

JIRA

Lesson 02: Introduction to JIRA

Lesson Objectives

In this lesson, you will learn :

- Overview of JIRA
- Features of JIRA
- Use of JIRA
- JIRA set-up
- JIRA Users
- JIRA Software Workflow
- Basics concepts of JIRA
 - Issue
 - Project
 - Workflow
 - Components and Versions
- Issue Types
- Issue Type Schemes
- Issue Workflow
- Issue Attributes & Priorities





1.1: Introduction to JIRA

Overview of JIRA

Jira is a defect tracking/project management tool

JIRA allows you to track any kind of unit of work (be it an issue, bug, story, project task, etc.) through a predefined workflow

JIRA can be used by every member of your software team to :

- Plan : Create user stories and issues, plan sprints, and distribute tasks across your software team.
- Track: Prioritize and discuss your team's work in full context with complete visibility.
- Release: Ship with confidence and sanity knowing the information you have is always current.
- Report: Improve team performance based on real-time, visual data you can use.



1.2: JIRA Features

Jira Features

- Jira is web based, platform independent and open source product
- JIRA is an incident management tool - used in Bugs, Issues and Change Request Tracking.
- JIRA can be integrated with many other tools – Subversion, GIT, Mercury and many more.
- JIRA is multi-lingual tool – English, French, German, Japanese, Spanish, etc
- JIRA supports MySQL, Oracle, PostgreSQL and SQL server in the backend.
- Customize to fit your style of Agile development
- JIRA enables clear visibility of situation to the management
- JIRA uses JQL (Jira Query Language) similar to SQL which gives great way to make detailed filters that can be used for follow-up and analysis.



1.2: JIRA Features

Jira Core Features

- Boards
- Business Project Template
- Task Details
- Notifications
- Basic and Advanced Search
- Reports
- Scale with Team Growth
- Add-Ons
- Multilingual
- Mobile App



1.2: JIRA Features

Use of Jira

- Bugs, Issues and Change Request Tracking
- Project Management
- Task Tracking
- Requirement Management.
- Workflow and Process management
- Help desk, Support and Customer Services to create tickets and track the resolution and status of the related tickets.
- JIRA helps us prioritize, assign, monitor, track, report and audit your issues
- Example issues: software bugs, help desk tickets, project tasks , change requests, etc.



1.2: JIRA Set-Up

Options for JIRA set-up

1. Server – On premise installations
2. Data Center – larger installations for larger organizations
3. Cloud – most suitable for beginners to learn and do few demos.



1.3: JIRA Users

JIRA Users

Can be used by – Managers and Users

- Managers : Will have administrative rights for your instance of JIRA software
- Users: who work and resolve issues

Managers' Role

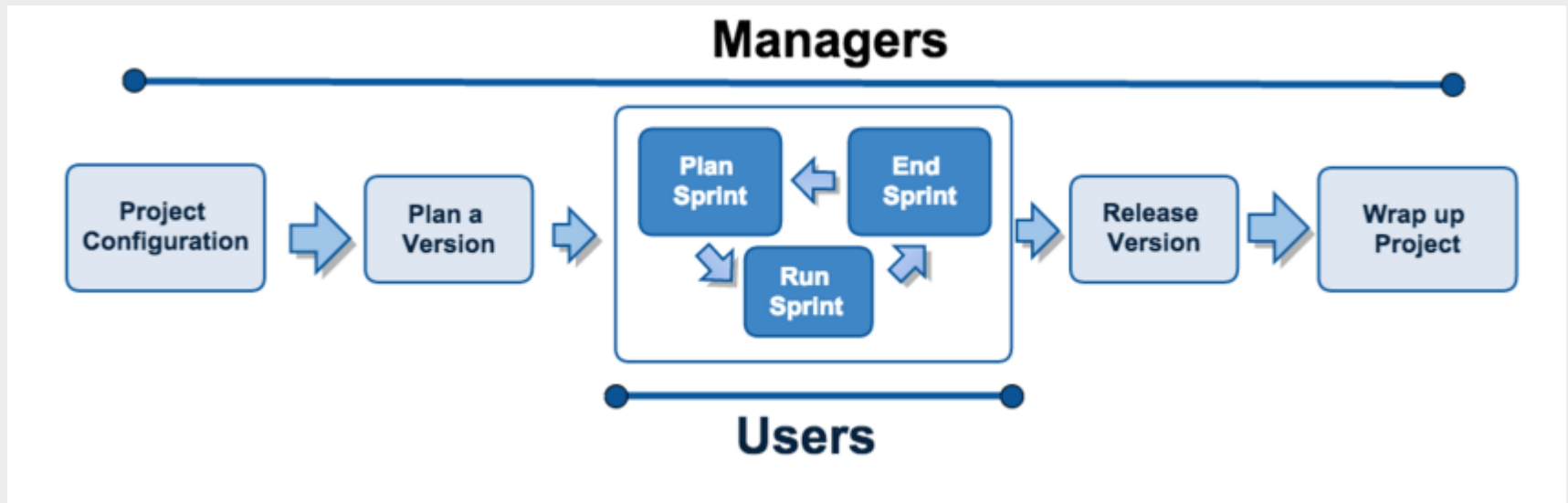
- Manager can perform following tasks:
- Create a new software project
- Added users
- Prepare your backlog
- Start and complete a sprint
- Evaluate the results



1.4: JIRA Software Workflow

JIRA Software Workflow

JIRA software workflow:





Basic Concepts of JIRA

Issue:

- Every task, bug, enhancement request; basically anything to be created and tracked via JIRA is considered an Issue.

Project:

- Project is a collection of issues. All issues are logged under a Project.

Workflow:

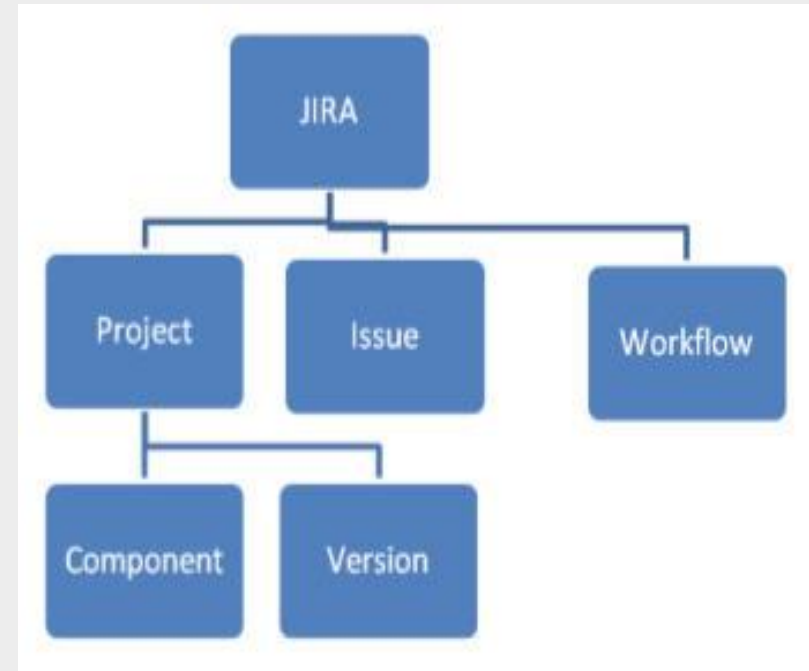
- is the series of steps an issue goes through starting from creation to completion.

Components:

- Every project has multiple components. Components have issues. Components are used to group issues within a project into smaller parts.

Versions :

- Projects have components and versions under it.
- Release can be done only after creating versions



Overview on Issues

Issue is anything that can be tracked to completion.

Example:

- A document to be created
- Software bug
- Project task
- Leave request form

Under Issues, there are few useful features like :

- Issue Types
- Workflows
- Screens
- Issue Attributes

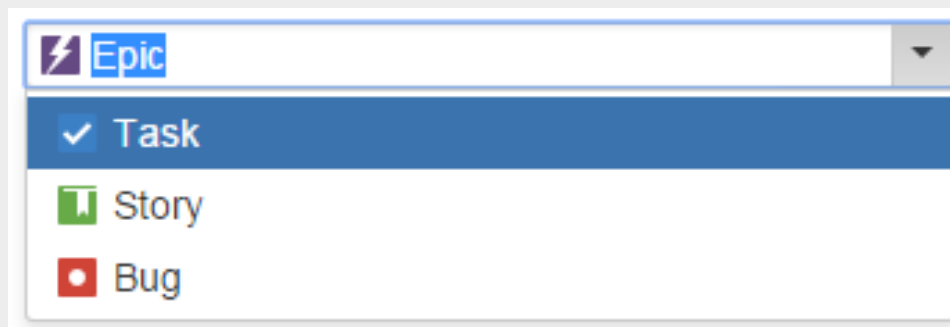
1.6: JIRA Software

Issue Types

Issue Type displays all types of items that can be created and tracked via JIRA.

Following are the default Issue types available in Atlassian JIRA :

- Bug — A problem which impairs or prevents the functions of the product.
- Task — A task that needs to be done.
- Story — Grouping of issues
- Epic – Grouping of stories
- Custom Issue — A custom issue type, as defined by your organization if required.



Issue Types Schemes

There are two types of Issue types schemes in JIRA, one is

- **Default Issue Type Scheme:** In default issue type scheme all newly created issues will be added automatically to this scheme
- **Agile Scrum Issue Type Scheme:** Issues and project associated with Agile Scrum will use this scheme

Apart from these two issue type schemes, you can also add schemes manually as per requirement.



1.6: JIRA Software Issue Workflow

A JIRA workflow is the set of *statuses* and *transitions* that an issue goes through during its lifecycle.

JIRA workflow comprises of :

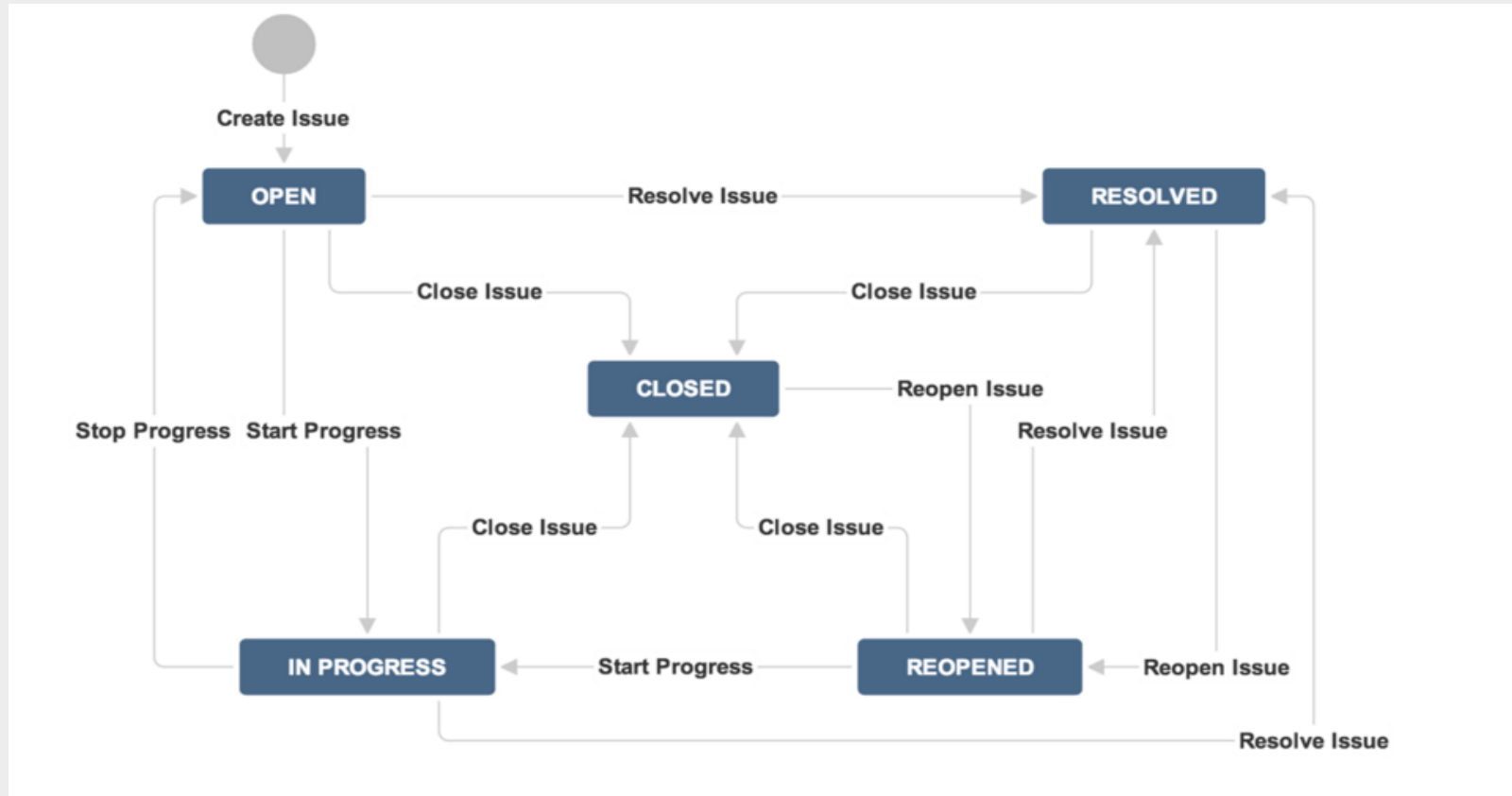
- **Statuses**
- **Transitions**
- **Assignee**
- **Resolution**
- **Conditions**
- **Validators**
- **Properties**



1.6: JIRA Software Issue Workflow

JIRA workflow encompasses five main stages once the issue is created :

- **Open issue, InProgress issue, Resolved issue, ReOpened issue, Close issue.**





1.6: JIRA Software Issue Attributes

Issue Attributes comprises of :

- Statuses
- Resolutions
- Priorities



Priority of Issues

Priority: An issue's priority indicates its relative importance.

- Highest — Highest priority. This problem will block progress.
- High — Indicates that this issue is causing a problem and requires urgent attention.
- Medium — Indicates that this issue has a significant impact.
- Low — Indicates that this issue has a relatively minor impact.
- Lowest — Lowest priority.

A screenshot of a JIRA priority dropdown menu. The menu is open, showing the current selection 'Medium' with an orange up arrow icon. Below it, the following options are listed: 'Highest' with a red up arrow, 'High' with a red up arrow, 'Low' with a green down arrow, and 'Lowest' with a green down arrow. The 'Highest' option is highlighted with a blue background.



Overview of Projects

- Version : versions available for the project.
- Release: You can release after creating versions
- Assignee: Person to whom this issue should be handed over further. You can also assign an issue to yourself.
- Description (optional): information about your issue



1.6: JIRA Issues

Sub tasks

- A sub-task is nothing but a division of a parent issue (task) into chunks of work that can be assigned and tracked individually.
- Subtask issues are useful for splitting up a parent issue into a number of smaller tasks that can be assigned and tracked separately. It addresses issues more comprehensively and segregates the task into smaller chunks of task to do.

Comment	Assign	More ▾
Log Work		
Agile Board		
Rank to Top		
Rank to Bottom		
Attach files		
Voters		
Stop Watching		
Watchers		
Create Sub-Task		
Convert to Sub-Task		
Move		
Link		
Clone		
Labels		
Delete		

Summary



JIRA is a Application Lifecycle Management Tool

Jira Components:

- Issues
- Projects
 - Components
 - Versions
- Workflow

JIRA Software

JIRA Issues





Review Question

Question 1: Which of the following depicts the status and transition of an issue?

- Option 1: Version
- Option 2: Component
- Option 3: Workflow

Question 2: Project will have components and versions

- True/False

Question 3: Release can be done only after creating





Match the following

Column 1	Column2
Issue	Series of steps
Project	Task
Workflow	Sub section of projects
Component	Collection of Issues

