



Vera C. Rubin Observatory  
Data Management

# The In-Kind Helpdesk System

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RTN-033

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## 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
1	YYYY-MM-DD	Unreleased.	Phil Marshall

*Document source location:* <https://github.com/lsst/rtn-033>

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## A References

## B Acronyms