chellsey Graham (Chellsey.Graham@tui.co.uk)
★ Flight Tracker S25	Chellsey Graham (Chellsey.Graham@tui.co.uk)
★ Flight Tracker W24-25	Chellsey Graham (Chellsey.Graham@tui.co.uk)

Top Tip – Always ensure you've clicked the star beside your favourite dashboard to ensure they always appear on the first page and are easier to access.



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Reading filters/trackers

We have selected Accom Tracker S24 – All incidents for Accom and S24 are displayed.

You can click on column titles to change order, such as created date or priority.

Clicking the HCU number will bring you straight to the incident.

Instructions for HC and priority are also displayed in this view.

This view is fully customisable by clicking columns and editing what can be seen.

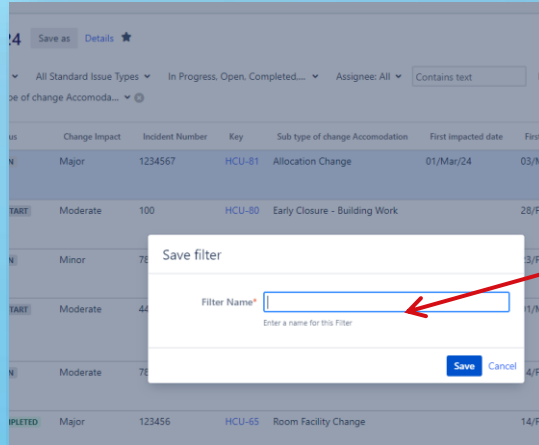
By clicking on the column headers, you can amend the order. Always ensure you click save once amended.

Created	Season	Status	Change Impact	Incident Number	Key	Sub type of change Accommodation	First impacted date	First affected date	Last affected date	Bookings Affected	Pax affected	Instructions for HC
28/Feb/24	S24	OPEN	Major	1234567	HCU-81	Allocation Change	01/Mar/24	03/Mar/24	10/Mar/24	50	100	Amend to alternative room type 1BA0A
27/Feb/24	S24	TO START	Moderate	100	HCU-80	Early Closure - Building Work		28/Feb/24	28/Feb/24	100	500	TYBC
23/Feb/24	S24	OPEN	Minor	789456	HCU-79	Room Type Change		23/Feb/24	24/Feb/24	100	250	tntmntntkitkisd
14/Feb/24	S24	TO START	Moderate	445656	HCU-69	Loss Of Board Upgrade		01/May/24	31/Oct/24	100	3,500	Letter customers advising of carrier change to TUI Fly Nordic
13/Feb/24	S24	OPEN	Moderate	789456	HCU-66	Loss Of Board Upgrade		14/Feb/24	14/Nov/24	100	200	amend to alt flight same day
13/Feb/24	S24	COMPLETED	Major	123456	HCU-65	Room Facility Change		14/Feb/24	05/Mar/24	100	250	amend to alt flight same day
07/Feb/24	S24	TO START	Minor	1234567	HCU-50	Change Of Base Board		01/May/24	31/May/24	340	700	Board will be downgrading from HB+ to HB losing the drinks at meals, please notify and refund £6pp/pn
07/Feb/24	S24	OPEN	Moderate	1355449	HCU-42	Change Of Base Board		05/May/24	24/Oct/24	272	95	HB TO BB WITH HB SUPP -



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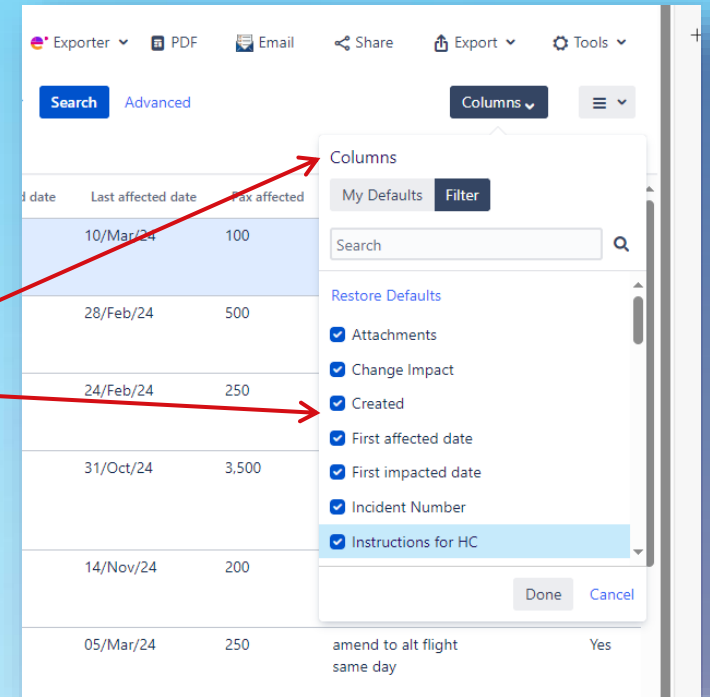
Amending and creating new filters



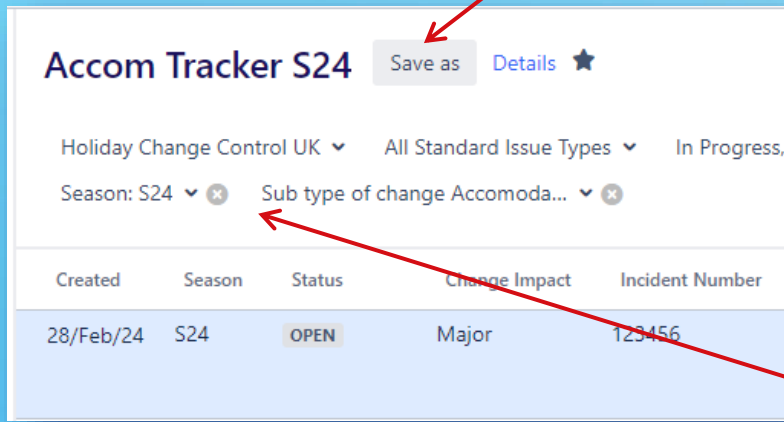
You can easily amend the layout of your trackers or create new trackers for a new season or requirements. When your tracker is opened click on save as and name your new tracker for example S26.



Once you've saved your new tracker you can amend the filters by selecting columns you prefer. You can also drag the columns to your preferred location.



Once you're happy with your columns you can also edit filters and select different seasons etc. Once you're happy press save and your new tracker is complete.



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Reading a ticket incident

- Once you've clicked into the ticket/incident you will be presented with this page.
- Here you can change the priority which will also update the SLA of the incident
- You will also find all details submitted by the change raiser..
- On the right hand side you can assign the incident to an exec.
- Any attachments will also be available to view

Change Request (Holiday Change Control UK / HCU-80)

Buttons: Edit, Add Comment, Assign, More, To Start

Details

Type:	Service Request	Resolution:	Unresolved
Priority:	Priority 2	SLAs	2w 5d (Time to resolution within 2w 6d)
Labels:	None	People	Assignee: Unassigned (Assign to me)
Change Type (select):	Accommodation	Reporter:	Stuart McGregor
Sub type of change:	Early Closure - Building Work	Request participants:	None
Accommodation:		Organizations:	None
Season:	S24	Groups:	None
Brand (select):	TUI/FC	Votes:	0
Change Impact:	Moderate	Watchers:	Start watching this issue
Bookings Affected:	100	Service project request	Request type: Change Request
Pax affected:	500	Customer status:	To Start
Incident Number:	100	Channel:	Portal
Root Cause:	Hotel - Supplier		View customer request @
multiple seasons affected:	No	Dates	Created: 27/Feb/24 14:48
Weddings affected:	Yes		Updated: 27/Feb/24 14:52
welfare bookings:	Yes		First affected date: 28/Feb/24
Is this recoverable Y/N:	Yes		Last affected date: 28/Feb/24

Description
Click to add description

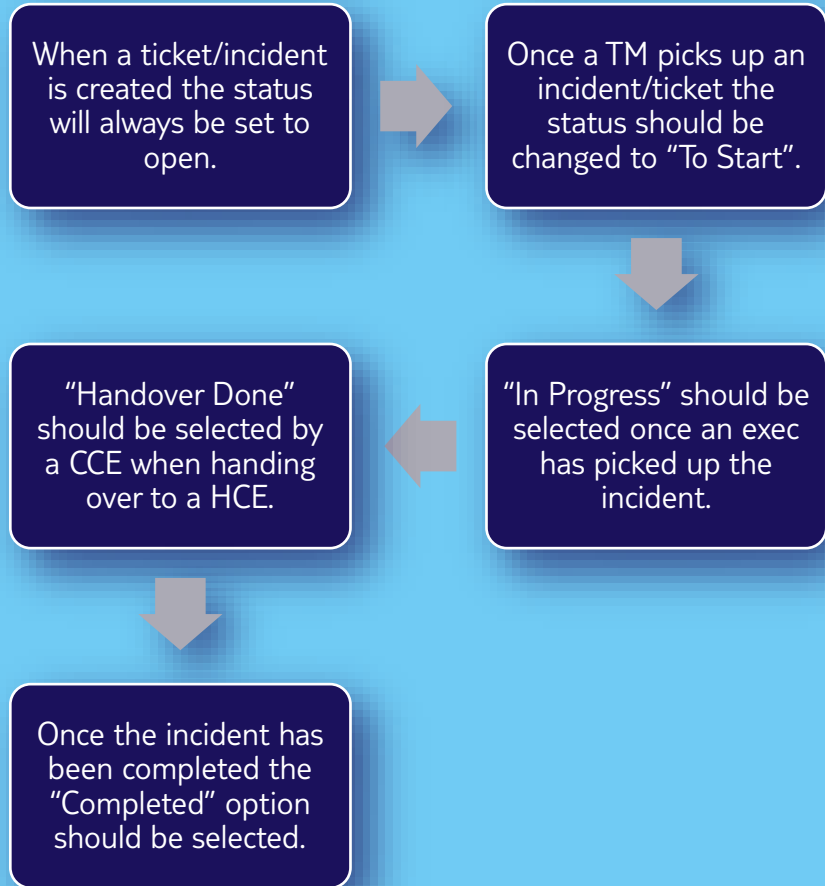
Attachments
Drop files to attach, or browse.

Top Tip –
Always ensure when you change an area on the form you click the tick to save your work



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Setting a ticket/incident status



Holiday Change Control UK / HCU-80 Change Request

Edit Add comment Assign More To Start

On Hold → ON HOLD

Pending → PENDING

In Progress → IN PROGRESS

Completed → COMPLETED

Handover done → HANDOVER DONE

To Start → TO START

View workflow

Details

Type: Service Request

Priority: Priority 2

Labels: None

Change Type (select): Accomodation

Sub type of change: Early Closure - Building Work

Accommodation:

Season: S24

Brand (select): TUI/FC

Change Impact: Moderate

Bookings Affected: 100

Pax affected: 500

Incident Number: 100

Root Cause: Hotel - Supplier

Multiple seasons affected: No

Weddings affected: Yes

Welfare bookings: Yes

Is this recoverable Y/N: Yes

Description

Click to add description

Attachments



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Adding HC UK form to a ticket/incident

Further down the form you will be able to view the incident raised by the change raiser.

Click on Holiday Change UK Portal to view the form.

All details submitted in the portal by the change raiser will be visible.

This information cannot be amended or updated, however further down you will have the option to add comments to share with the change raiser.

The next step is for a HCE or CCE to add their section to the form. Click on "Add Form".

Forms

Form Name*

Holiday Change UK (Portal) VIEWING

ADD FORM

SUBMITTED

Viewing Form

Holiday Change UK (Portal) Reopen External

under construction - for testing only!

Type of Change*

Accommodation

Sub Type of Change*

Early Closure - Building Work

Season*

S24

Incident Number* Please enter the incident

100

If this ticket is linked please state the HCU number
The HC team will link these

100



Jira For Managers

Adding HC UK form to a ticket/incident

Once you've selected "Add Form" select "Holiday Change UK Agents" to create the HCE/CCE form.

Once selected click "Add".

CCE/HCEs are now presented with options to complete which mirror our historic trackers.

Once all the relevant details have been completed – click "Submit" at the bottom of the form.

The form can easily be edited by selecting "Edit".

The screenshot shows the 'Add Form' interface in Jira. At the top, there's an 'Attachments' section with a 'Drop files to attach, or browse.' prompt. Below that is the 'Forms' section, which is currently expanded to show 'Holiday Change UK (Portal)'. The form name is 'Holiday Change UK (Agents)'. There are 'Add' and 'Cancel' buttons. Below the form name is a 'Previewing Form' section with a yellow header. The form fields are: 'Change Type', 'Type of file', 'System Work', and 'In progress next date to notify'. At the bottom of the form, there is a 'Click to add comment' button.

Save and submit Save Cancel



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History and comments for change raisers

Once completed if you scroll down, you also have the option to view the history of the incident.

Here you can see what has been changed, along with who has changed the detail.

Further down the form you have the option to add comments.

When share with customer is selected these comments are shared with the change raiser. They will also receive an email notification.

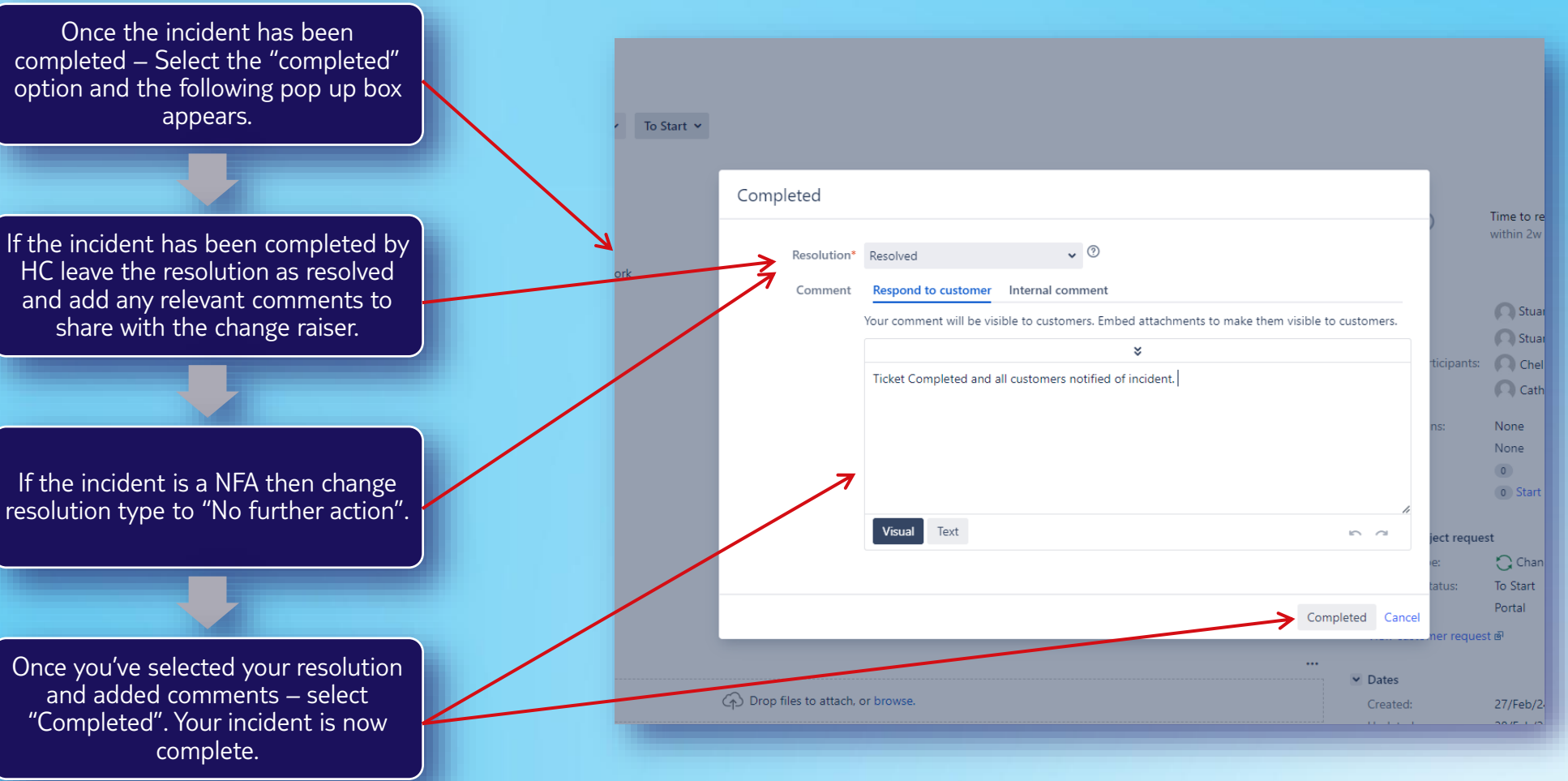
The screenshot shows the 'Activity' tab for a change request. It lists several actions performed by Stuart McGregor on 27/2/24 and 28/2/24. The actions include creating the issue, making changes to various fields, and updating the status. The 'New' column lists the values for each field, such as '100' for Bookings Affected, 'TUI/FC [55928]' for Brand, and 'Accommodation [55764]' for Change Type. The status is currently 'Original: OPEN [1]'. At the bottom, there is a 'Click to add comment' button.

The screenshot shows a dialog box titled 'Assignee' with the name 'New: Stuart McGregor [Stuart.Mcgregor@tui.co.uk]'. The dialog contains a text input field with the word 'Hello' typed in. At the bottom, there are two tabs: 'Visual' and 'Text'. To the right of the tabs are three buttons: 'Share with customer' (highlighted in blue), 'Comment internally', and 'Cancel'.



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Completing a ticket/incident



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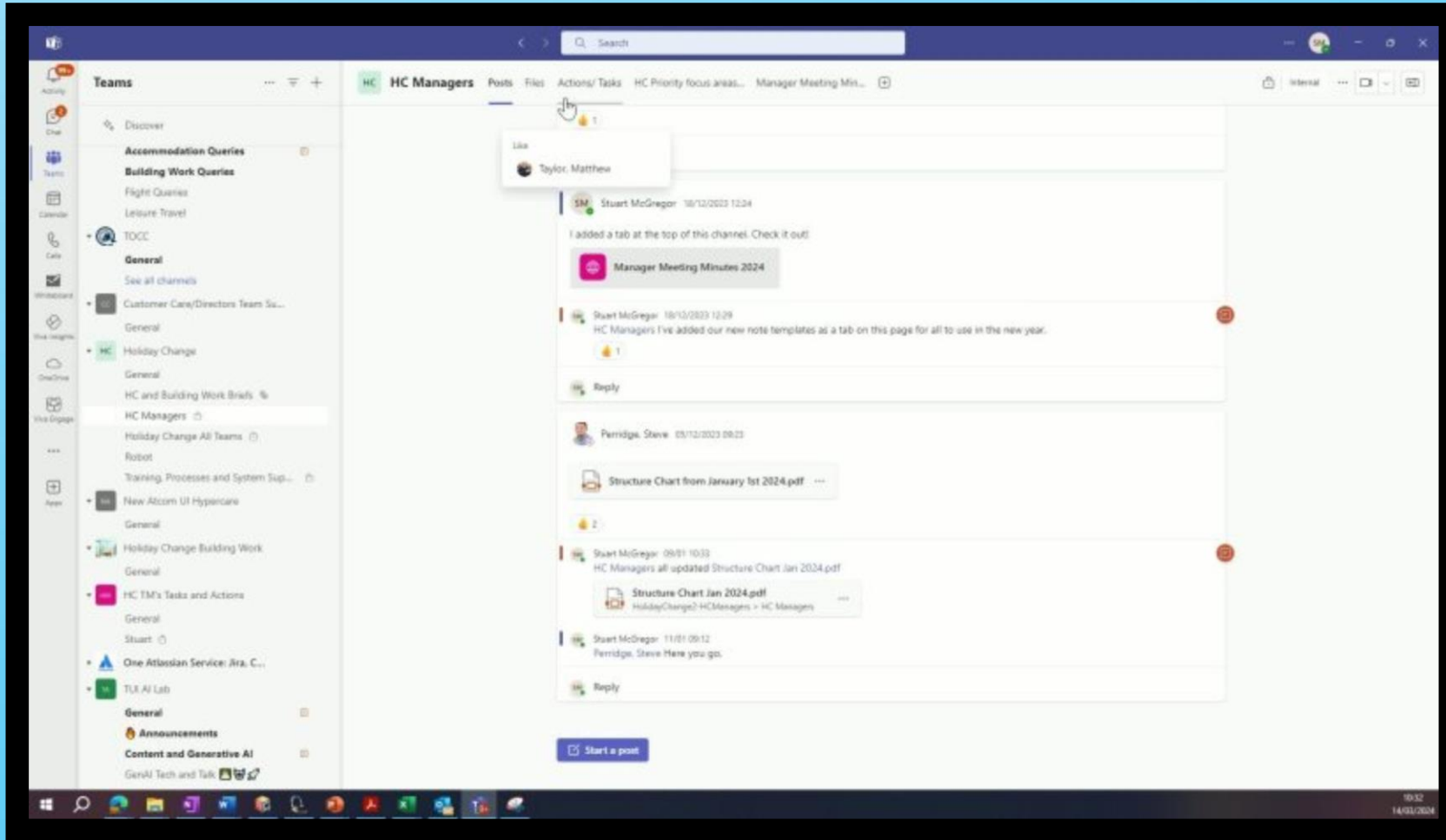
How to report from Jira using filters & dashboards

Incident No	Impact	Change Type	Status	Booking	Season	Priority	Create	Resolve	HCU	SLA
2027										0.0
2028										0.0
2029										0.0
2030										0.0
2031										0.0
2032										0.0
2033										0.0
2034										0.0
2035										0.0
2036										0.0
2037										0.0
2038										0.0
2039										0.0
2040										0.0
2041										0.0
2042										0.0
2043										0.0
2044										0.0
2045										0.0
2046										0.0
2047										0.0
2048										0.0
2049										0.0
2050										0.0
2051										0.0
2052										0.0
2053										0.0
2054										0.0
2055										0.0
2056										0.0
2057										0.0
2058										0.0
2059										0.0
2060										0.0
2061										0.0
2062										0.0
2063										0.0
2064										0.0
2065										0.0
2066										0.0



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Reporting Subtype of Changes to the dashboard



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Reporting Carrier Changes

The screenshot displays the Jira Reporting interface for 'Reporting: Carrier Changes'. The page includes a navigation bar with 'Jira', 'Dashboards', 'Projects', 'Issues', 'Boards', 'Zephyr', 'Assets', 'Issue Forms', 'Actionable Agile', and 'Create'. Below the navigation, there are filters for 'Holiday Change Control UK', 'Type: All', 'Completed', 'Assignee: All', and a search bar. The main content is a table with the following columns: 'Season', 'Status', 'Sub type of change Flight', 'Bookings Affected', 'First affected date', 'Carrier Was', 'Carrier Now', 'Created', 'Resolved', and 'Key'. The table contains 9 rows of data, all with a 'COMPLETED' status. A 'Downloads' panel on the right shows a file named 'Reporting_Carrier Changes (1) 2024-03-01' with a download icon. The footer indicates 'Showing results 1-9 of 9'.

Season	Status	Sub type of change Flight	Bookings Affected	First affected date	Carrier Was	Carrier Now	Created	Resolved	Key
S24	COMPLETED	Carrier Changes	150	01/Apr/24	TUI Airways	Air Explore	05/Mar/24	06/Mar/24	HCU-94
S24	COMPLETED	Carrier Changes	1,500	01/Mar/24	TUI Airways	Ascend Airways	28/Feb/24	28/Feb/24	HCU-87
S24	COMPLETED	Carrier Changes	752	27/May/24	TUI Airways	Freebird Airlines	16/Feb/24	01/May/24	HCU-78
S24	COMPLETED	Carrier Changes	539	26/May/24	TUI Airways	SmartLynx Airlines	16/Feb/24	01/May/24	HCU-77
S24	COMPLETED	Carrier Changes	301	06/May/24	TUI Airways	SmartLynx Airlines	16/Feb/24	01/May/24	HCU-76
S24	COMPLETED	Subbed	912	12/May/24	TUI Airways	AlbaStar	16/Feb/24	06/May/24	HCU-75
S24	COMPLETED	Carrier Changes	87	06/May/24	TUI Airways	Axion Express	16/Feb/24	16/Feb/24	HCU-74
S24	COMPLETED	Subbed	252	07/Jun/24	TBA	AlbaStar	16/Feb/24	06/May/24	HCU-73
S24	COMPLETED	Subbed	534	18/May/24	TUI Airways	SmartLynx Airlines	16/Feb/24	06/May/24	HCU-72



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Managing Filters In Jira

The screenshot shows the Jira interface for an issue titled "Test Accom All Season". The issue is in the "In Progress" state and is assigned to "All". The search criteria are "Contains text" and "Advanced". The results table shows the following data:

Date	Room	Room Type	Priority	Issue ID	Project	Issue Type	Start Date	End Date	Count	Count	Description
07/Feb/24	W24-25	699M	Moderate	1378035	HCU-EL	Allocation Change	19/Nov/24	30/Apr/25	34	87	THE TW04 HAS BEEN DROPPED THIS WAS A COMMERCIAL DECISION BOOKING TO BE MOVED INTO THE F0803 THIS ROOM IS AN UPGARDE THEY WILL ALSO HAVE SWIM UP AND SHARED POOL ROOMS HAVE BEEN HELD BACK X1 F0803 19/05 14NTS, X1 F0803 28/09 7NTS PLEASE ADVISE P0CH BOX ONCE

Showing results 1-34 of 34



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Top Tips When Using Jira

Changes raisers will be called either "Reporter" or "Customer" within Jira.

The main areas we will use in Jira are – Dashboards, Projects & Issues.

Any leavers or movers must be advised to business support for us to update licences. Similar when we have new starts.

When creating your own filters from our standard templates, always "save as" and name your new filter. Please don't amend the standard filters.

Support drop in calls are available daily to answer any queries around any aspects of Jira.