Atlassian

Black belt tips

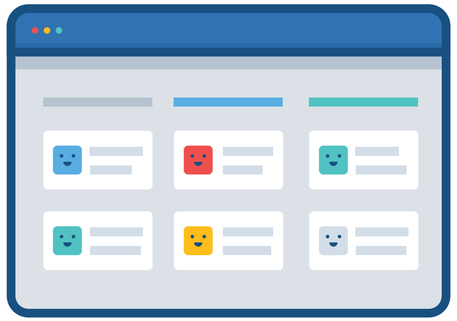
For JIRA Software

BRYDIE MCCOY
TEAM LEAD • ATLASSIAN

NICK PELLOW
DEV MANAGER • ATLASSIAN
@NIICK

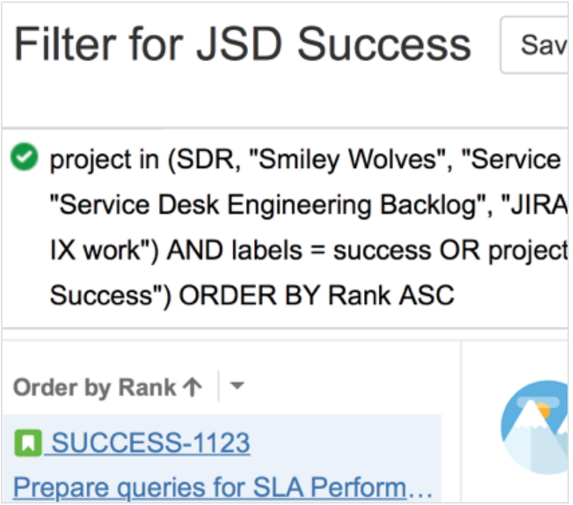
Atlassian
EXMACHINA
REGD.

Some assumptions first



You’re in a software team

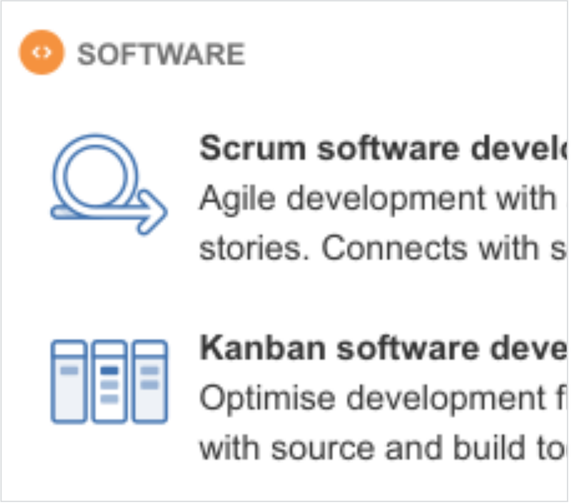
Software is eating the world after all :)



You “get” boards

Boards are just backed by a JQL filter.

Even across multiple projects!



You are agile

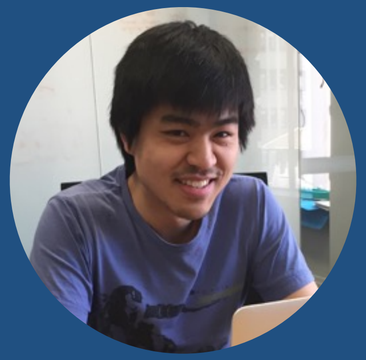
Scrum - time based sprints!

Kanban - where work flows

Esther Asenjo: Atlassian Purchasing

Andy Drizen : JIRA Mobile

Michael Tokar: JIRA Platform



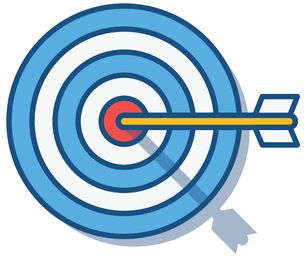
Ed Zhang: JIRA Service Desk

Esther Asenjo

Team lead on Atlassian Purchasing

Separate estimation from planning

Separate estimation session



Focused

Time to go into detail

Identify your blockers

JIRA Software

Backlog

Board View in Tempo

QUICK FILTERS: FE Vertigo Search Bugs !Done !Subs My issues Needs Discussion PCuts Erics

VERSIONS

EPICS

- All issues
- ADV - Editable Detail View
- KanPlan Epics
- KanPlan Sub-tasks
- KanPlan
- New cards
- Flow UX: Board tidy
- Performance
- Engineering Health
- Build Test Release
- Vertigo: Lucene Decoupling
- Split Issue

Backlog 959 issues

Create Sprint

- SW-4777 Balancing fails when there are duplicates of ranks at balance boundary
  None · None · To Do
- SW-523 Write soke tests for backlog configured with different fields — Performance
  None · None · To Do
- SW-4818 Move rapid issue entry permission checks to a leaner getSavedFilters method — Performance
  None · None · To Do
- SW-4821 ADV initial time estimate auto-fill gets confused when you've already added an invalid estimate — ADV - Editable Deta…
  None · None · To Do
- SW-3646 Removing all the dark feature checks for Editable Details View. — ADV - Editable Deta…
  None · None · To Do
- SW-3686 Versions and Components should be inline editable when there are no versions/components in the project. — ADV - Editable Deta…
  None · None · To Do
- SW-4942 Create ClauseDbQueryFactory for LexoRank (WHERE) (non-subtasks) — Lucene M5: DB Sup… 3
  None · None · Development
- SW-4908 Create ClauseDBQueryFactory for Lexorank (WHERE and ORDER BY) For subtasks — Lucene M5: DB Sup…
  None · None · To Do
- SW-4920 Ensure Agile works without JIM — Vertigo: Misc
  None · eric · To Do
- SW-4834 Enable ignored tests once JDEV-37346 is resolved
  None · None · To Do

Epics and quick filters to focus the content

JIRA Dashboards Projects Issues Tempo Capture Boards Portfolio Create Search

JIRA Software

Backlog

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Epic panel

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- Flow UX: Cuts - Smaller problems

Backlog 999 issues

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SW-4818	Move rapid issue entry permission checks to a leaner getSavedFilters method	None · None · To Do	Performance
SW-4821	ADV initial time estimate auto-fill gets confused when you've already added an invalid estimate	None · None · To Do	ADV - Editable Deta…
SW-3646	Removing all the dark feature checks for Editable Details View.	None · None · To Do	ADV - Editable Deta… 1
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SW-4834	Enable ignored tests once JDEV-37346 is resolved		

Click to filter

JIRA Software

Backlog

QUICK FILTERS: FE | Vertigo Search | Bugs | !Done | !Subs | My issues | Needs Discussion | PCuts | Erics

EPICS

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Backlog 9 of 959 issues visible Clear all filters

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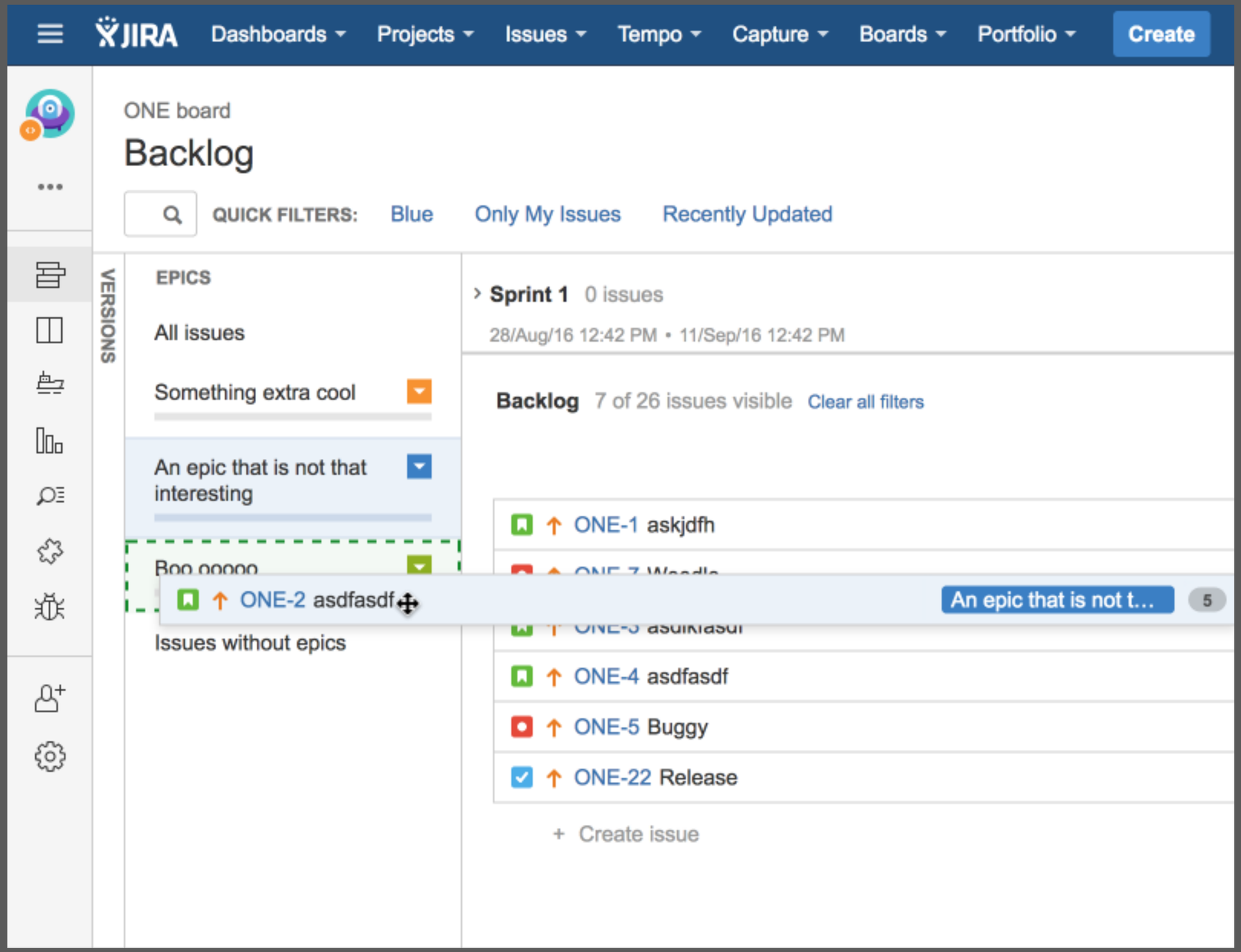
  None · None · To Do

+ Create issue


JIRA
Dashboards
Projects
Issues
Tempo
Capture
Boards
Portfolio
Create
ONE board
Backlog
QUICK FILTERS:
Blue
Only My Issues
Recently Updated
VERSIONS
EPICS
All issues
Something extra cool
An epic that is not that interesting
Issues without epics
Sprint 1 0 issues
28/Aug/16 12:42 PM • 11/Sep/16 12:42 PM
Backlog 7 of 26 issues visible
Clear all filters
ONE-1 askjdfh
ONE-2 asdfasdf
An epic that is not t...
5
ONE-4 asdfasdf
ONE-5 Buggy
ONE-22 Release
Create issue

JIRA Dashboards Projects Issues Tempo Capture Boards Portfolio Create Search

JIRA Software

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SW-4860 Create ClauseDbQueryFactory for EpicLabel (SELECT and GROUP BY)	None · None · To Do	Lucene M5: DB Sup...

+ Create issue

Quick filters

Quick filter JQL

Unestimated

```
“Story Points” is EMPTY
```

Not Started

```
Status in ("To Do", "Ready for Dev”)
```

Sub team

```
labels = squirtle-squad
```

Issue detail panel

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Backlog 9 of 959 issues Create Sprint

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- SW-4860 Create ClauseDbQueryFactory for EpicLabel (SELECT Lucene M5: DB Sup...
  None · None · To Do

+ Create issue

JIRA Software / SW-4908

Create ClauseDBQueryFactory for Lexorank (WHERE and ORDER BY) For subtasks

Estimate: 5

Details

Status: TO DO (View workflow)

Epic Link: Lucene M5: DB Support for Custom Fields

Labels: calcifer

Testing notes: None

QA Demo Status: Not Done

People

Reporter: Brydie McCoy

Assignee: Unassigned

Assign to me

Description

Create a database fragment for JQL where clause. Should behave similar to the lucene fragment

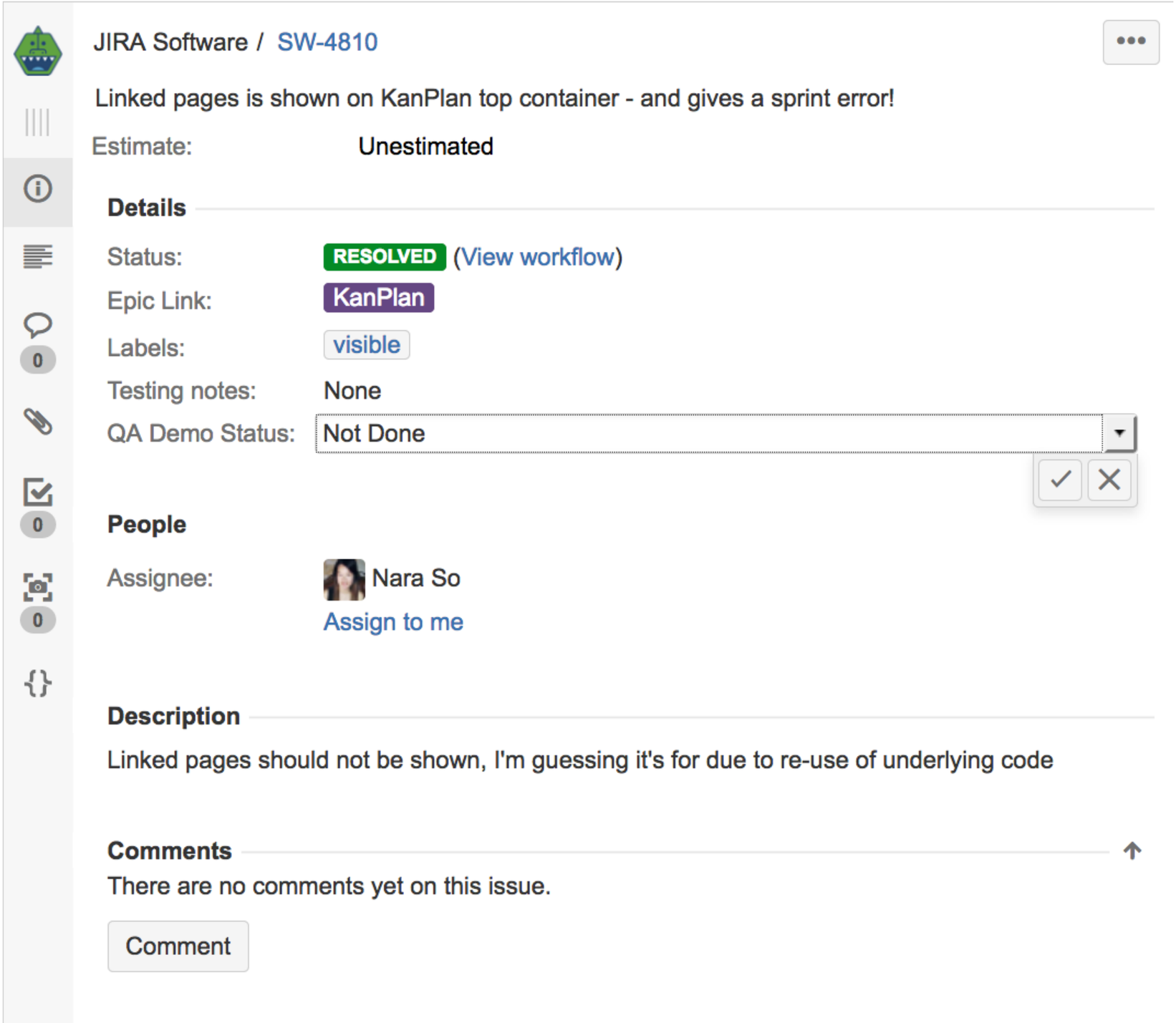
Comments

Customise your board’s issue detail view

Stay in the context of your backlog

Customise to have relevant fields

Edit any field inline



Backlog
GABRIEL

JIRA Dashboards Projects Issues Tempo Capture Boards Portfo

Create

Search

JIRA Software

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KanPlan Sub-tasks

Lucene M5: DB Support for Custom Fields

SW-4637 Lucene M5: DB Support for Custom Fields

Issues 18

Completed 8

Unestimated 7

Estimate 27

Create issue in epic

Linked pages

KanPlan

New cards

Backlog 9 of 959 issues visible Clear all filters

Create Sprint

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None · calcifer · To Do

~~Create issue~~

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+ Create issue

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352 Plan of attack of Rank (field) in DB Lucene M5: DB Sup...

None · To Do

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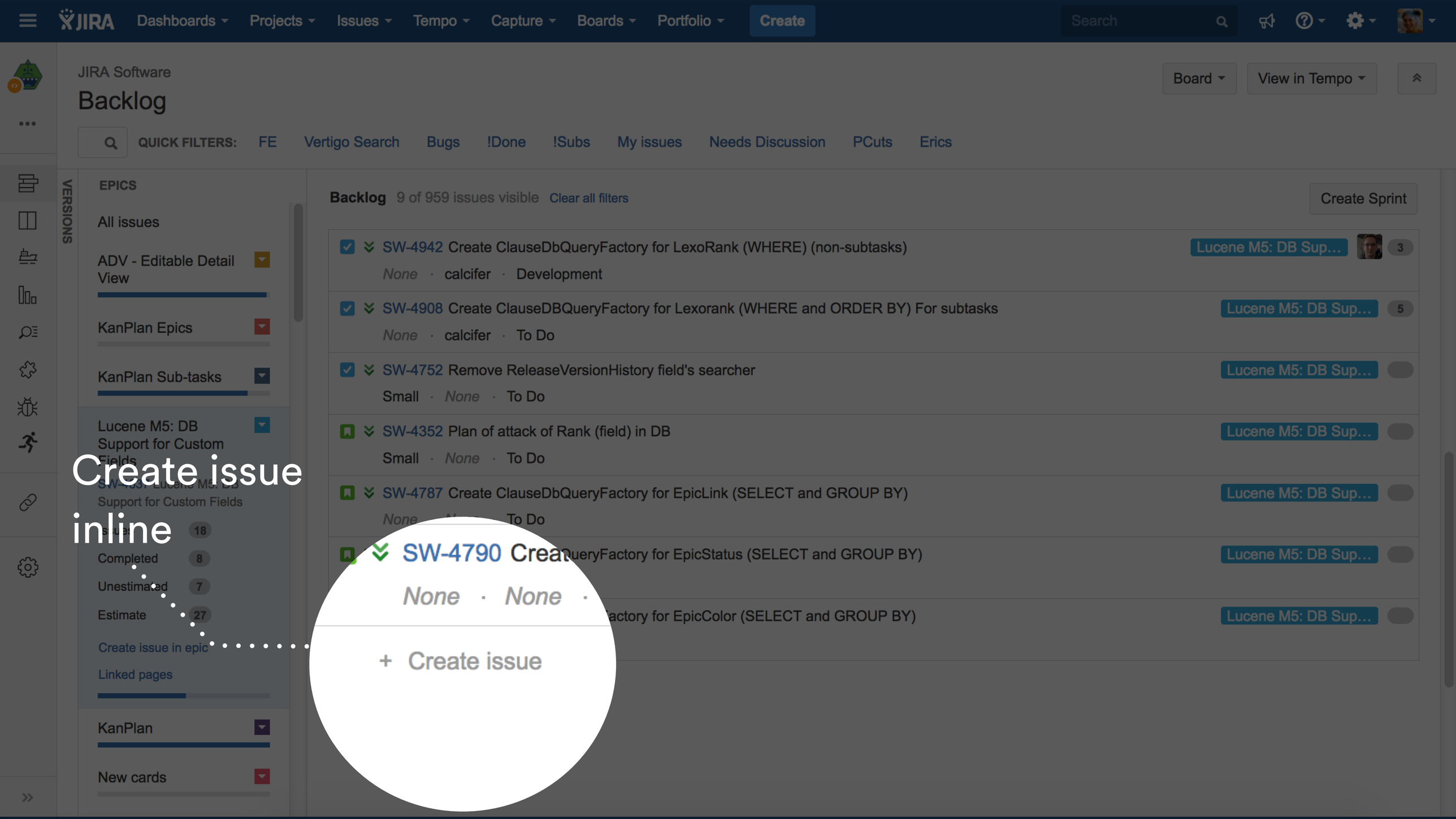
ate ClauseDbQueryFactory for EpicColor (SELECT and GROUP BY) Lucene M5: DB Sup...

ne · To Do

ue

Create issue in epic

Inline issue create



Create issue inline

Populates fields based on filters

- ✓ Epic
- ✓ Label
- ✓ Sprint
- ✓ Project
- ✓ Component
- ✓ Version
- ✓ Assignee
- ✓ And more..

When stories get too big: Split issue

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KanPlan

New cards

Backlog 9 of 959 issues visible Clear all filters

Create Sprint

SW-49 None Lucene M5: DB Sup... 3

SW-49 None Lucene M5: DB Sup... 5

SW-47 Small Lucene M5: DB Sup...

SW-42 Small Lucene M5: DB Sup...

SW-47 None Lucene M5: DB Sup...

SW-47 None Lucene M5: DB Sup...

SW-4790 Create ClauseDbQueryFactory for EpicColor (SELECT and GROUP BY) None · None · To Do Lucene M5: DB Sup...

+ Create issue

Split issue: SW-4752

Summary	Estimate
Remove ReleaseVersionHistory field's searcher	20
Write upgrade task to switch over old confiuration	5

+ Add another

Split Cancel

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Engineering Health

Build Test Release

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SW-4860 Create ClauseDbQueryFactory for EpicLabel (SELECT — None · None · To Do — Lucene M5: DB Sup...

+ Create issue

Right click

Send to

Totoro 6

Calcifer 6

Totoro 7

Next Sprint Placeholder

Top of Backlog

Bottom of Backlog

Delete

Add flag

Add flag and comment

Split issue

View in Issue Navigator

View in Excel

Bulk Change

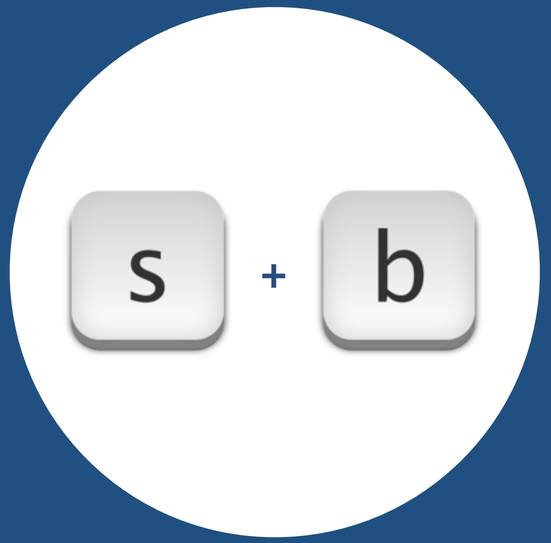
Print selected card

The keyboard shortcuts to success

Assign

Assign to me

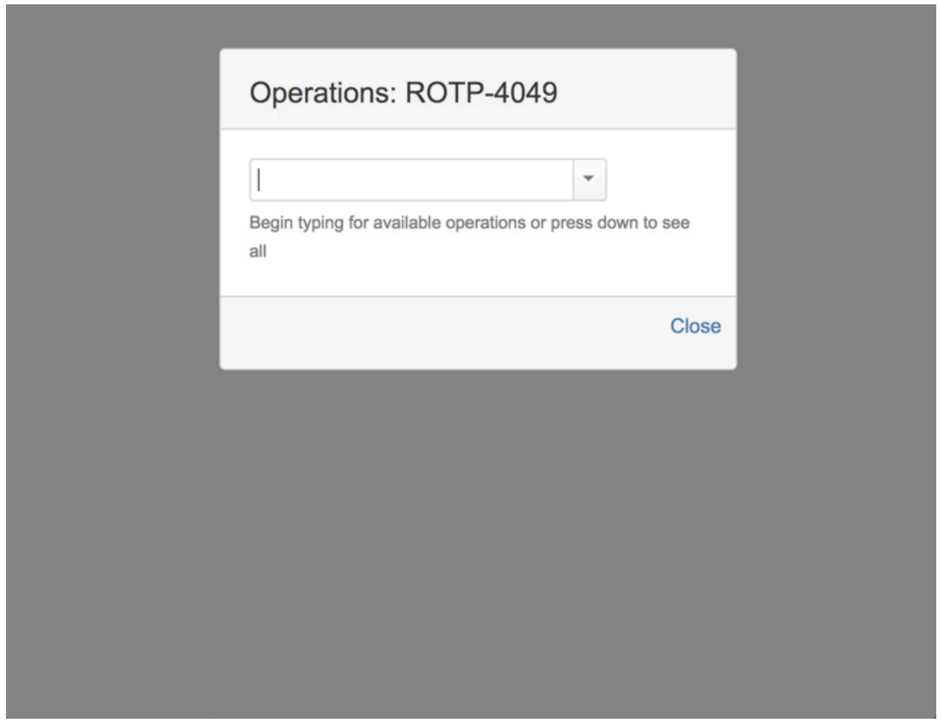
Send to top



Send to bottom

Use the dot

The dot dialog



Backlog

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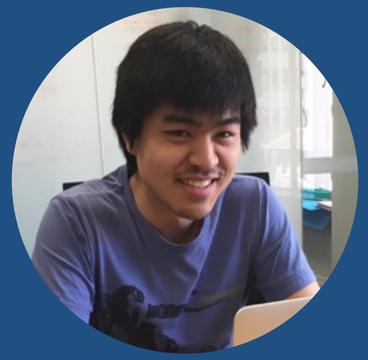
Andy Drizen : JIRA Mobile

Michael Tokar: JIRA Platform



Ed Zhang: JIRA Service Desk

Andy Drizen

JIRA Mobile team lead and SCRUM guru!

Estimating is hard!

Planning poker

Can often seem very arbitrary.

Hard to calibrate a team on story points

Some > none

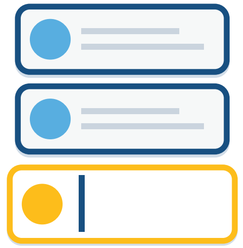
Sometimes so hard, plenty of teams skip it entirely…

So keep it fresh!

Low engagement == low commitment

Relative estimation

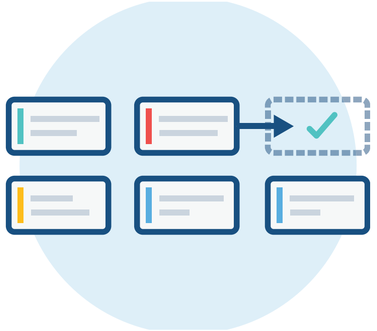
Relative estimation



Planning prep

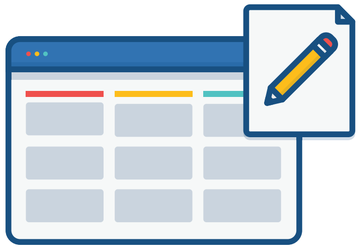
Rough set of stories for sprint.

Prints the agile cards.



Order cards

From simplest to most complex



Assign story points

Start with simplest set: 1s

Then next simplest set: 3s, etc etc

Card size Small Select All issues 22 issues Print

SW-4873

Update JIRA's ChangeHistoryManager to accept IssueId instead of Issue

T-Shirt Size (SW) None
Labels None
Status Resolved

Lucene M6: Time Series

SW-4906

Create ChangeItemByValue Service

T-Shirt Size (SW) None
Labels None
Status Development

Lucene M6: Time Series

SW-4271

Refactor EpicHistoryServiceImpl.findHistoryFor to not use andQuery

T-Shirt Size (SW) None
Labels epic-history-service
Status To do

Lucene M6: Time Series

SW-4418

Convert EpicHistoryDataCollector to API

T-Shirt Size (SW) None
Labels epic-history-service
Status To do

Lucene M6: Time Series

SW-4253

Convert EstimatableIssueDataCallback to Time Series API

SW-4909

Create 'kill switch' dark feature for epic burndown chart

from any device

MOB-2502
Integrate glide image utils - this was done by confluence

MOB-2576
Use Common lib FileToImageDecod...

MOB-2485
Test the migration is working for JIRA Android

MOB-2660
Empty state for My tasks

MOB-2654
Create empty state for my tasks

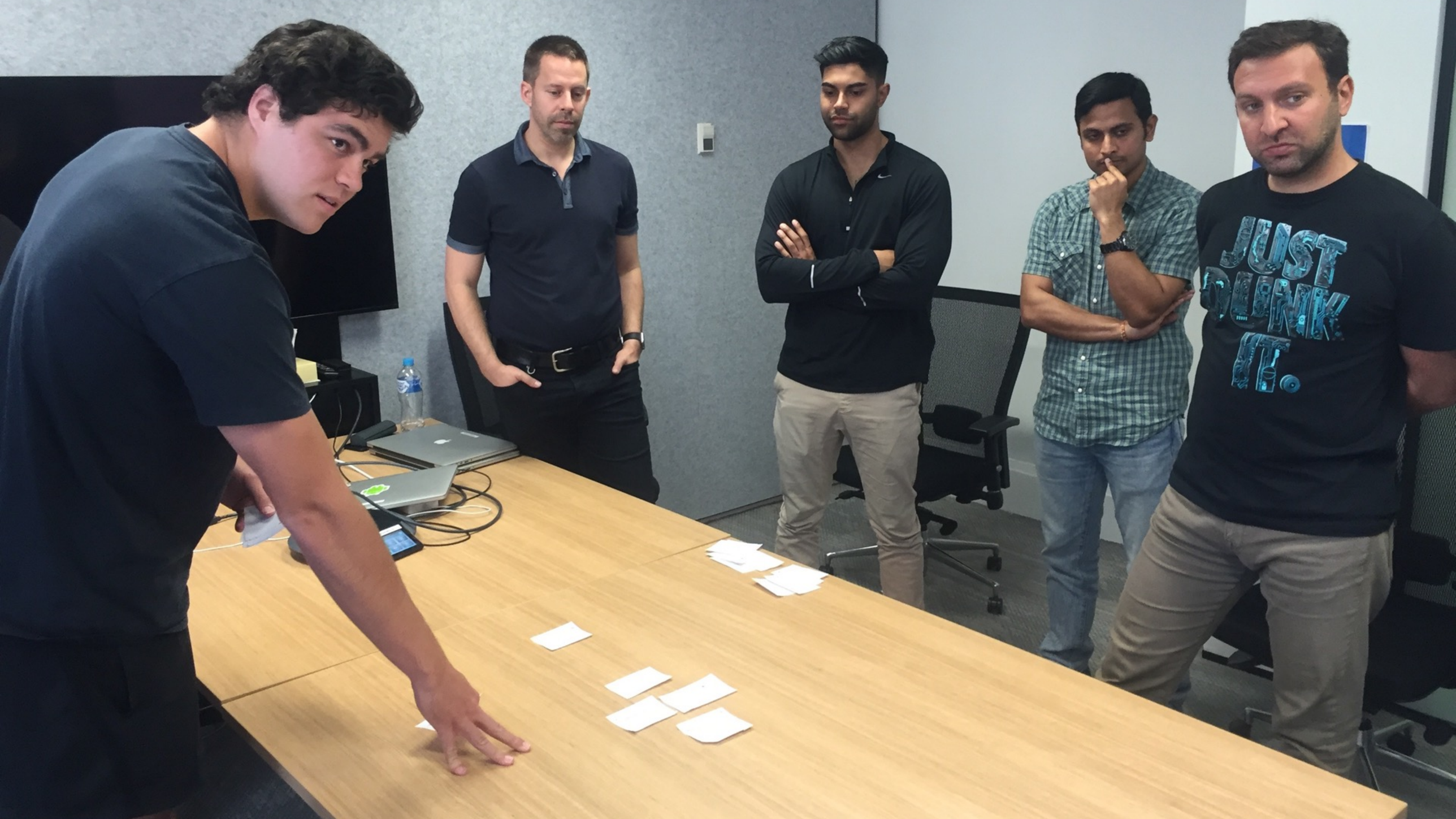
MOB-2661
Add loading state for search

MOB-2615
jira.mobile.web.view.event in ...a for iOS and Android

MOB-2447
Push notifications in UI settings

MOB-2817
Merge push notifications

Complex
Simple
JUST DUNK IT.

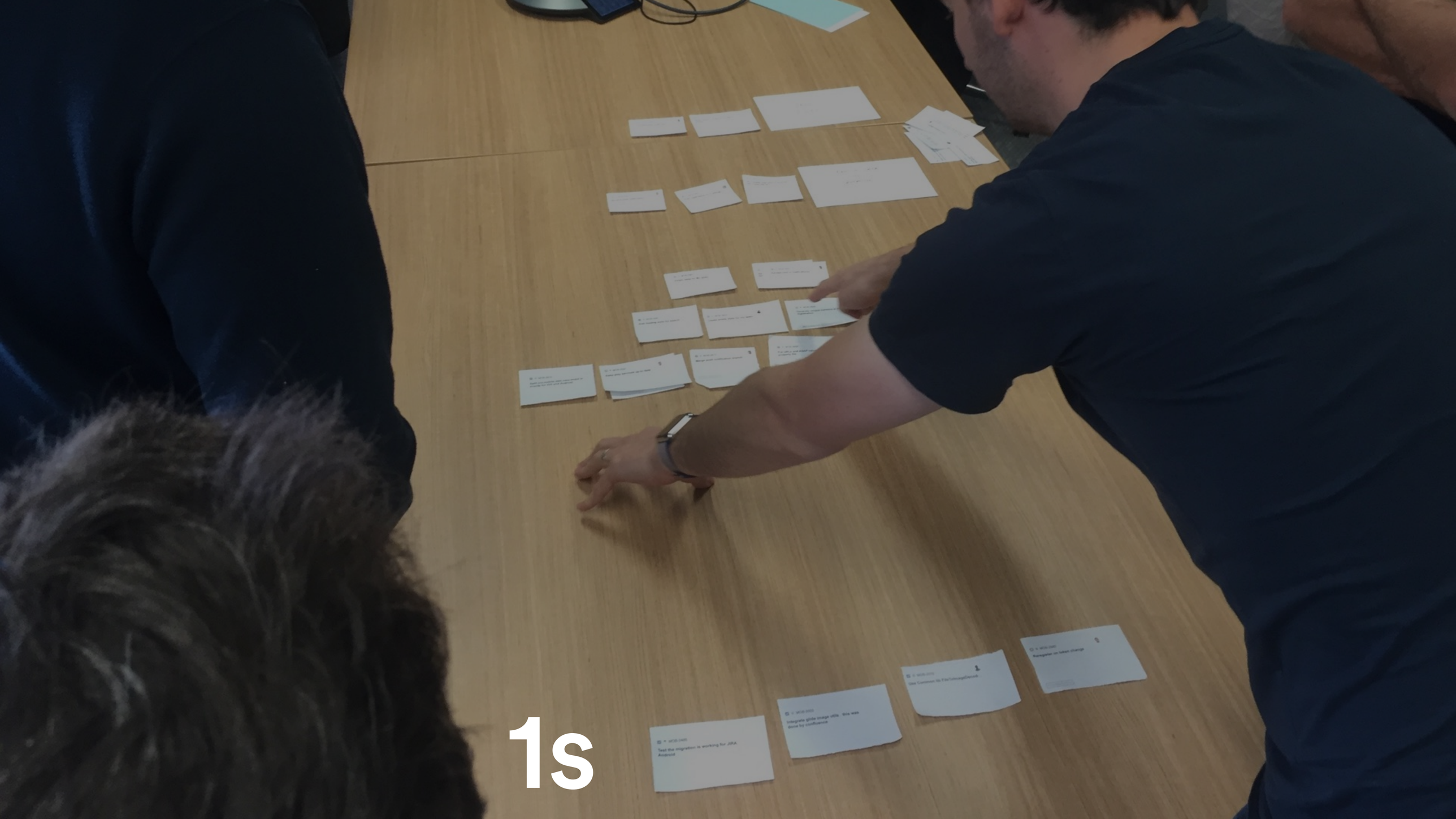

JUST
DUNK
IT.

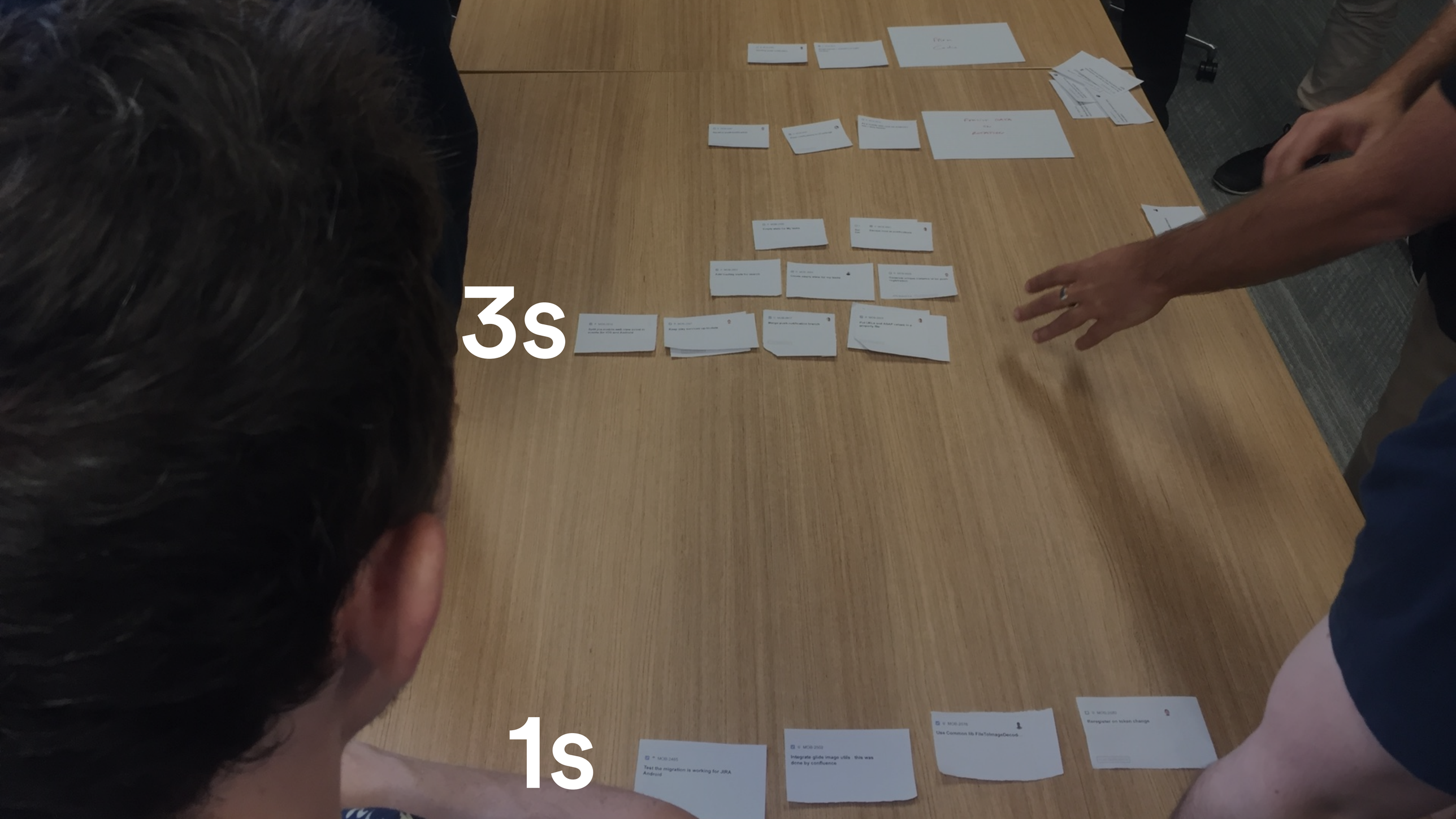
JUST

Meetings when and where you want them, from any device
JUST DUNK IT.

Meetings when and
where you want them,
device
VANS

New story!


1s


3s
1s
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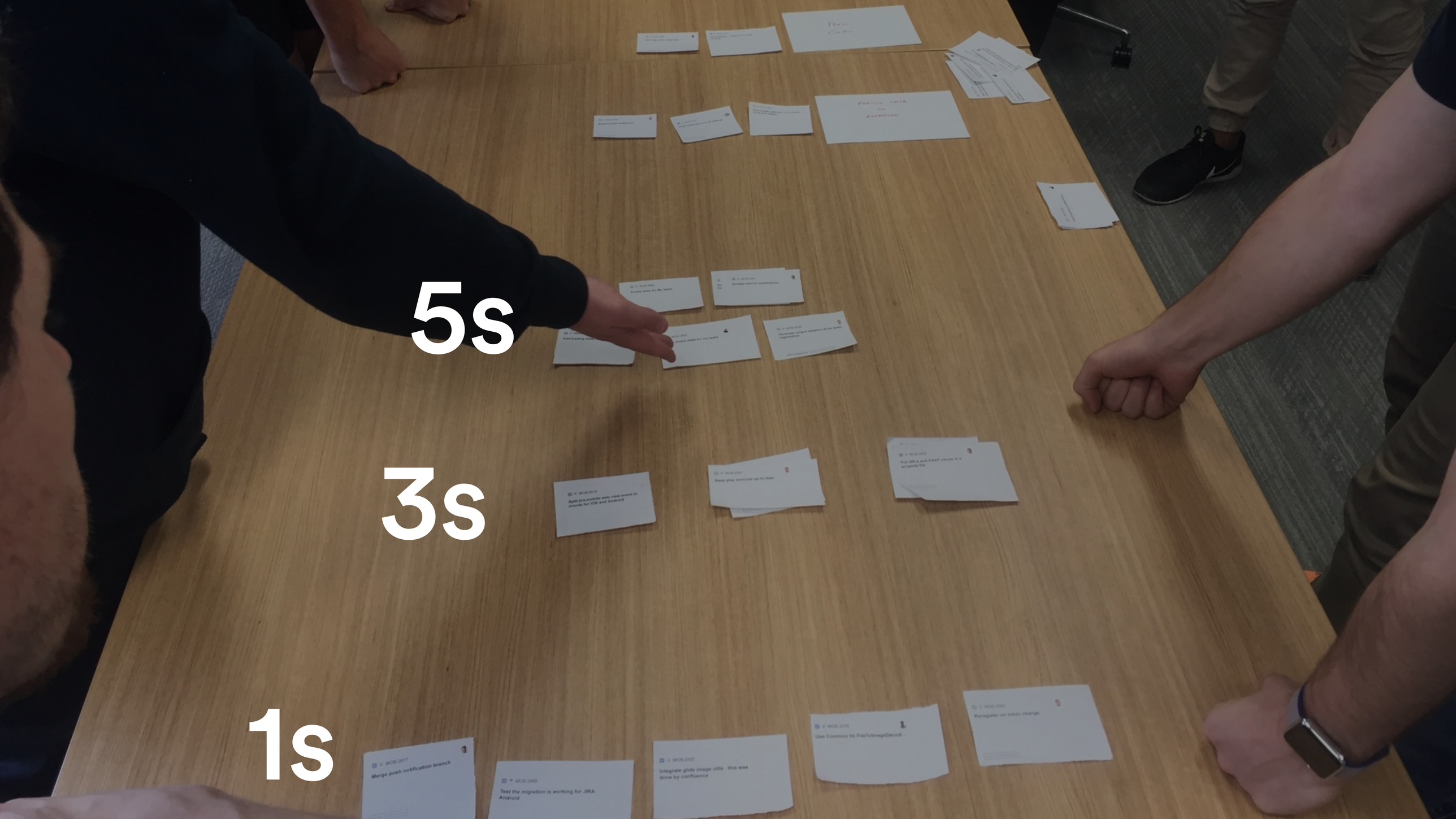
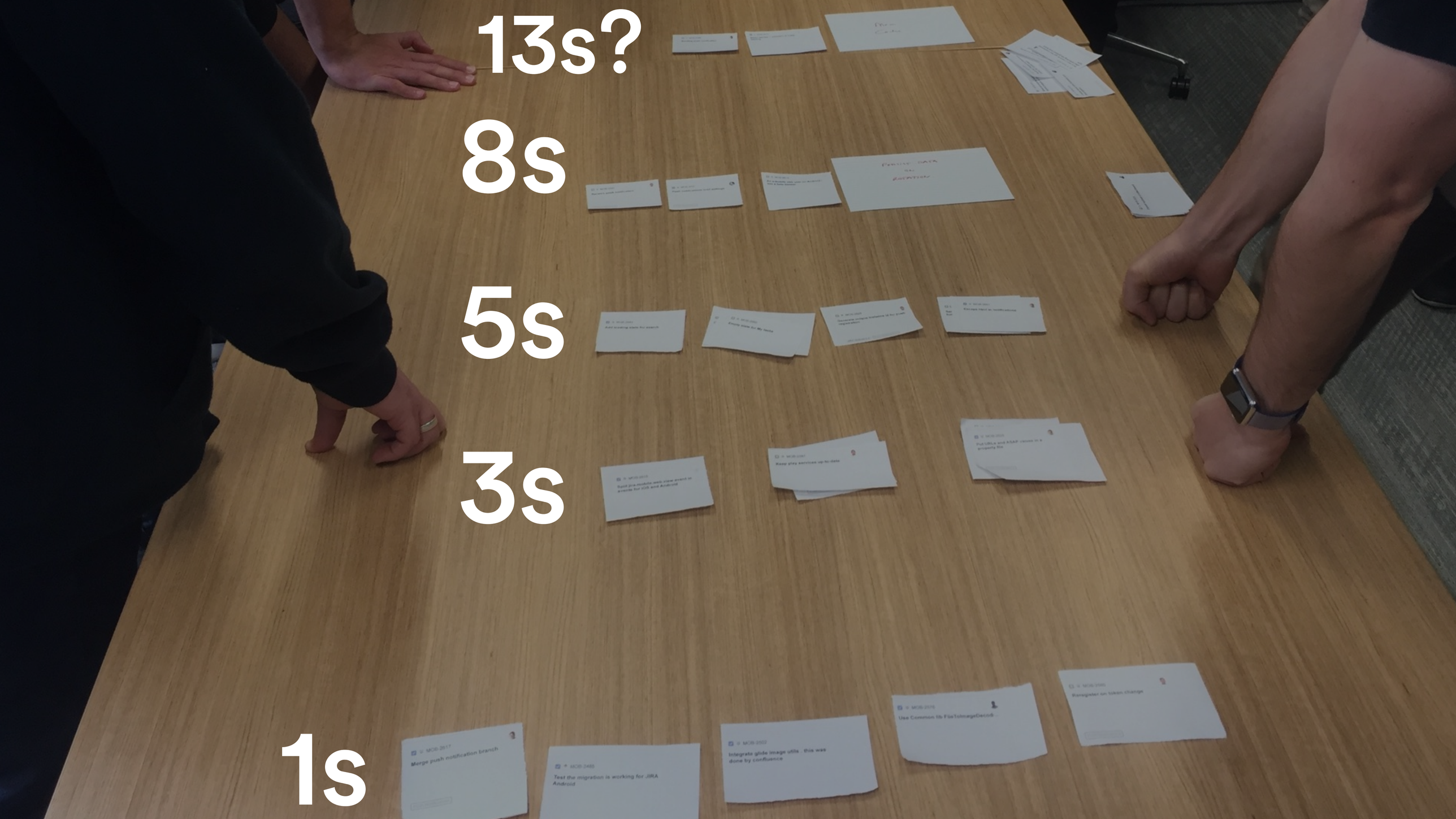
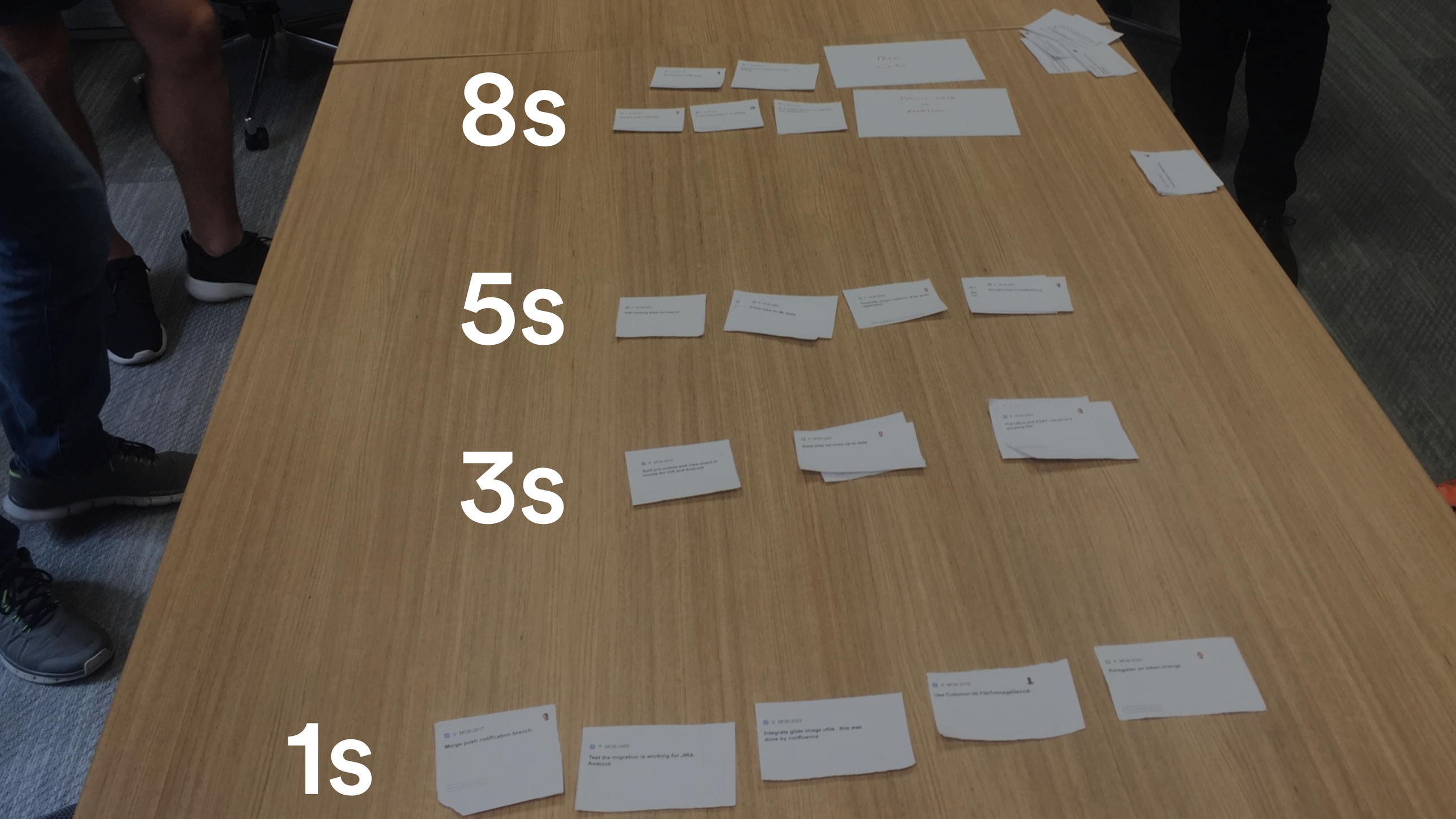
Integrate glide image utils - this was done by confluence
Use Common lib FileToImageDecod...


5s
3s
1s
Merge push notification branch
Test the migration is working for JIRA Android
Integrate glide image utils . this was done by confluence
Use Common lib FileToImageDecod
Reregister on token change


13s?
8s
5s
3s
1s
Merge push notification branch
Test the migration is working for JIRA Android
Integrate glide image utils . this was done by confluence


8s
5s
3s
1s
Merge push notification branch
Test the migration is working for JIRA Android
Integrate glide image utils . this was done by confluence

Relative estimation sessions

:) Easier to estimate

Faster to compare 2 stories than all the stories!

:) More involvement

Having tangible cards on a table is fun! No open laptops!

:(Extra data entry

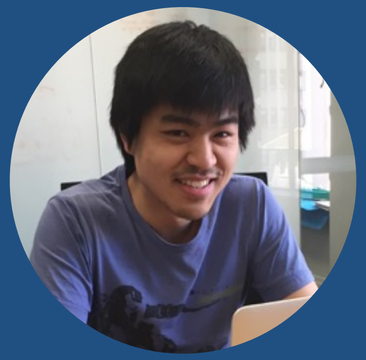
An extra data-entry step afterwards.

May lose some of the discussion

Esther Asenjo: Atlassian Purchasing

Andy Drizen : JIRA Mobile

Michael Tokar: JIRA Platform



Ed Zhang: JIRA Service Desk

~~Michael Tokar~~

Tokes

JIRA Platform team lead

Automated workflow triggers

JIRA Platform: Vertigo Search

All sprints

Switch sprint

Board | View in Tempo

QUICK FILTERS: Custom Fields | No Estimate | Recently Updated | Only My Issues | In Progress | API

To Do

- JVS-323 Implement support for group by label and select and group — Coll&Agg: Harden… 2
- JVS-708 Update tests to use new feature flag code — Coll&Agg: Harden… 1
- JVS-694 GROUP BY: For SelectableField<List <Long>> — JQL: System Fields 3

JVS-690 GROUP BY: For Selecta…

- JVS-542 GROUP BY: WorklogDate 2
- JVS-698

In Progress

- JVS-761 Fix TestCurrentUser#testXmlViewWithCurrent
- JVS-690 GROUP BY: For SelectableField<LocalDate> — JQL: System Fields 3
- JVS-663 DB Collection of some fields returns no results — Coll&Agg: Harden… 5
- JVS-484 SELECT: GroupPickerSearcher — Custom Fields: impl 2
- JVS-492 GROUP BY:

In Review

- JVS-489 SELECT: ProjectSearcher — Custom Fields: impl 2
- JVS-496 GROUP BY: ProjectSearcher — Custom Fields: impl 2
- JVS-804 Fix Failing DB Test - TestSingleSelectSearcherSelectGroupBy 3
- JVS-807 Fix Failing parent tests in DB 2

Awaiting deployment

JVS-694 GROUP BY: For Selecta…

- JVS-695 GROUP BY: Components
- JVS-696 GROUP BY: Affected Versions
- JVS-697 GROUP BY: Fix Versions

JVS-698 GROUP BY: For Selecta…

- JVS-557 GROUP BY: Labels 2
- JVS-763 Fix MIN/MAX aggregations on Version fields in

Done

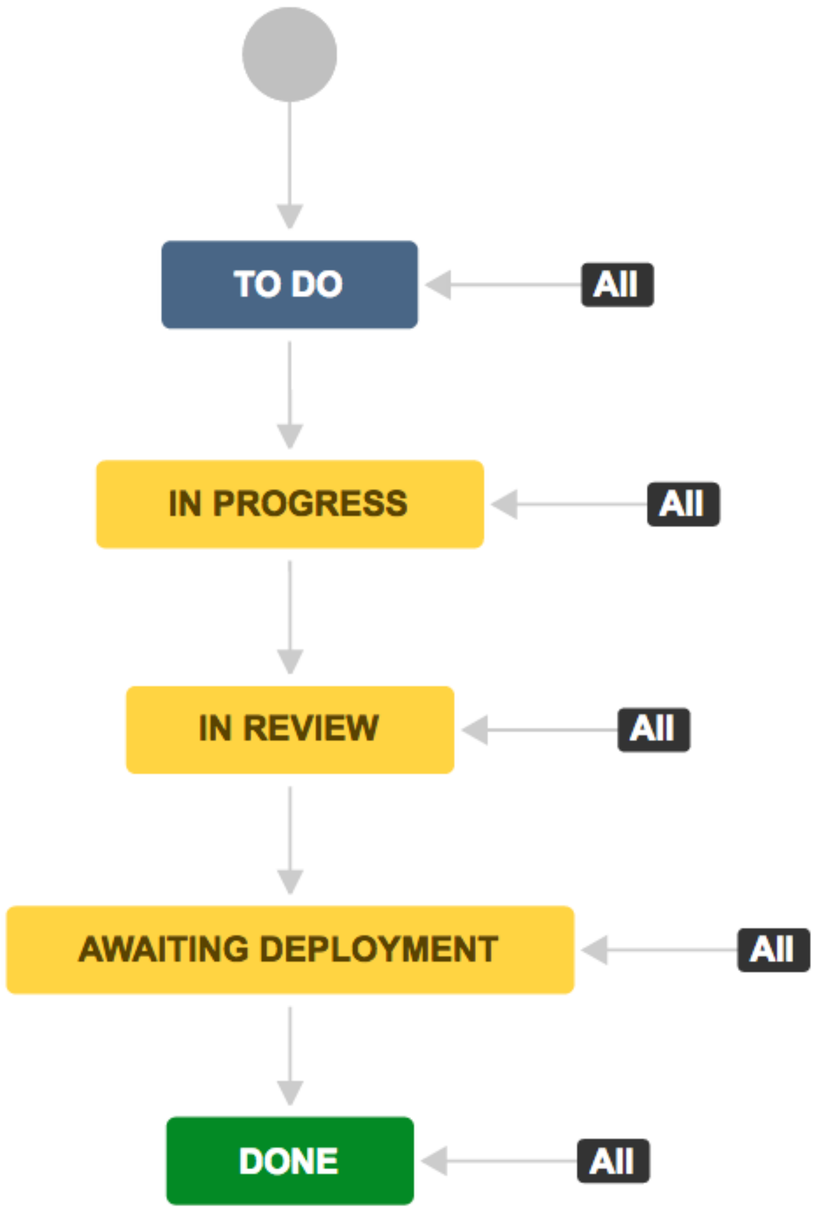
JVS-690 GROUP BY: For Selecta…

- ~~JVS-527~~ GROUP BY: DueDate 1
- ~~JVS-789~~ DualSearchExecutor annoys logs with warning messages 1

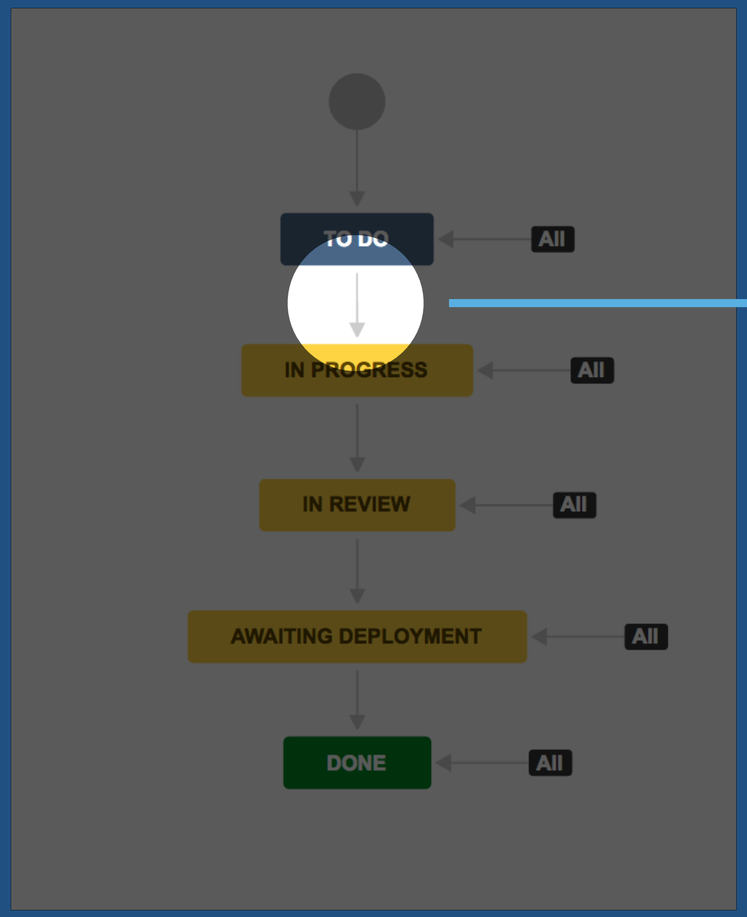
The board is backed by a workflow

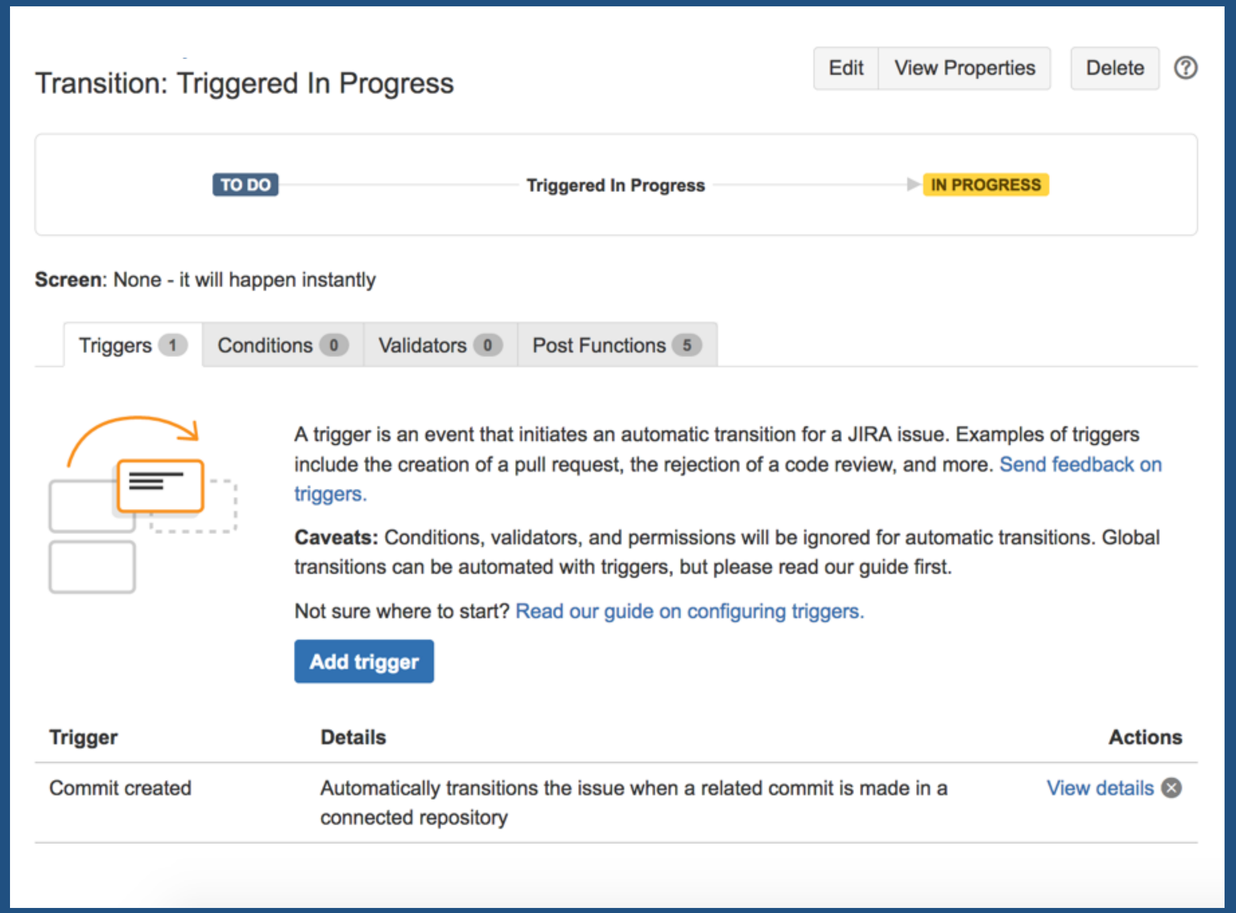
The workflow should be flexible

Issues can move to any status



Adding the trigger





Branch created

Pull request merged

Deployment successful

Pull request created
Automatically transitions the issue when a related pull request is created in a...

Pull request merged
Automatically transitions the issue when a related pull request is merged in a...

Pull request declined
Automatically transitions the issue when a related pull request is declined in a...

Pull request reopened
Automatically transitions the issue when a related pull request is reopened in a...

Branch created
Automatically transitions the issue when a related branch is created in a connected...

Commit created
Automatically transitions the issue when a related commit is made in a connected...

Deployment successful
Automatically transitions the issue when a related deployment is successful.

Deployment failed
Automatically transitions the issue when a related deployment failed.

Review started
Automatically transitions the issue when a related review is started in Crucible

Review abandoned
Automatically transitions the issue when a related review is abandoned in Crucible

Review submitted for approval
Automatically transitions the issue when a related review is submitted for approval in...

Review closed
Automatically transitions the issue when a related review is closed in Crucible

Review rejected
Automatically transitions the issue when a related review is rejected in Crucible

Review summarized
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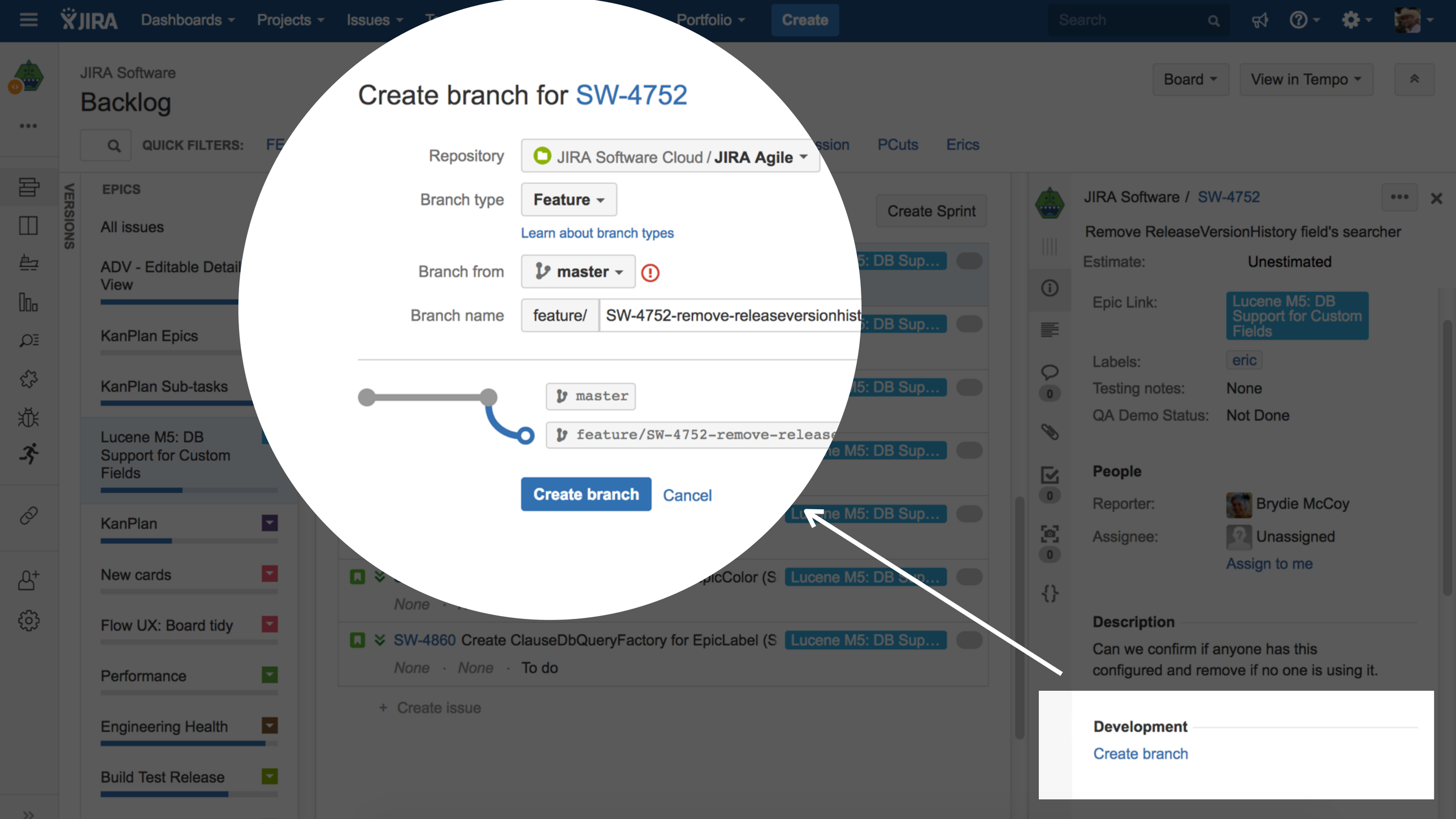
Branch naming conventions

feature/JSW-3429_editable_issue_details

<prefix>/<issue-key>_<description>


JIRA
Dashboards
Projects
Issues
Portfolio
Create
Search
JIRA Software
Backlog
Board
View in Tempo
QUICK FILTERS:
PCuts
Erics
VERSIONS
EPICS
All issues
ADV - Editable Detail View
KanPlan Epics
KanPlan Sub-tasks
Lucene M5: DB Support for Custom Fields
KanPlan
New cards
Flow UX: Board tidy
Performance
Engineering Health
Build Test Release
Create Sprint
SW-4860 Create ClauseDbQueryFactory for EpicLabel (S
None · None · To do
+ Create issue
Create branch for SW-4752
Repository
JIRA Software Cloud / JIRA Agile
Branch type
Feature
Learn about branch types
Branch from
master
Branch name
feature/
SW-4752-remove-releaseversionhist
master
feature/SW-4752-remove-releas
Create branch
Cancel
JIRA Software / SW-4752
Remove ReleaseVersionHistory field's searcher
Estimate:
Unestimated
Epic Link:
Lucene M5: DB Support for Custom Fields
Labels:
eric
Testing notes:
None
QA Demo Status:
Not Done
People
Reporter:
Brydie McCoy
Assignee:
Unassigned
Assign to me
Description
Can we confirm if anyone has this configured and remove if no one is using it.
Development
Create branch

Branch created

Pull request merged

Deployment successful

Pull request created
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Pull request merged
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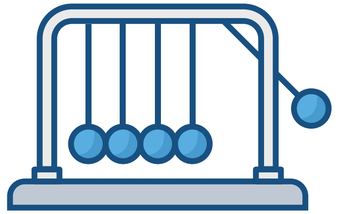
On pull request merged

Master means customers

Definition of Done includes ‘deployed’



‘Awaiting deployment’ as a holding ground

Branch created

Pull request merged

Deployment successful

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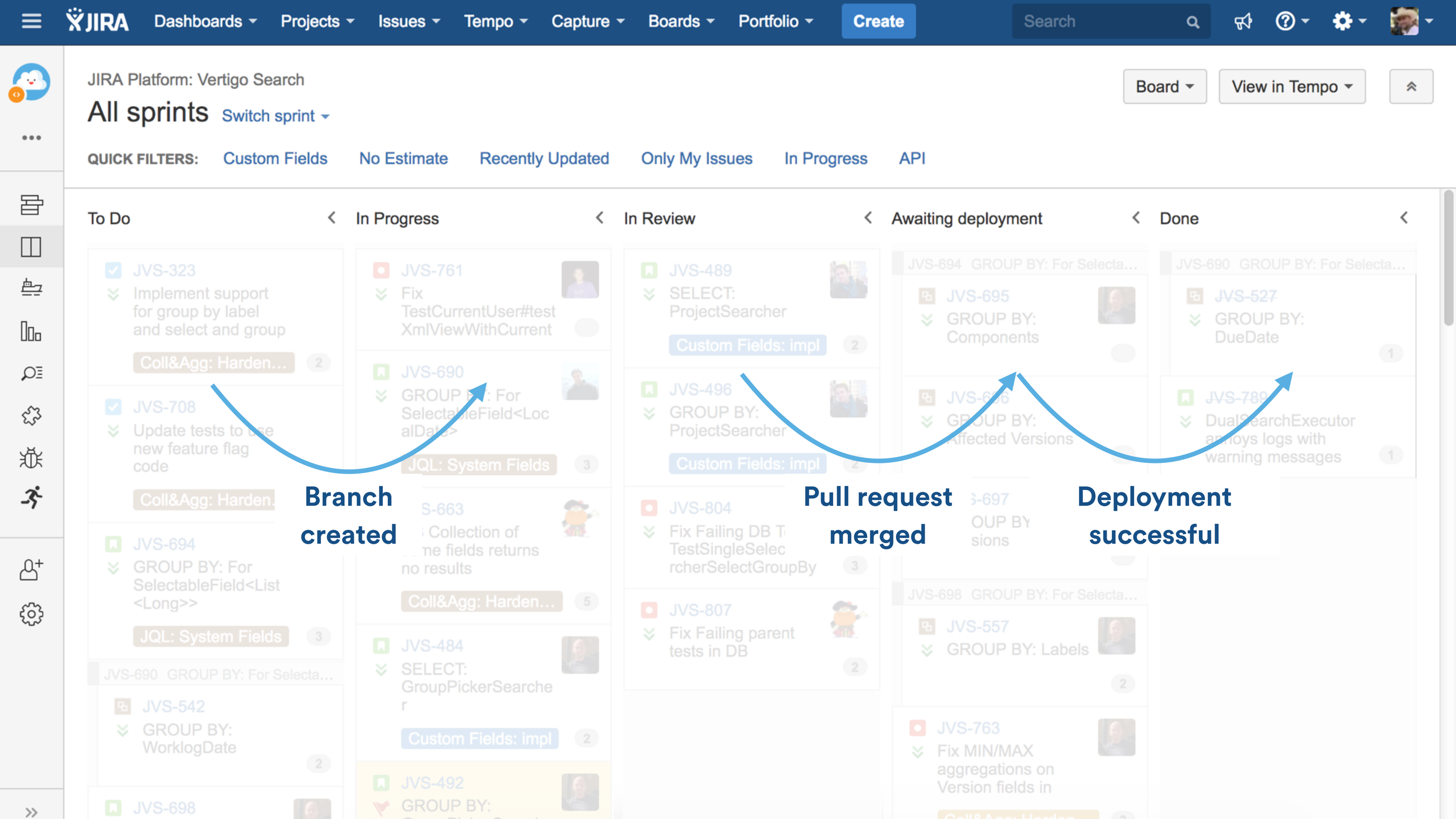

JIRA
Dashboards
Projects
Issues
Tempo
Capture
Boards
Portfolio
Create
Search
JIRA Platform: Vertigo Search
All sprints
Switch sprint
Board
View in Tempo
QUICK FILTERS:
Custom Fields
No Estimate
Recently Updated
Only My Issues
In Progress
API
To Do
In Progress
In Review
Awaiting deployment
Done
Branch created
Pull request merged
Deployment successful

One pull request per issue

The Experiment

Experiment:

Introduce slowly, allow for critique

Each team is different:

Find the ones that work for you

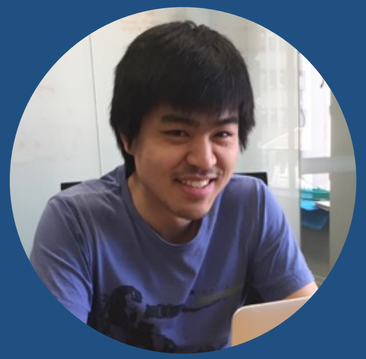
Its not perfect:

Perfection is not necessary to make an impact

Esther Asenjo: Atlassian Purchasing

Andy Drizen : JIRA Mobile

Michael Tokar: JIRA Platform



Ed Zhang: JIRA Service Desk

Ed Zhang

JIRA Service Desk team lead

Sprints are tough...

Lack of progress

Are we there yet ?

Lack of focus

Many, unrelated streams of work in flight

Quality of demos

Bad reflection on the team

Bad vibe in the team

Sprint goals

Sprint goals

Decide as a team

With input from PM, however team needs buy-in & commitment

Demo driven

During pre-planning, imagine what the demo will be like

Measurable

Be specific.

Build your measurement first!

“D3 conversion demoable and the dashboard performance improved by 10% on 9 August”

SERVICEDESK #SPRINTGOAL

Build measurement first

Edit sprint: SCRUM Sprint 2

Sprint name:* Android Beta

Sprint goal: Ship a Beta version of JIRA Mobile to the Google Play store

Update Cancel

JSD Success

Fast Five (70)

2 days remaining Complete Spri

Ship a beta version of JIRA Mobile to the Google Play store

QUICK FILTERS: Unassigned Blitz issues Only My Issues Recently Updated

To Do	Testing notes/Investigate	In Progress	QA Demo
Stuff to work on 9 issues			
Manually test the endpoint works in a vertigo…		Rest endpoint that can take in some payload	Create the JIRA plugin for handling…

JIRA Dashboards Projects Issues More

JSD Success

Fast Five (70)

Ship a beta version of JIRA Mobile to the Google Play store

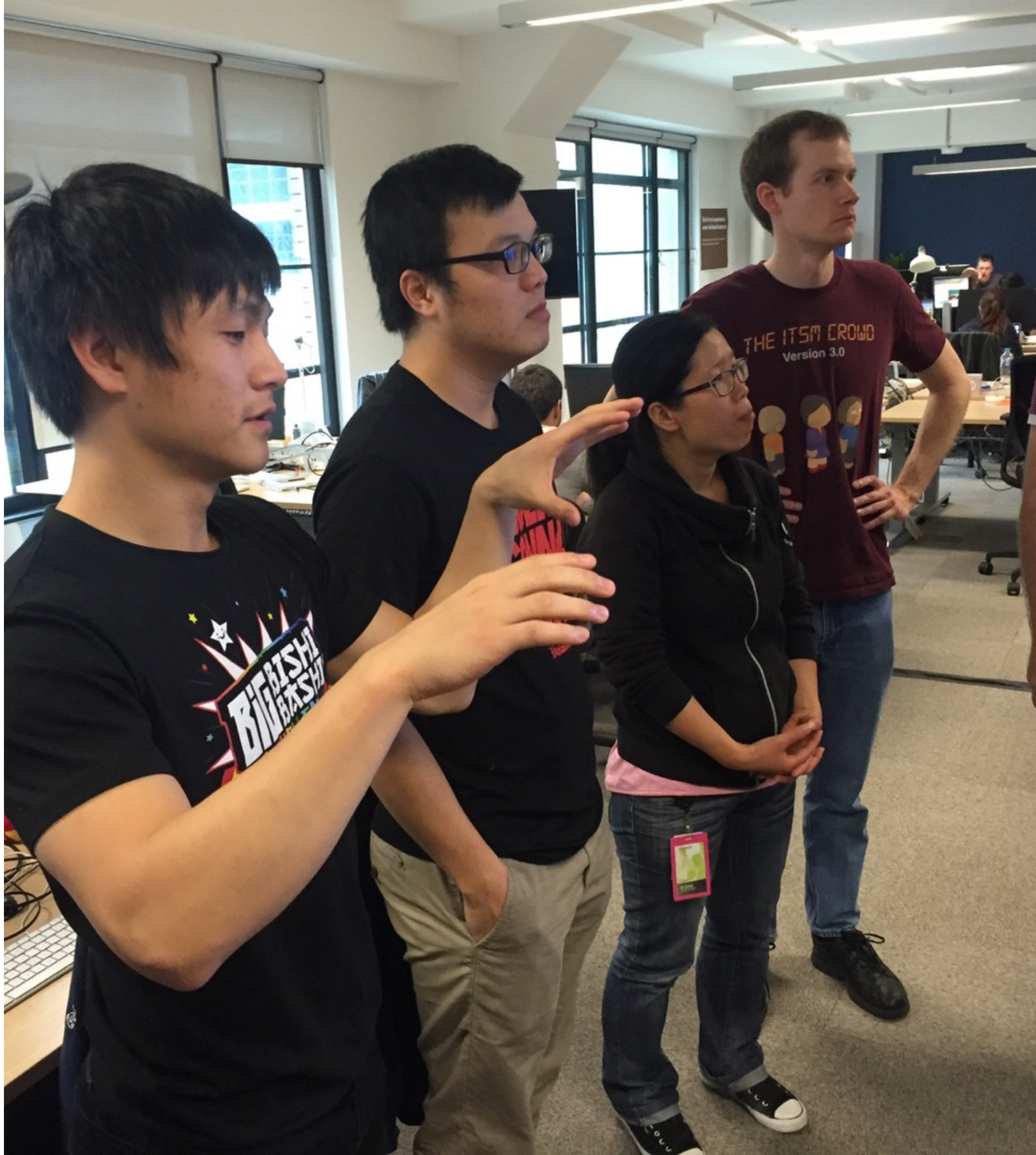
QUICK FILTERS: Unassigned Blitz issues Only My Issu

To Do < Testing notes/Investigate < In Progress

Context
over consistency

Applause

Standups!



Traditional Standups...

Bit of a chore

Are you talking about the most important stuff?

People centric

All attendees talk…

Justification

Humans are human - and will want to justify themselves in this setting

Task centric standups

1. Resolve 6.0 blockers (flagged)
2. Mono-repo completed (Cloud)
3. Demo removal of options request
Atlassian

SIMPLER
BETTER
FASTER
SMARTER

The Original
LONSDALE
LONDON

Themed sprints: this release is Movies

To Do	Testing notes/Investigate	In Progress	QA Demo	Merging	Done
Stuff to work on 9 issues					
Manually test the endpoint works in a vertigo instance of JIRA V: JIRA incoming email 3 SUCCESS-1296		Rest endpoint that can take in some payload V: JIRA incoming email SUCCESS-1281	Create the JIRA plugin for handling vertimail messages V: JIRA incoming email SUCCESS-1287		Flags around disabling the polling for the mailbox V: JIRA incoming email ~~SUCCESS-1284~~
Remove the test email button in the email handler screens V: JIRA incoming email 3 SUCCESS-1309		Hiding the UI for the vertimail entry V: JIRA incoming email SUCCESS-1286			Plugin point such that we can choose to accept the message V: JIRA incoming email ~~SUCCESS-1283~~
Enable JIRA to run the pact files from the contact tests V: JIRA incoming email 3 SUCCESS-1308		Make TestDefaultMailLoopDetec… work in jmp V: JIRA incoming email SUCCESS-1292			

Build a standup board

To Do

NEEDS VERIFICATI...
1 issue

NEW
326 issues

OPEN
92 issues

In Progress

IN PROGRESS
70 issues

Under Review

TECHNICAL REVI...
30 issues

AWAITING QUALITY...
6 issues

QUALITY REVIEW
1 issue

AWAITING MERGE
20 issues

Done

CLOSED
No issues

RESOLVED
417 issues

RELEASED TO CLO...
467 issues

AWAITING RELEASE
82 issues

CONFIGURATION

- General
- Columns
- Swimlanes
- **Quick Filters**
- Card colours
- Card layout
- Estimation
- Working days
- Issue Detail View

Quick Filters

Quick Filters can be used to further filter the issues in the board based on the additional JQL query.

Name	JQL	Description
Stand Up View Monday	status changed AFTER -72h or status not in ("Released to Cloud", "Awaiting Release", "Resolved")	We need to look for older updates on Mondays
Stand Up View	status changed AFTER -24h or status not in ("Released to Cloud", "Awaiting Release", "Resolved")	Stuff we want to see in standup.
Recently Updated	updatedDate >= -1d	Displays issues which have been updated in the last day
Only My Issues	assignee = currentUser()	Displays issues which are currently assigned to the current user

Quick Filters

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Recently Updated	updatedDate >= -1d	Displays issues which have been updated in the last day
Only My Issues	assignee = currentUser()	Displays issues which are currently assigned to the current user

Task-centric standup

Leaner

“Cut our standup time in half!”

Less waffle

Use this time wisely to discuss what’s important - the actual work!

Participants only

Only active sprint participants will talk

Our Black Belt tips for JIRA Software

Automatic workflow triggers

Separate estimation sessions

Epics and quick filters

Our Black Belt tips for JIRA Software

Relative estimation

Sprint goals

Task centric standups

Our Black Belt tips for JIRA Software

Split issue

Create issues inline

Use the dot

Applause

Atlassian

Thank you!

BRYDIE MCCOY
TEAM LEAD • ATLASSIAN

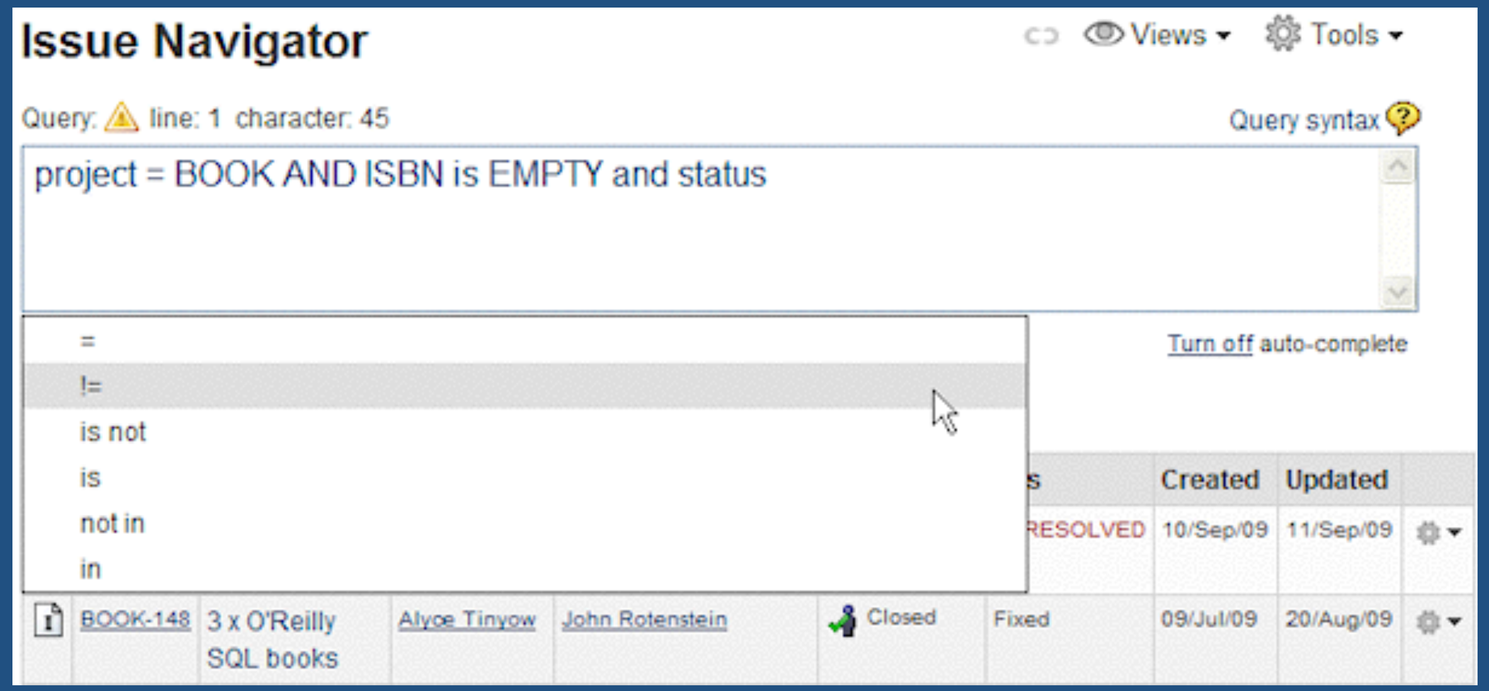
NICK PELLOW
DEV MANAGER • ATLASSIAN
@NIICK

Questions *

* conditions apply

In which version of JIRA was JQL introduced?

4.0


Issue Navigator
Views
Tools
Query: line: 1 character: 45
Query syntax
project = BOOK AND ISBN is EMPTY and status
=
!=
is not
is
not in
in
Turn off auto-complete
Created
Updated
RESOLVED
10/Sep/09
11/Sep/09
BOOK-148
3 x O'Reilly SQL books
Alyce Tinyow
John Rotenstein
Closed
Fixed
09/Jul/09
20/Aug/09

What JQL allows you to find all issues created in the past 2 weeks?

created > -14d

Search Save as

created > -14d

Basic

1–8 of 8

Columns

T	Key	Summary	Created
	TEST-3	A brand new Story	20/Sep/16
	SCRUM-6	Test the epic	20/Sep/16
	SCRUM-5	This is a story in my sprint!	13/Sep/16
	SCRUM-4	All in a scrum project	13/Sep/16
	SCRUM-3	And another story	13/Sep/16
	SCRUM-2	And testing the planning	13/Sep/16

Find all issues in an open sprint?

Sprint in openSprints()

Search Save as

Sprint in openSprints()

1–2 of 2

T	Key	Summary	Assignee
	TEST-2	TEST-1 / test the sub-task more multiline support looks awesome until you reach the end of the line.... I am such a long summary \n	*Unassigned*
	TEST-1	Testing a story	*Unassigned*

Select all issues where the label ‘foo’ does NOT exist?

Search

Save as

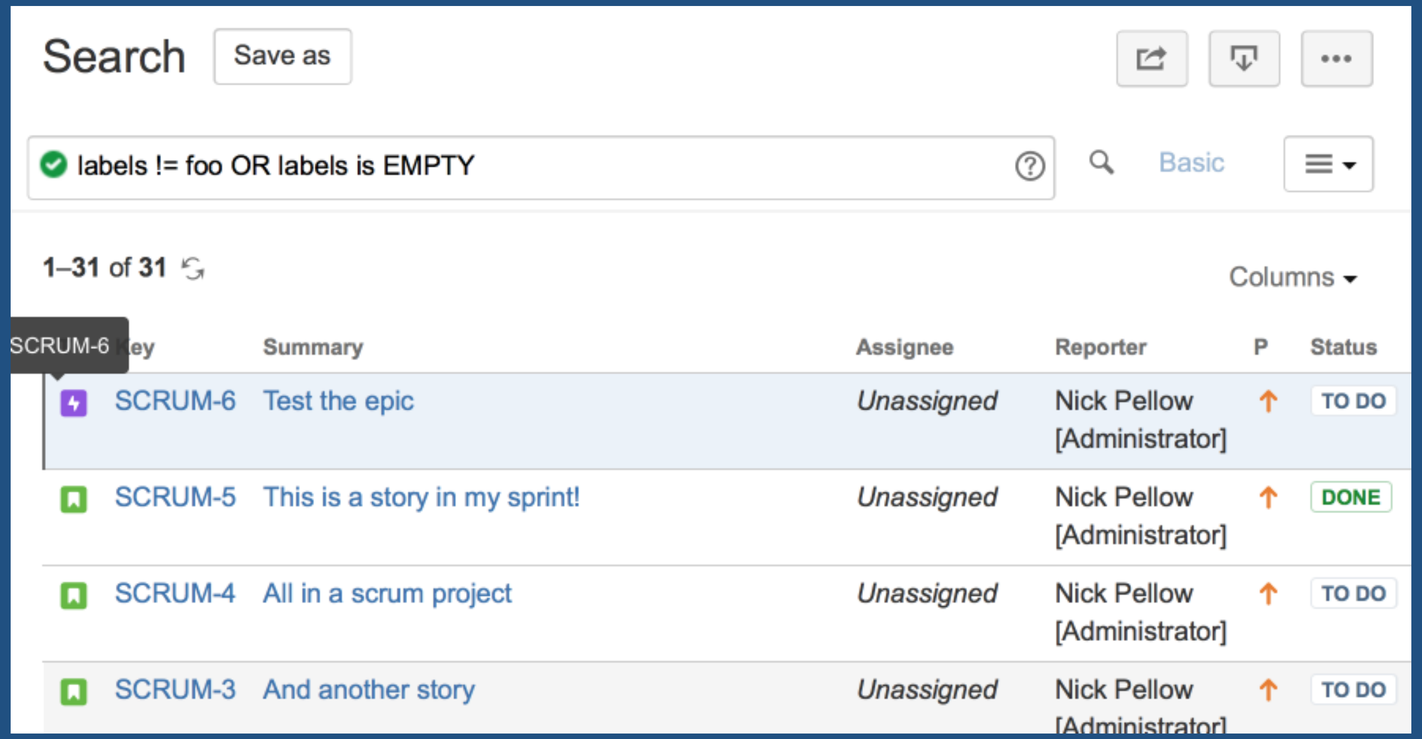
labels != foo

Basic

No issues were found to match your search

Try modifying your search criteria or creating a new issue

labels != “foo” OR labels is EMPTY



Atlassian

Thank you!

BRYDIE MCCOY
TEAM LEAD • ATLASSIAN

NICK PELLOW
DEV MANAGER • ATLASSIAN
@NIICK