

# Griffith Service Manager (GSM)

## Kanban Board Guide

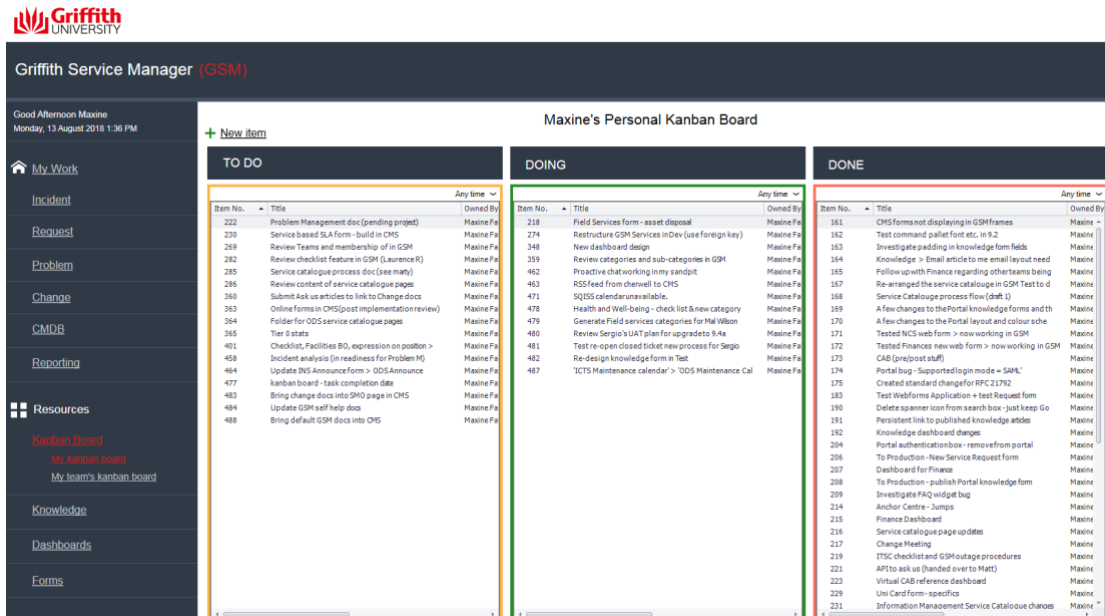
A Kanban board is a workflow visualisation tool that helps you keep track of what you *need to do*, what you *are doing* and what's *done*! Physical Kanban Boards typically use sticky notes on a whiteboard to communicate the status and progress of tasks. Your GSM Kanban Board allows you to enter any tasks directly into your Kanban Board, mark them as a personal or team task, and update their status as required – 'to do', 'doing' or 'done'.

### Access Griffith Service Manager (GSM)

- Ensure you have an internet connection
- Test environment: [griffithtest.cherwellondemand.com/cherwellclient](http://griffithtest.cherwellondemand.com/cherwellclient)
- Griffith Service Manager: [griffith.cherwellondemand.com/cherwellclient](http://griffith.cherwellondemand.com/cherwellclient)
- Log in using Griffith Single Sign-On using your Username and Password

### Accessing your Kanban Boards

1. Select **Dashboards** from Menu toolbar
2. Click **Dashboard Manager > Global > Griffith > My Kanban Board**



The screenshot shows the 'Griffith Service Manager (GSM)' interface. On the left is a navigation menu with options like 'My Work', 'Incident', 'Request', 'Problem', 'Change', 'CMDB', 'Reporting', 'Resources', 'Kanban Board', 'Knowledge', 'Dashboards', and 'Forms'. The main area displays 'Maxine's Personal Kanban Board' with three columns: 'TO DO', 'DOING', and 'DONE'. Each column contains a list of tasks with columns for 'Item No.', 'Title', and 'Owned By'. The 'TO DO' column has 12 items, 'DOING' has 12 items, and 'DONE' has 21 items.

Item No.	Title	Owned By
222	Problem Management doc (pending project)	Maxine Fa
230	Service based SLA form - build in CHS	Maxine Fa
259	Review Teams and membership of IGSM	Maxine Fa
282	Review checklist feature in GSM (Laurence R)	Maxine Fa
285	Service catalogue process doc (see maty)	Maxine Fa
286	Review content of service catalogue pages	Maxine Fa
360	Submit both user articles to link to Change docs	Maxine Fa
353	Online forms in CHS (post implementation review)	Maxine Fa
364	Folder for ODS service catalogue pages	Maxine Fa
365	Tier 0 stats	Maxine Fa
461	Checklist Facilities BG - expression on position >	Maxine Fa
458	Incident analysis (in readiness for Problem M)	Maxine Fa
464	Update DNS Announcement form > ODS Announcement	Maxine Fa
477	kanban board - task completion date	Maxine Fa
483	Bring change docs into SMO page in CHS	Maxine Fa
484	Update GSM self-help doc	Maxine Fa
488	Bring default GSM docs into CHS	Maxine Fa
218	Field Services form - asset disposal	Maxine Fa
274	Restructure GSM Services in Dev (use foreign key)	Maxine Fa
348	New dashboard design	Maxine Fa
359	Review categories and sub-categories in GSM	Maxine Fa
462	Proactive chat working in my sandpit	Maxine Fa
463	RDS feed from cherwell to CHS	Maxine Fa
471	SQLS calendar available	Maxine Fa
478	Health and Well-being - check list a new category	Maxine Fa
479	Generate Field services categories for MM Wilson	Maxine Fa
480	Review Sergio's UAT plan for upgrade to 5.4a	Maxine Fa
481	Test re-open closed ticket new process for Sergio	Maxine Fa
482	Re-design knowledge form in Ted	Maxine Fa
487	'ICTS Maintenance calendar' > 'ODS Maintenance Cal	Maxine Fa
161	CHS forms not displaying in GSM frames	Maxine
162	Test command pallet font etc. in 5.2	Maxine
163	Investigate padding in knowledge form fields	Maxine
164	Knowledge > Email article to me - email layout need	Maxine
165	Follow up with Finance regarding other teams being	Maxine
167	Re-arranged the service catalogue in GSM Test to d	Maxine
168	Service Catalogue process flow (draft 1)	Maxine
169	A few changes to the Portal knowledge forms and th	Maxine
170	A few changes to the Portal layout and colour sche	Maxine
171	Tested NCS web form > now working in GSM	Maxine
172	Tested Finances new web form > now working in GSM	Maxine
173	CAB (endpost staff)	Maxine
174	Portal bug - Supported login mode = SAML	Maxine
175	Created standard change for RFC 21792	Maxine
183	Test Webforms Application + test Request form	Maxine
180	Delete spammer icon from search box - just keep Go	Maxine
191	Persistent link to published knowledge aides	Maxine
192	Knowledge dashboard changes	Maxine
204	Portal authentication box - remove from portal	Maxine
206	To Production - New Service Request form	Maxine
207	Dashboard for Finance	Maxine
208	To Production - publish Portal knowledge form	Maxine
209	Investigate FAQ widget bug	Maxine
214	Anchor Centre - Jumps	Maxine
215	Finance Dashboard	Maxine
216	Service catalogue page updates	Maxine
217	Change Meeting	Maxine
219	ITSC checklist and GSM outage procedures	Maxine
221	API to ask us (handed over to Matt)	Maxine
223	Virtual CAB reference dashboard	Maxine
229	Uni Card form - specifics	Maxine
231	Information Management Service Catalogue changes	Maxine

## Creating a new Kanban Item

1. Navigate to **My Kanban Board** Dashboard > Click **+New item** link
2. Alternatively, from the Menu toolbar click **New** > **New Kanban Item**
3. Enter **Title** (limited to 50 characters)
4. Enter **Description**
5. Use radio buttons to classify as **Personal Kanban Item** or **Team Kanban Item** from **Add To** section
6. Indicate status of Kanban Item (for new Kanban items the status defaults to **To Do**) > to change status click on the appropriate action from the **Mark as and Save** section. Options are: **To Do**, **Doing** or **Done**
7. Click **Save** button from Menu toolbar



### New Kanban Item

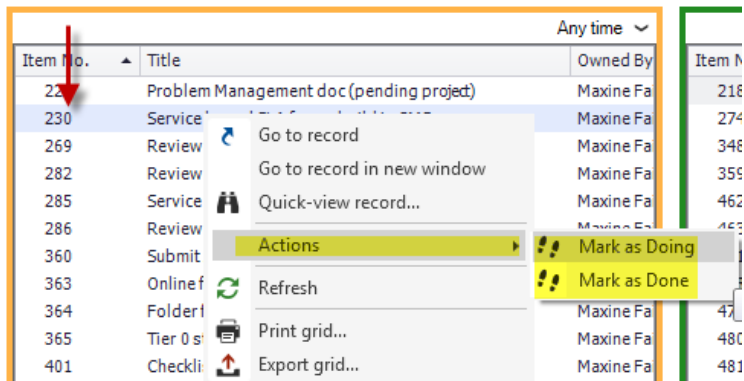
<b>STATUS</b>	Title:
Kanban Item: 489	Test item
Current status: <b>To Do</b>	Description: <a href="#">+ To Outlook calendar (desktop client only)</a>
<b>OWNER</b>	My first item.
<u>You</u>	
GSM System Administrator	
<b>ADD TO</b>	
<input checked="" type="radio"/> My personal kanban board	
<input type="radio"/> My team's kanban board	
<b>MARK AS and SAVE</b>	
<input type="button" value="To Do"/> <input type="button" value="Doing"/> <input type="button" value="Done"/>	

[+ Add another item](#)      Back to [< My kanban](#) [< Team kanban](#)

## Changing status of Kanban Item from the Kanban Dashboard

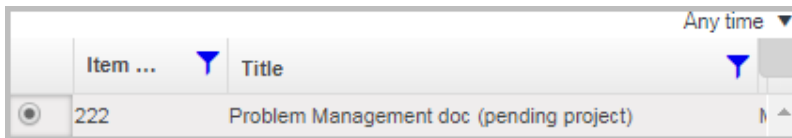
### Changing Status GSM Desktop Client


1. Right-click Kanban item record from **My Kanban Board** Dashboard
2. Click **Actions** > select required status

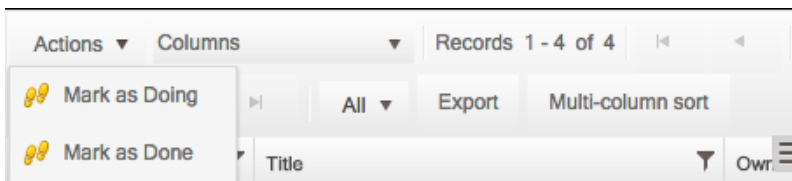


## Changing Status GSM Web Browser Client

1. Click the radio button to the left of the Kanban Item record



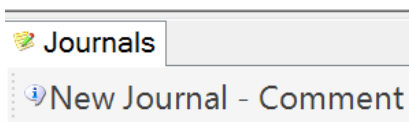
2. Click Menu icon  from the Column headings Menu
3. Click **Actions** > select required status



## Adding Journal Comments for Kanban Items

Journal comments can be added to personal Kanban items by the creator, or to team Kanban items by any team members.

1. Click a Kanban Item record to open
2. Click **Journals** tab from the right of the screen
3. Click **New Journal – Comment** tab



4. Enter comments in the **Details:** field
5. Click **Save** from Menu toolbar

# Support

## *Requirements*

*For additional inclusions for amendments to GSM:*

- Contact the IT Service Centre to log a ticket (07) 3735 5555
- Log a ticket to the GSM Administration Team by using the following details to classify ticket
  - **Service:** Business Application
  - **Category:** Griffith Service Manager
  - **Subcategory:** Enhancement

## *Online resources*

Visit the Service Management Office website:

<http://intranet.secure.griffith.edu.au/computing/service-management> for self-help resources and reference guides

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