VERA C. RUBIN OBSERVATORY

The In-Kind Helpdesk System

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RTN-033

Latest Revision: 2022-04-11

Abstract

We use Jira and the Jarvis auto-ticketer to implement an outward-facing Helpdesk system, with configuration and operating procedure designed for use by the Rubin LSST in-kind program contribution teams and recipients as they seek assistance from the In-kind Program Coordinators (IPC) in the Rubin operations IPC Team. The system follows an initial design by the Rubin construction project Communications (COMT) and IT teams. This technote describes the system as its use.

Change Record

Version	Date	Description	Owner name
0.1	2022-03-18	Initial draft.	Steve Margheim

Document source location: `https://github.com/lsst/rtn-033`

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1 Requirements

We first outline some use cases for a helpdesk system to support the "users" of the in-kind program, namely the contribution teams, program managers, and recipients – as well as the In-kind Program Coordinator (IPC) respondents. From these examples we derive a simple set of requirements for the system.

2 Design

We now describe the design of the In-Kind Helpdesk system. The helpdesk is implemented as a Jira project, with a dedicated email list connected to it.

3 Operation

This section provides a set of how-to's, for reference by the IPCs on helpdesk duty.

4 Future Work

The In-kind Helpdesk is now in use by the IPCs and in-kind users. In future, we could think of making the following improvements:

- ...

A References

B Acronyms