

jira service desk basics Academic PDF

Jira Service Desk basics provide a fundamental understanding of how this powerful tool can streamline your organization's IT service management, customer support, and internal request handling. As part of Atlassian's suite of products, Jira Service Desk (now often called Jira Service Management) is designed to facilitate efficient communication between service teams and their users, ensuring timely resolution of issues and improved customer satisfaction. In this comprehensive guide, we will explore the core concepts, features, and best practices to help you leverage Jira Service Desk effectively.

What is Jira Service Desk?

Jira Service Desk is a flexible and scalable service management platform that allows teams to manage requests, incidents, problems, and changes in a centralized system. Built on Jira Software, it extends Jira's capabilities with dedicated service management features, enabling organizations to deliver exceptional service experiences.

Key Features of Jira Service Desk:

- Intuitive customer portal for submitting requests
- Automated workflows for request handling
- Knowledge base integration for self-service support
- SLAs (Service Level Agreements) tracking
- Automation rules to streamline repetitive tasks
- Reporting and dashboards for performance monitoring
- Integration with other Atlassian tools and third-party apps

Understanding Jira Service Desk Components

To maximize Jira Service Desk's potential, it's essential to understand its core components and how they work together:

1. Projects

A Jira Service Desk project represents a specific service or department, such as IT support or HR services. Each project has its own request types, workflows, SLAs, and knowledge base articles.

2. Request Types

Request types categorize the kinds of requests users can submit, like "Technical Issue," "Access Request," or "New Employee Onboarding." They determine the form users fill out and the workflow that applies to each request.

3. Customer Portal

The customer portal is a user-friendly web interface where customers can submit requests, browse knowledge articles, and track their requests. It can be customized to match your branding and service offerings.

4. Queues

Queues organize tickets based on specific criteria, such as priority, request type, or SLA status. Support agents use queues to prioritize and manage their workload efficiently.

5. Workflows

Workflows define the lifecycle of a request, specifying the statuses, transitions, and automation rules that guide ticket progress from creation to resolution.

6. SLAs

Service Level Agreements set expectations for response and resolution times. Jira Service Desk tracks SLA metrics, providing visibility into team performance.

Setting Up Jira Service Desk for Your Organization

Implementing Jira Service Desk involves several steps to tailor the platform to your organizational needs:

1. Creating a Service Desk Project

Start by creating a new project dedicated to your service area. Choose the "Service Management" project type, then configure basic settings such as name, key, and permissions.

2. Defining Request Types

Identify common request categories within your organization and create request types accordingly. Customize the request forms to gather relevant information for each type.

3. Configuring Workflows

Design workflows that mirror your processes. For example, a simple workflow might include statuses like "Open," "In Progress," "Waiting for Customer," and "Resolved."

4. Setting Up SLAs

Define SLA metrics aligned with your service standards. For example, response time within 2 hours for critical issues or resolution within 24 hours for minor requests.

5. Customizing the Customer Portal

Brand your portal with your company logo and color scheme. Organize categories and request types for easy navigation.

6. Automating Tasks

Use automation rules to assign tickets, send notifications, or update statuses based on specific triggers, reducing manual workload.

Best Practices for Using Jira Service Desk

To optimize your use of Jira Service Desk, consider the following best practices:

1. Clear Request Categorization

Properly categorizing requests ensures they are routed to the appropriate teams and handled efficiently. Regularly review request types for relevance.

2. Leveraging Knowledge Base Articles

Develop comprehensive knowledge articles to empower users to solve common issues independently, reducing ticket volume and increasing satisfaction.

3. Monitoring SLAs and Metrics

Regularly review SLA performance dashboards and reports to identify bottlenecks and improve service quality.

4. Automating Repetitive Tasks

Automate routine actions such as ticket assignment, status updates, or notifications to save time and minimize errors.

5. Training Support Teams

Ensure your support staff understand how to utilize Jira Service Desk features effectively, including workflows, automation, and reporting.

6. Gathering Feedback

Collect user feedback through surveys after ticket resolution to identify areas for improvement.

Integrating Jira Service Desk with Other Tools

Jira Service Desk's flexibility extends through integrations with various tools:

- **Confluence:** Link knowledge base articles to support requests for quick access to solutions.
- **Jira Software:** Connect development projects for managing bugs and feature requests linked to support tickets.
- **Third-Party Apps:** Use Atlassian Marketplace plugins for enhanced automation, reporting, or customer engagement.

Common Use Cases for Jira Service Desk

Jira Service Desk is versatile and supports numerous scenarios:

- **IT Service Management (ITSM):** Managing incidents, problems, changes, and service requests within IT departments.
- **Customer Support:** Handling external client requests efficiently through a self-service portal.
- **HR Services:** Managing employee onboarding, offboarding, and internal HR inquiries.
- **Facilities Management:** Requesting maintenance, repairs, or space allocations.

Conclusion

Mastering the basics of Jira Service Desk is essential for organizations aiming to deliver high-quality support and streamline their service management processes. By understanding its core components—such as projects, request types, workflows, SLAs, and the customer portal—you can create a tailored environment that meets your organizational needs. Implementing best practices like clear categorization, knowledge base utilization, automation, and ongoing monitoring will help you maximize efficiency and customer satisfaction. Additionally, leveraging integrations and understanding various use cases ensures Jira Service Desk remains a versatile and powerful tool for your service management endeavors.

Whether you're just starting or seeking to optimize your existing setup, grasping Jira Service Desk basics lays a solid foundation for effective service delivery and continuous improvement.

Jira Service Desk Basics: A Comprehensive Guide to Streamlining Your IT Support and Service Requests

In today's fast-paced digital environment, efficient management of service requests, IT support tickets, and customer queries has become crucial for organizations aiming to deliver exceptional service experiences. Jira Service Desk basics provide a robust foundation for teams to streamline their workflows, enhance collaboration, and track issues with precision. Whether you're a beginner just starting out or looking to deepen your understanding, this guide will walk you through the essential concepts, features, and best practices to leverage Jira Service Desk effectively.

What Is Jira Service Desk?

Jira Service Desk, now part of Jira Service Management, is an IT service management (ITSM) tool developed by Atlassian. It allows teams to manage service requests, incidents, problems, changes, and assets all within a centralized platform. Built on the Jira platform, it integrates seamlessly with other Atlassian products like Jira Software and Confluence, enabling comprehensive workflow automation and knowledge sharing.

Key Purpose:

Jira Service Desk is designed to support IT teams, customer service departments, HR, facilities, and other service teams by providing an intuitive interface for managing requests, tracking progress, and maintaining SLAs (Service Level Agreements).

Core Concepts of Jira Service Desk

Understanding the foundational components of Jira Service Desk is essential to mastering its basics. Here are the primary elements:

- Service Projects

A service project is a dedicated space within Jira focused on a specific service or department (e.g., IT Support, HR Requests). Each service project has its own request types, workflows, SLAs, and permissions.

- Request Types

Request types categorize the different kinds of service requests users might submit, such as "New Hardware Request," "Password Reset," or "Access to Software." They define the form fields and workflows associated with each request.

- Queues

Queues are customizable views that help support teams prioritize and manage incoming tickets. They can be filtered based on criteria like priority, request type, or SLA status.

- SLAs (Service Level Agreements)

SLAs set expectations for response and resolution times. Jira Service Desk allows you to define SLA metrics for different request types, ensuring timely support and accountability.

- Workflows

Workflows dictate the lifecycle of a request?from creation to resolution. They define statuses, transitions, and approvals, guiding the support process systematically.

- Customer Portal

The customer portal is the user-facing interface where users submit requests, view their tickets, and access knowledge base articles. It's customizable to match your branding and service offerings.

- Knowledge Base (Confluence Integration)

With integration to Confluence, Jira Service Desk can provide a self-service portal, enabling users to find answers to common questions before submitting a request.

Setting Up Your Jira Service Desk Environment

Getting started with Jira Service Desk involves several setup steps to align the platform with your organizational needs.

Step 1: Create a Service Project

- Choose a project template suited for IT service management or customer service.
- Configure project settings such as permissions, notification schemes, and request types.
- Define the workflows for different request types to mirror your support process.

Step 2: Define Request Types

- Identify common service requests in your organization.
- Customize request forms with relevant fields, labels, and priorities.
- Map each request type to an appropriate workflow.

Step 3: Configure Queues and Filters

- Set up queues based on priority, request type, or SLA status.
- Use JQL (Jira Query Language) to create custom filters for specific views.
- Train support agents to utilize queues effectively for prioritization.

Step 4: Set Up SLAs

- Define SLA goals based on request type or customer category.
- Set SLA timers and escalation rules.
- Use SLA reports to monitor compliance and identify bottlenecks.

Step 5: Customize Customer Portal

- Tailor the portal's appearance with your branding.
- Organize request types logically.
- Enable knowledge base articles for self-service.

Managing Requests and Workflows

Once your environment is set up, daily operations involve managing incoming requests efficiently.

Ticket Lifecycle Management

- Submission: Users submit requests via the portal or email.
- Assignment: Tickets are automatically or manually assigned to agents.

- Prioritization: Agents review and prioritize tickets based on urgency and SLA.
- Work and Resolution: Agents update tickets with progress, communicate with users, and resolve issues.
- Closure: Once resolved, tickets are closed, with options for feedback collection.

Automations and Notifications

- Automate repetitive tasks such as assigning tickets or sending reminders.
- Configure notifications for ticket updates to keep stakeholders informed.

Collaboration and Internal Communication

- Use comment threads within tickets for internal notes.
- Integrate with chat tools like Slack or Microsoft Teams for real-time communication.

Reporting and Continuous Improvement

Monitoring performance is vital for maintaining high service standards.

Key Reports and Metrics

- Ticket Volume: Number of requests over time.
- Response and Resolution Times: SLA compliance rates.
- Customer Satisfaction: Feedback ratings post-resolution.
- Agent Performance: Number of tickets handled, resolution times.

Using Reports for Optimization

- Identify recurring issues or bottlenecks.
- Adjust workflows or SLAs based on data insights.
- Recognize top-performing agents and provide targeted training.

Best Practices for Effective Jira Service Desk Usage

To maximize the benefits, consider adopting these best practices:

- Define Clear Request Types and Workflows: Keep request forms simple and workflows aligned with actual support processes.
- Prioritize SLAs: Use SLAs to set clear expectations and monitor adherence.
- Leverage Knowledge Base: Encourage self-service to reduce ticket volume.
- Automate Routine Tasks: Save time with automation rules for assignments, notifications, and escalations.
- Train Support Agents: Ensure team members are familiar with Jira Service Desk features and workflows.
- Regularly Review Reports: Use data to refine processes and improve service quality.
- Maintain Customer Communication: Keep users informed throughout the ticket lifecycle to enhance satisfaction.

Advanced Features to Explore

Once comfortable with the basics, organizations can explore advanced features such as:

- Change Management: Manage IT changes with approval workflows.
- Asset Management: Track hardware, software, and other assets.
- Multi-Project Management: Handle multiple service projects within a single instance.
- Integration with DevOps Tools: Connect Jira Service Desk with development pipelines for seamless incident management.

Final Thoughts

Mastering Jira Service Desk basics is a vital step toward building a responsive, organized, and transparent support environment. Its flexible architecture, combined with powerful automation and reporting tools, enables teams to deliver high-quality services while maintaining operational efficiency. As organizations grow and evolve, leveraging these foundational elements will ensure that support processes remain scalable, measurable, and aligned with organizational goals.

By investing time in understanding and configuring Jira Service Desk appropriately, support teams can foster better communication, quicker resolution times, and ultimately, higher customer satisfaction?key ingredients for success in today?s service-driven landscape.

QuestionAnswer What is Jira Service Desk and how does it differ from Jira Software? Jira Service Desk is a service management tool designed for IT and customer service teams to handle support requests efficiently. Unlike Jira Software, which focuses on software development and agile project management, Jira Service Desk offers features like customizable queues, SLAs, and customer portals tailored for service delivery. How do I create a new service request in Jira Service Desk? To create a new service request, users can access the customer portal, select the relevant

request type, fill out the form with necessary details, and submit it. Support agents can also create requests on behalf of users from the internal interface, assigning them to appropriate teams. What are SLAs in Jira Service Desk and how are they used? SLAs (Service Level Agreements) in Jira Service Desk define the expected response and resolution times for different request types. They help teams prioritize work and ensure timely support by tracking performance against these agreed standards. How can I customize request types and workflows in Jira Service Desk? You can customize request types and workflows through the Project Settings menu. Request types can be modified to include specific fields and icons, while workflows can be tailored to match your support process, including statuses, transitions, and automation rules. What are queues in Jira Service Desk and how do they improve ticket management? Queues are customizable lists that organize and display tickets based on specific criteria, such as priority, request type, or SLA status. They enable support teams to prioritize and manage incoming requests more effectively, ensuring faster response times and better workload distribution.

Related keywords: Jira Service Desk, ITSM, Service Desk, Jira Service Management, ticketing system, incident management, service requests, workflow, SLA management, knowledge base

MONET 2009 CALENDAR DESK DIARY

monet 2009 calendar desk diary is a classic office accessory that combines functionality with elegant design, making it a must-have for professionals, students, and anyone who appreciates organized living. In today's fast-paced world, staying on top of appointments, deadlines, and personal commitments is crucial, and a well-designed desk diary like the Monet 2009 Calendar Desk Diary offers a perfect solution. This article provides an in-depth look at the features, benefits, and reasons why the Monet 2009 Calendar Desk Diary remains a popular choice among stationery enthusiasts and professionals alike.

What Is the Monet 2009 Calendar Desk Diary?

Overview and Description

The Monet 2009 Calendar Desk Diary is a compact yet comprehensive planner designed to help users organize their schedules effectively. It typically features a hardcover or high-quality softcover binding with elegant artwork inspired by Monet's famous paintings, adding an artistic touch to everyday planning. The diary covers the entire year of 2009, providing a full calendar view alongside detailed weekly and monthly pages.

Key Features of the Monet 2009 Calendar Desk Diary

- **Elegant Design:** Often adorned with reproductions of Monet's impressionist masterpieces, making it not just a planner but also a piece of art.
- **Durable Cover:** Usually made from sturdy materials to withstand daily use.
- **Size and Portability:** Designed to fit comfortably on a desk or in a bag, typically around A5 size.
- **Monthly and Weekly Layouts:** Clear, organized pages that facilitate planning at different levels of detail.
- **Additional Sections:** May include notes pages, contact lists, and important dates.
- **High-Quality Paper:** Ensures smooth writing and minimal bleed-through.

Benefits of Using the Monet 2009 Calendar Desk Diary

Enhanced Organization and Productivity

Having a dedicated desk diary helps users keep track of appointments, deadlines, and personal goals without relying solely on digital devices. The Monet 2009 Calendar Desk Diary promotes:

- Better time management
- Reduced stress from forgotten commitments
- Increased productivity through visual planning

Artistic Inspiration

Featuring Monet's artwork, this diary serves as a source of inspiration and aesthetic pleasure. It transforms a simple planning tool into a piece of art, motivating users to stay organized and inspired.

Durability and Longevity

Designed to last the entire year, the Monet 2009 Calendar Desk Diary's quality materials ensure it remains in good condition, making it a reliable companion throughout 2009.

Ideal for Gifting

With its artistic appeal and practical utility, the Monet 2009 Calendar Desk Diary makes an excellent gift for:

- Art lovers
- Professionals
- Students
- Anyone who appreciates fine stationery

Why Choose the Monet 2009 Calendar Desk Diary?

Unique Artistic Appeal

Unlike generic planners, the Monet desk diary stands out with its beautiful artwork, making daily planning more enjoyable.

Comprehensive Planning Features

From monthly overviews to detailed weekly pages, the diary offers layers of planning options, catering to diverse organizational needs.

High-Quality Materials

The use of premium paper and durable covers ensures that the diary withstands daily wear and tear, providing lasting value.

Compact and Portable

Its size makes it perfect for desk placement or carrying around, ensuring your schedule is always within reach.

How to Maximize Your Use of the Monet 2009 Calendar Desk Diary

Organize Your Schedule Effectively

- Use the monthly pages to plan ahead for important events.
- Fill in weekly pages with detailed tasks and appointments.
- Keep notes and reminders in designated sections.

Incorporate Artistic Inspiration

- Take a moment to admire the artwork as you plan your day.
- Use the artistic images to spark creativity during work breaks.

Maintain Consistency

- Update your diary daily to stay on top of your commitments.

- Review weekly and monthly to adjust plans as needed.

Where to Buy the Monet 2009 Calendar Desk Diary

Online Retailers

Popular online stores such as Amazon, eBay, and specialty stationery websites often stock the Monet 2009 Calendar Desk Diary. Buying online offers the advantage of:

- Wide selection
- Customer reviews to gauge quality
- Convenient delivery options

Specialty Stationery Stores

Many brick-and-mortar stores that focus on high-quality stationery or art supplies carry this desk diary, especially in regions with a strong art community.

Vintage and Collectible Shops

Since the 2009 edition is now a vintage item, collectors may find limited editions or rare reproductions in antique shops or online marketplaces.

Tips for Caring for Your Monet 2009 Calendar Desk Diary

- Store in a clean, dry place to prevent damage.
- Use high-quality pens to avoid bleed-through.
- Keep away from direct sunlight to preserve the artwork.
- Consider using a protective cover or sleeve for added durability.

Conclusion

The Monet 2009 Calendar Desk Diary is more than just a planner; it is a beautifully crafted accessory that combines practicality with artistic elegance. Its high-quality materials, comprehensive planning features, and inspiring artwork make it an excellent choice for anyone seeking to stay organized while enjoying the beauty of Monet's impressionist masterpieces. Whether used in a professional setting or as a personal journal, this desk diary helps turn everyday planning into a delightful experience. Investing in a Monet 2009 Calendar Desk Diary not only streamlines your schedule but also adds a touch of artistry to your daily routine, making each day more inspiring and

productive.

Monet 2009 Calendar Desk Diary: A Comprehensive Review

The Monet 2009 Calendar Desk Diary stands out as an elegant and functional accessory designed to keep users organized throughout the year. Combining artistic sophistication with practical features, this desk diary is more than just a planner—it's a reflection of style and efficiency. Whether you're a professional seeking a reliable scheduling tool or an art enthusiast appreciating the aesthetic appeal, the Monet 2009 Calendar Desk Diary offers a compelling blend of both worlds.

Design and Aesthetic Appeal

Artistic Inspiration

The Monet 2009 Calendar Desk Diary draws inspiration from the timeless masterpieces of Claude Monet, one of the founders of French Impressionism. The cover typically features reproductions of Monet's iconic paintings such as "Water Lilies" or "Impression, Sunrise," which lend an artistic and serene touch to the diary. This artistic theme makes it not just a planner but also an art piece that can sit comfortably on any desk, adding a touch of elegance.

Build Quality and Materials

The diary is crafted with high-quality materials that ensure durability:

- Cover Material: Often made of sturdy hardcover or faux leather, protecting the pages from wear and tear.
- Paper Quality: Premium, smooth-surfaced paper that minimizes ink bleed-through and facilitates easy writing.
- Size and Portability: Designed to fit comfortably on a standard desk, with dimensions that are not cumbersome yet provide ample space for notes.

Pros and Cons of Design

Pros:

- Visually stunning cover with Monet-inspired artwork.
- Durable construction suitable for daily use.
- Compact enough for desk placement yet spacious for notes.

Cons:

- The artistic cover may not appeal to all professional settings.
- Limited color options (usually just one or two themes).

Layout and Functionality

Calendar and Monthly Overviews

The core function of the Monet 2009 Desk Diary revolves around its clear and user-friendly layout:

- Monthly Pages: Each month is presented with a full-page calendar, allowing for at-a-glance scheduling.
- Weekly Views: It features detailed weekly pages with enough space for appointments, reminders, and notes.
- Date Reference: Important holidays and observances are pre-marked, making planning easier.

Additional Features

- Notes Section: Dedicated pages for long-term notes or brainstorming.
- Important Dates: A list of significant holidays and observances for quick reference.
- Contact Pages: Some editions include pages for contact details or addresses.
- Page Markers: Ribbon or tab markers for easy navigation between months.

Pros and Cons of Layout

Pros:

- Well-organized weekly and monthly sections facilitate efficient planning.
- Ample space for daily notes.
- Extra pages for notes and contacts enhance functionality.

Cons:

- Slightly limited space for busy schedules with many appointments.
- Some users might prefer a digital version for advanced features.

Usability and Practicality

Ease of Use

The Monet 2009 Desk Diary excels in offering an intuitive user experience:

- Simple, straightforward layout makes it easy to locate dates and plan events.
- The quality of paper reduces smudging and ink bleed, providing a pleasant writing experience.
- The diary can be conveniently kept on your desk, serving as a constant visual reminder of upcoming events.

Convenience Features

- Size: Ideal for desk placement without taking up too much space.
- Page Layout: Designed for quick notes and reminders.
- Durability: The sturdy cover protects against daily wear.

Pros and Cons of Usability

Pros:

- User-friendly layout suitable for all users.
- High-quality paper enhances writing comfort.
- Aesthetic appeal encourages regular use.

Cons:

- Not designed for portability outside the desk environment.
- Limited customization options.

Value for Money

Pricing and Affordability

The Monet 2009 Calendar Desk Diary is generally priced in the mid-range segment, reflecting its quality and artistic value. When considering its durability, aesthetic appeal, and functionality, it offers good value for individuals seeking a stylish yet practical planner.

Comparison with Similar Products

Compared to other desk diaries, Monet's offering stands out with:

- Artistic cover designs that double as decor.
- Superior paper quality.
- Thoughtful layout for easy planning.

While digital planners may offer more features, the Monet desk diary provides a tactile and aesthetic experience that digital versions cannot replicate.

Pros and Cons of Value

Pros:

- Good balance between price and quality.
- Serves as both a planner and decorative item.
- Durable construction ensures longevity.

Cons:

- Might be considered expensive compared to basic planners.
- Limited digital integration.

Customer Feedback and Reviews

Many users praise the Monet 2009 Calendar Desk Diary for its elegant appearance and reliable performance. Art lovers appreciate the Monet-themed covers, which add a touch of sophistication to their workspace. Professionals find it practical for everyday planning, citing its clear layout and high-quality paper as major benefits.

However, some feedback highlights:

- The fixed layout might not suit users who prefer digital or customizable planners.
- The artistic cover, while beautiful, may not align with more corporate or minimalist office environments.
- A few users mention the diary's limited space for days with heavy schedules.

Conclusion

The Monet 2009 Calendar Desk Diary is a delightful blend of art and utility, perfect for those who value aesthetics as much as function. Its high-quality materials, thoughtful layout, and artistic design make it a standout choice for desk organizers, art enthusiasts, and professionals alike. While it may not cater to digital preferences or highly customizable needs, it excels in offering a tactile, visually inspiring planning experience that can motivate users throughout the year.

Summary of Key Features:

- Elegant Monet-inspired cover design
- Durable hardcover and premium paper
- Clear monthly and weekly layouts
- Additional pages for notes and contacts
- Compact size suitable for desk placement

Final Verdict:

If you are looking for a stylish, reliable, and inspiring desk diary for 2009, the Monet Calendar Desk Diary offers an excellent option. Its artistic flair combined with practical features makes it a valuable addition to any workspace, turning everyday planning into an aesthetically pleasing routine.

QuestionAnswer What are the key features of the Monet 2009 Calendar Desk Diary? The Monet 2009 Calendar Desk Diary features a stylish cover design, durable binding, and includes monthly and weekly views, making it both functional and visually appealing for everyday use. Is the Monet 2009 Calendar Desk Diary suitable for gifting? Yes, with its elegant design and practical layout, the Monet 2009 Calendar Desk Diary makes a thoughtful gift for professionals, students, or anyone who appreciates stylish stationery. Where can I purchase the Monet 2009 Calendar Desk Diary? The Monet 2009 Calendar Desk Diary can be purchased from online retail platforms, stationery stores, or specialty gift shops that carry designer office accessories. Does the Monet 2009 Calendar Desk Diary include any special features like notes sections or inspirational quotes? Yes, many editions of the Monet 2009 Calendar Desk Diary include dedicated notes pages, motivational quotes, and other extras to enhance usability and inspiration throughout the year. How does the Monet 2009 Calendar Desk Diary compare to other desk diaries in terms of price and quality? The Monet 2009 Calendar Desk Diary is known for its high-quality materials and attractive design, often priced competitively, making it a popular choice for those seeking both style and durability. Are there different designs or editions of the Monet 2009 Calendar Desk Diary available? Yes, the Monet 2009 Calendar Desk Diary comes in various designs and editions featuring different artwork, cover styles, and layouts to suit personal preferences and tastes.

Related keywords: monet desk calendar, 2009 desk diary, artistic desk planner, Monet artwork calendar, daily planner 2009, art-themed desk diary, Monet calendar 2009, decorative desk organizer, artistic daily planner, Monet wall calendar

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