



Jira Software

Get Started with Jira Software



Atlassian Offices



- Sydney (HQ)
- San Francisco
- Mountain View
- New York City
- Manila
- Sydney
- Bengaluru
- Austin
- Amsterdam
- Yokohama
- Boston
- Ankara

▶ Atlassian Company



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- ▶ Setting up Jira Software Cloud
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- ▶ Jira Concepts
- ▶ Jira Integrations



1

Introduction to Jira

What is Jira?



1 Project Management

2 Issue Tracking

3 Bug Tracking

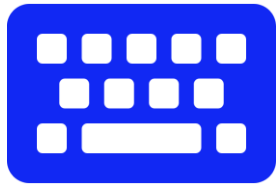


What is Jira?

- ▶ A tool used to help teams perform, visualize and manage work.
- ▶ Models the team's current processes/workflows.
- ▶ You can open tickets or issues and push them through various statuses in your processes



Why Jira?



- ▶ Leverage project management technology, allowing teams to focus on their work.
- ▶ Facilitates planning, prioritizing, organizing and completing work.
- ▶ Visualizes work using project boards, reports and dashboards.
- ▶ Facilitates team communication.

Who Uses Jira?



Jira Software launched in **2002** as an issue tracking and project management tool for teams.

65K+

More than 65,000 companies around the world rely on Jira Software to manage their projects.

Jira is used by teams of 2 - 2000 people in companies of all sizes.

**Teams of 2
through 2000**

Who Uses Jira?



FINANCIAL SERVICES

RETAIL

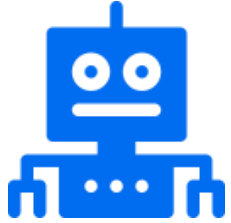
SOFTWARE

HIGH-TECH

AUTOMOTIVE

GOVERNMENT

NON-PROFIT ORGANIZATIONS



Who Uses Jira?



FINANCIAL SERVICES

RETAIL

SOFTWARE

HIGH-TECH

AUTOMOTIVE

GOVERNMENT

NON-PROFIT ORGANIZATIONS





JIRA Customer Story





Jira is only used by software development teams.



Students choose an option

Have you ever used
Jira before?
Has your company
used Jira products?

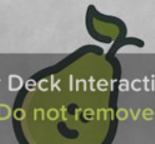


Students, write your response!



Pear Deck

Pear Deck Interactive Slide
Do not remove this bar





2 Jira Products

Atlassian Products



Products ▾

For teams ▾

Support ▾

PLAN, TRACK, & SUPPORT



Jira Software
Project and issue tracking



Jira Work Management
Business team collaboration



Jira Service Management
High-velocity ITSM



Opsgenie
Modern incident response



Statuspage
Incident communication



Jira Align
Enterprise agile planning

COLLABORATE



Confluence
Document collaboration



Trello
Collaborate visually on any project

CODE, BUILD, & SHIP



Bitbucket
Git code management



Sourcetree
Git and Mercurial desktop client



Bamboo
Integration and release management

SECURITY & IDENTITY



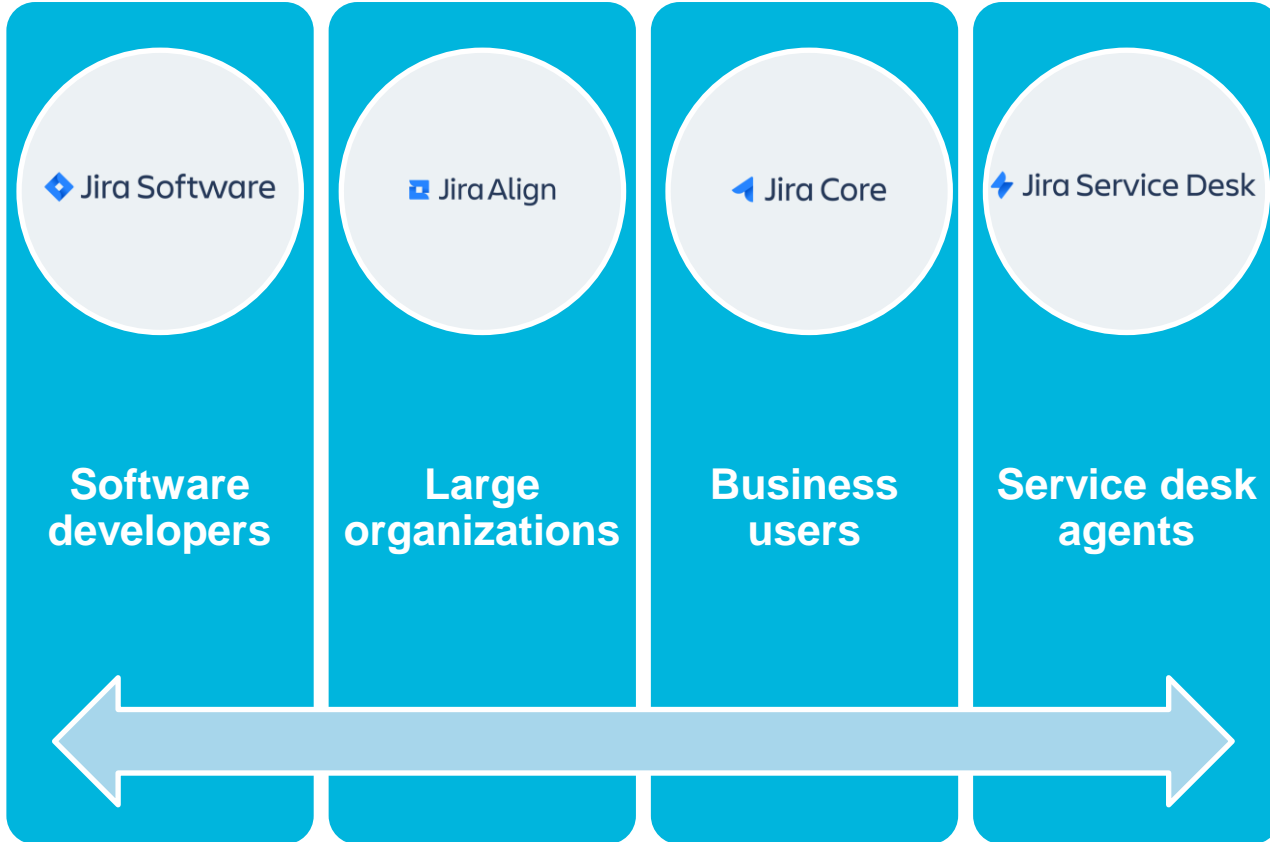
Atlassian Access
Security and control for cloud



Crowd
User management for self-managed environments

Jira Family

PLAN, TRACK, & SUPPORT



Agile Teams



Jira Software

Jira Family



Product	Description
Jira Software	This is a software development tool used by agile teams (formerly known as JIRA Agile). It is very suitable for software development teams who want to use agile methodologies such as Scrum and Kanban.
Jira Align	Jira Align is a member of the Jira family which allows the company leadership to monitor current developments and link them to business outcomes at an enterprise scale.
Jira Work Management	This is similar to the classic Jira, optimized for business teams, with all the field customizations and workflow capabilities. Jira Work Management keeps the teams organized by managing projects, monitoring details, and measuring performance.
Jira Service Desk	Jira Service Desk is a modern IT service desk software that can run on the cloud or server. With this product, service desks can easily receive, monitor, manage and resolve the requests from customers.

What You Can Do in Jira?



It depends on what role you have in your organization

Scrum Master

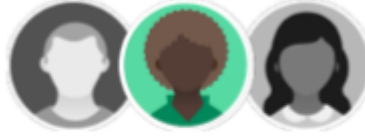
Creates and manages sprints



◆ Jira Software

IT Manager

Creates SLAs and request types



⚡ Jira Service Desk

HR Manager

Creates reports



⬅ Jira Core

Select the right Jira Product
for the following use case.

Helping cable customers
with a Help Desk



Students choose an option

Select the right Jira Product for the following use case.

Creating a Rental Car app



Students choose an option



3

Jira Software Hosting Options



Hosting Options



Cloud



Server



Data Center

Self-managed Options



Atlassian Cloud



- ▶ With Jira Software Cloud, the Jira Software site is hosted and installed in the cloud for you.
- ▶ This hosting option is usually preferred by the teams who want to get started quickly and practically.
- ▶ Thus, agile teams are free from managing the technical complexity of the hosting process.

Fast start-up

Reduced costs

No need to upgrade

Work on the go

Security

Scale with confidence

Server



Want advanced control

Need data locality

Have experience with self-hosted applications

- ▶ Jira Software Server allows you to host Jira Software on your own hardware and customize it to suit your needs when installing.
- ▶ This is often the best option for teams that have experience with self-hosted applications and need to manage all the details.

Data Center



Maintain uninterrupted access to Jira Software

Scale to meet their organization's demand

Upgrade with zero downtime for easier administration

- ▶ With this option, Jira Software can be hosted on your hardware or public cloud services such as Amazon Web Services (AWS) and Microsoft Azure.
- ▶ Jira Software Data Center is often the best deployment option for enterprise teams that need uninterrupted access and high performance.



5

Atlassian Web Site



4

Setting up Jira Software Cloud

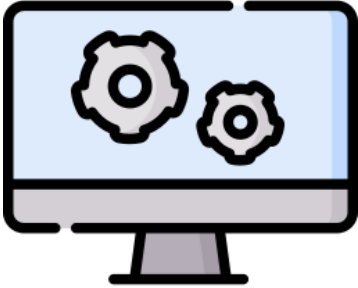


Have you created your
Jira Software Cloud site?



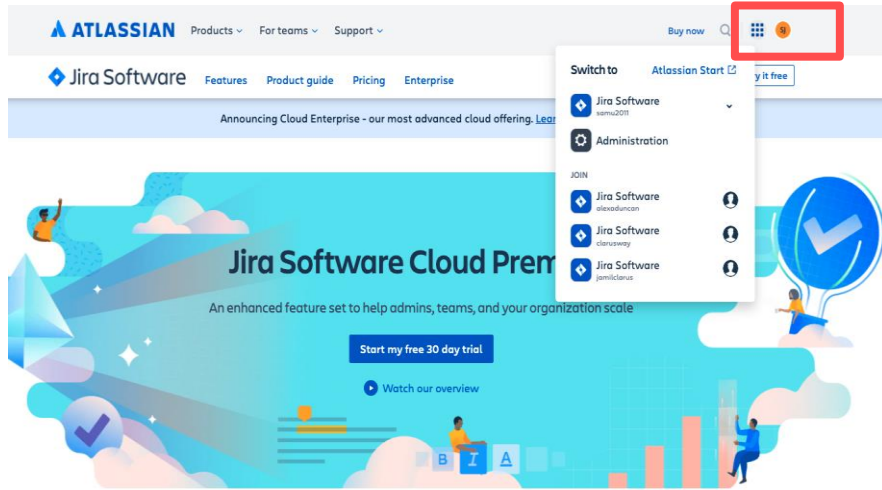
Students choose an option

Setting up Jira Software Cloud



- ✓ Go to the Atlassian website.
- ✓ Select the Jira Software option.
- ✓ Decide which plan is right for you.
- ✓ Create your Atlassian account.
- ✓ Personalize your experience.
- ✓ Invite your team.
- ✓ Answer questions to Recommend a Project.
- ✓ Choose a template.
- ✓ Create project.

Setting up Jira Software Cloud



Setting up Jira Software Cloud



Recommend a project

Answer a few questions and we will suggest a project type that works best for you and your team.

Help us set up your Jira

I am experienced with ☐ Jira.

My team is experienced with ☐ agile methodologies.

We spend our time working on features ☐.

We have a flexible ☐ schedule to finish our work.

Skip

Next

Setting up Jira Software Cloud



Add project details

You can change these details anytime in your project settings.

Name

Cohort-10 Learning Jira

Key 

C10LJ

Template

Change template



Kanban **RECOMMENDED**

Visualize and advance your project forward using issues on a powerful board.

Type

Change type



Company-managed **RECOMMENDED**

Work with other teams across many projects in a standard way.

Back

Create project

Setting up Jira Software Cloud



Project templates

Software development

Plan, track and release great software. Get up and running quickly with templates that suit the way your team works. Plus, integrations for DevOps teams that want to connect work across their entire toolchain.



Kanban **RECOMMENDED**

Visualize and advance your project forward using issues on a powerful board.



Scrum

Sprint toward your project goals with a board, backlog, and roadmap.



Bug tracking

Manage a list of development tasks and bugs.



Setting up Jira Software Cloud

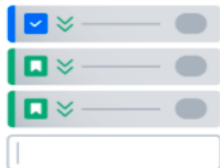


Scrum

Use template



The Scrum template helps teams work together using sprints to break down large, complex projects into bite-sized pieces of value. Encourage your team to learn through incremental delivery, self-organize while working on a problem, and regularly reflect on their wins and losses to continuously improve.



Plan upcoming work in a backlog

Prioritize and plan your team's work on the backlog. Break down work from your project roadmap, and order work items so your team knows what to deliver first.

[Learn more about the backlog](#)

Organize cycles of work into sprints

Sprints are short, time-boxed periods when a team collaborates to complete a set amount of customer value. Use sprints to drive incremental delivery, allow your team to ship



PRODUCT

◆ Jira Software

RECOMMENDED FOR

Teams that deliver work on a regular cadence

DevOps teams that want to connect work across their tools

ISSUE TYPES

🔧 Epic

📄 Story

🚩 Bug

✅ Task

📌 Sub-task

WORKFLOW

Next: Select a project type

Use template

Setting up Jira Software Cloud



1 Project template



Scrum

Sprint toward your project goals with a board, backlog, and roadmap.

[Change template](#)

2 Choose a project type



You'll need to create a new project if you decide to switch project types later.

Team-managed

Set up and maintained by your team.

For teams who want to control their own working processes and practices in a self-contained space. Mix and match agile features to support your team as you grow in size and complexity.

Simplified configuration

Select a team-managed project

Company-managed

Set up and maintained by your Jira admins

For teams who want to work with other teams across many projects in a standard way. Encourage and promote organizational best practices and processes through a shared configuration.

Expert configuration

Select a company-managed project

Setting up Jira Software Cloud



Add project details

You can change these details anytime in your project settings.

Name *

Cohort-10 Learning Jira

Access *

Open

Key ⓘ *

C10LJ

Template

Change template



Scrum

Sprint toward your project goals with a board, backlog, and roadmap.

Type

Change type



Team-managed

Control your own working processes and practices in a self-contained space.

Back

Create project

Setting up Jira Software Cloud



Jira connects to the tools you use everyday making it easier for you to get more done.

Select some tools now and we'll help you connect them later ⓘ



Slack



Microsoft Teams



GitHub



GitLab



Zendesk



Google Sheets



CircleCI



Sentry



Jenkins

Skip

Next

Setting up Jira Software Cloud



Invite your teammates

Bring your team along for the ride!

Add email address

@example.com

Add email address

@example.com

Add email address

@example.com

- ☒ Let anyone with a verified @clarusway.com email address join
- ☐ Let my teammates invite other people to our site

You can change these settings at any time.

[Continue](#)

Setting up Jira Software Cloud



Jira Software Your work Projects Filters Dashboards People Plans Apps Create

Search

Cohort-10 Learning J... Software project

PLANNING

- Roadmap
- Backlog
- Board

DEVELOPMENT

- Code

Project pages

- Add shortcut
- Project settings

You're in a team-managed project Learn more

Projects / Cohort-10 Learning Jira

Roadmap

Give feedback Share Export View settings

Search [SJ] Status category

Epic	FEB	MAR	APR	MAY	JUN
+ Create Epic					

Today Weeks Months Quarters



5

Navigating in Jira


Navigating in Jira



Default dashboard

Introduction







Welcome to Jira



Not sure where to start? Check out the [Jira 101 guide](#) and [Atlassian training course](#).

You can [customize this text](#) in the Administration section.

Projects

 Marketin_Training (MT)	 
Lead Samuel Jacob	
 Marketin_Training2 (MAR)	 
Lead Samuel Jacob	

1-2 of 2


Assigned to Me

You currently have no [issues](#) assigned to you. Enjoy your day!

Activity Streams

Your Company JIRA

June 19

 **Samuel Jacob** updated the Start date of [MAR-1 - Introduction/General info](#)
19/Jun/21 6:38 PM [Comment](#)

Samuel Jacob changed the status to Done on [MAR-1 - Introduction/General info](#) with a resolution of 'Done'
19/Jun/21 6:37 PM [Comment](#)

Samuel Jacob changed the status to Done on [MAR-4 - LinkedIn/Digital Marketing Foundations](#) with a resolution of 'Done'
19/Jun/21 6:37 PM [Comment](#)

Samuel Jacob changed the status to Done on [MAR-3 - Udemy/Digital Marketing Secrets for Beginners](#) with a resolution of 'Done'
19/Jun/21 6:37 PM [Comment](#)

Samuel Jacob changed the status to Done on [MAR-2 - YOUTUBE/ Digital Marketing Course](#) with a resolution of 'Done'

Switch to

Company logo

Your work

Projects

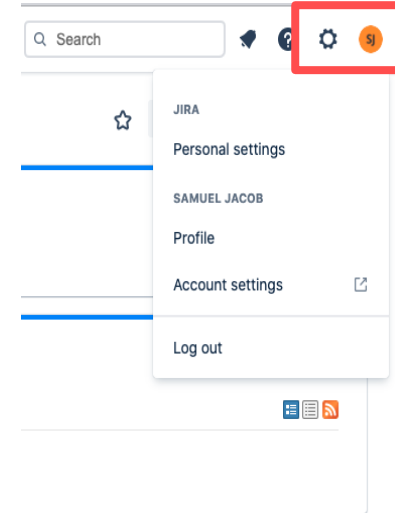
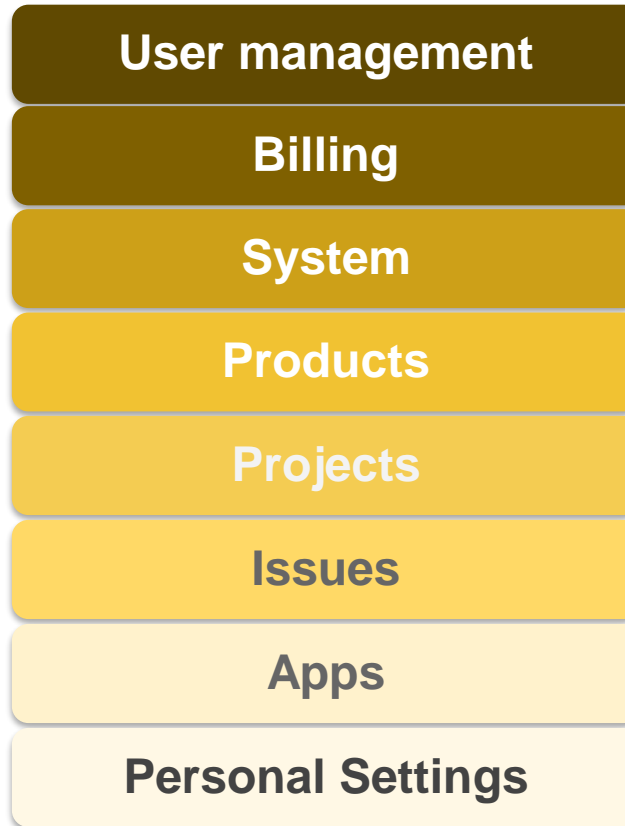
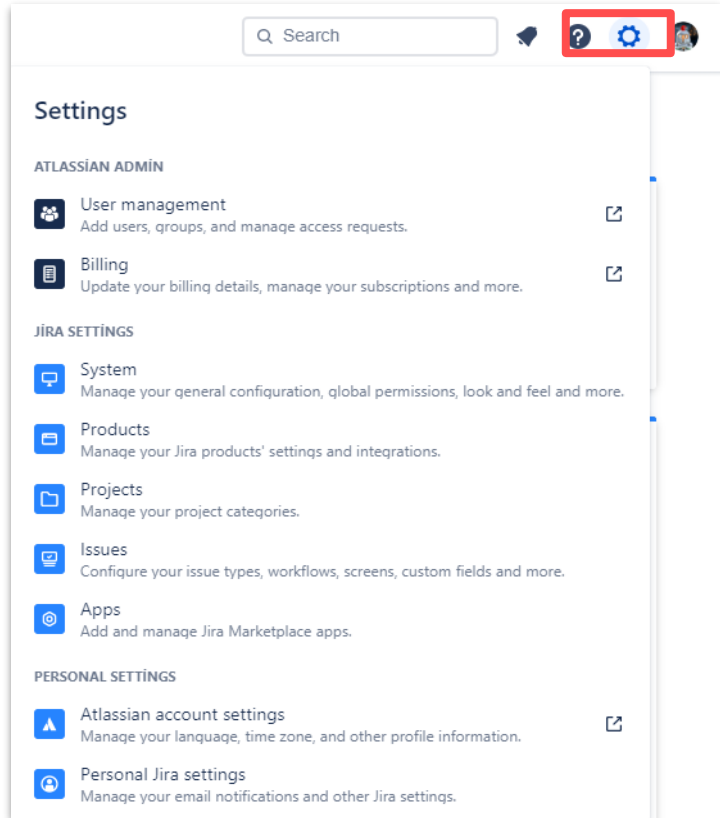
Filters

Dashboards

People

Apps

Settings & Profile





6 Jira Concepts



Examples for Issue Types

Epic

Full website redesign

Product launch

Quality Assurance Initiative

Story

As a registered user,
I want to send message to sellers,
So that I can chat with sellers.

As a registered user,
I want to save my personal and contact information,
So that buyers and sellers can contact me.

Task

Redesign a single web page

Create a new logo

Perform usability testing

Subtask

Create calendar widget for new web page

Schedule meeting for usability testing

Select colors for new logo

Bug

Send Mail feature doesn't launch mail client

System crashes when entering addresses with a hashtag

URL directs to nonexistent web page

Issue Fields



Field	Description
Issue type	The issue types you can define in Jira Software are Story, Task, Bug, and Epic.
Summary	This field is marked with an asterisk, so you have to write a summary to create an issue.
Description	This field is where you write a description of your issue.
Fix versions	This field is used to indicate the future version in which the issue is resolved.
Labels	This field can be considered as a tag or keywords.
Environment	This field describes the environment of the issue.
Attachment	You can attach files to this field from your local drive or cloud storage provider.
Affects versions	This field describes in which version the bug exists.
Linked Issues	Using this field, you can link issues in your project.
Priority	This field describes the priority of the issue.
Assignee	This field represents the user who the issue is assigned to.
Epic Link	This field is a relational link to identify the parent epic of the issue.
Sprint	This field is used to add the issue to the sprint that you want to associate with.

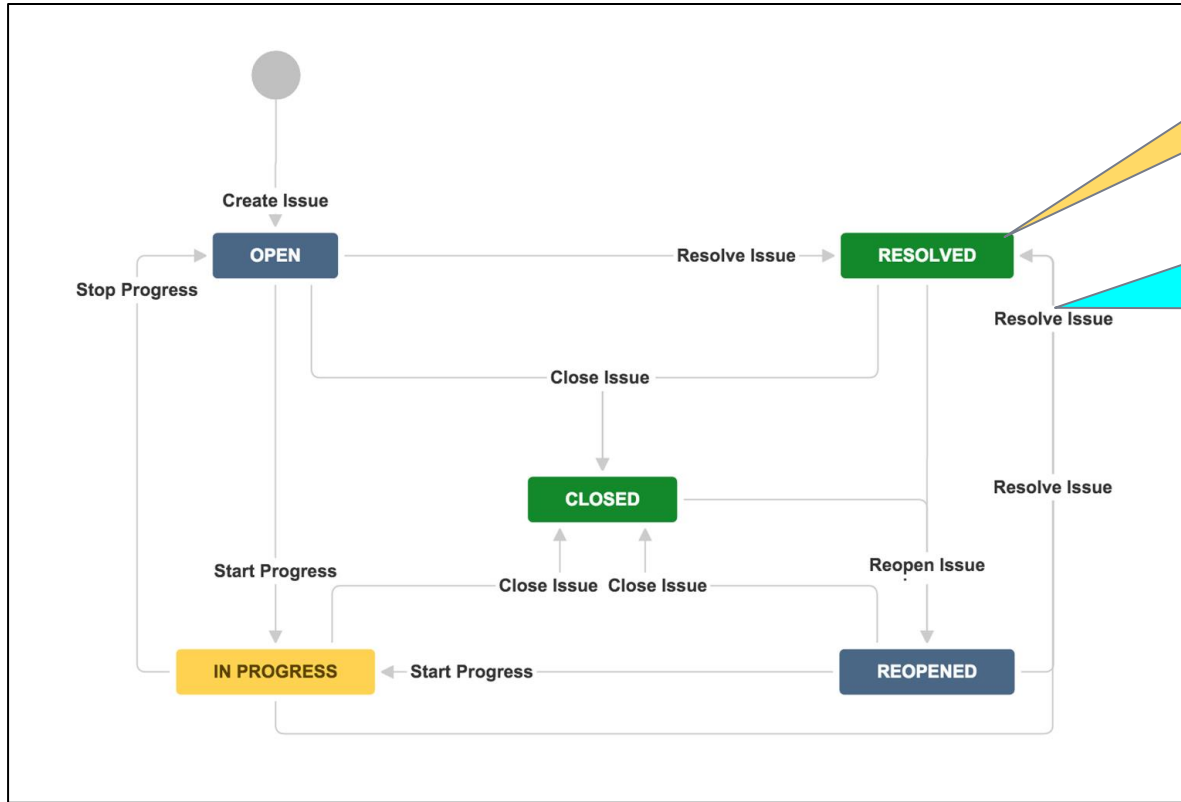


Issue Priorities

The priority of an issue determines how important it is relative to other issues.

Priority	Description
↑ Highest	This problem will block progress.
↑ High	Serious problem that could block progress.
↑ Medium	Has the potential to affect progress.
↓ Low	Minor problem or easily worked around.
↓ Lowest	Trivial problem with little or no impact on progress.

Issue Workflows



Status represents the stage of an issue at a particular time.

Transition is the link between two statuses that allows an issue to move from one status to another.

Tips:

- JIRA's system workflow can be customized by your JIRA administrator.

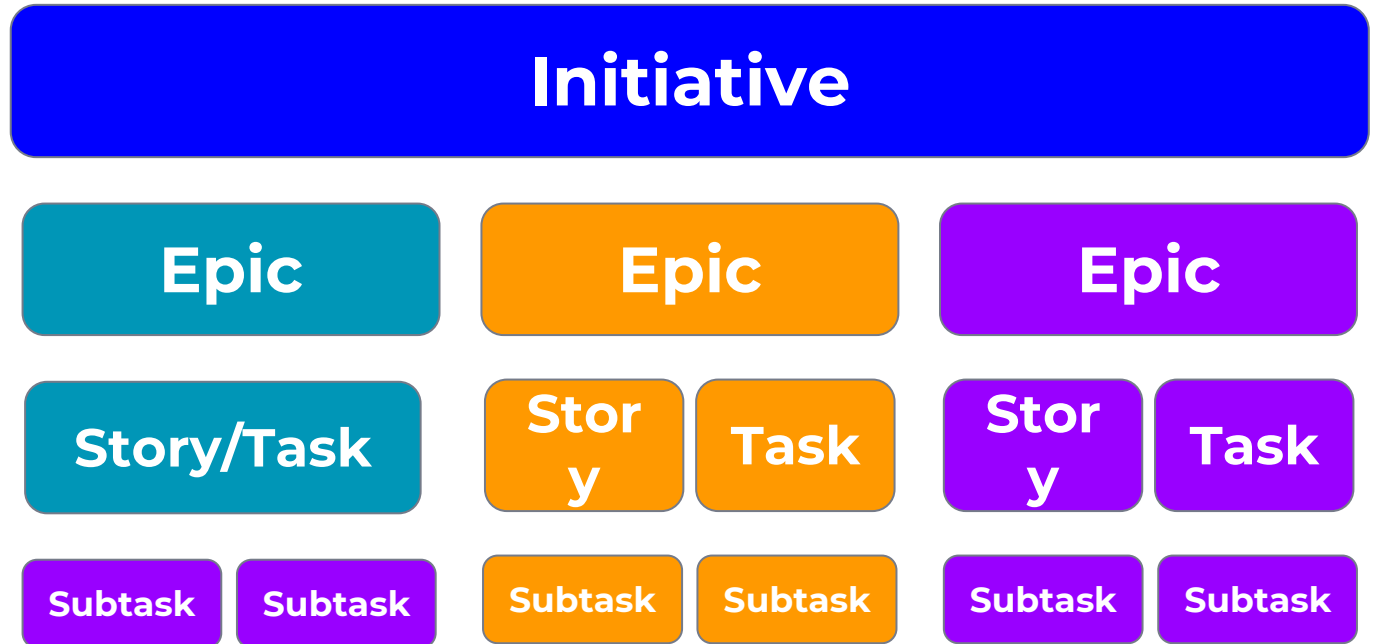


Jira Issue Hierarchy Levels



Structure your work in Jira


from the largest objectives
down to the minute details







Jira Issue Hierarchy Levels




 **ClaruswayScrumWebP...**
Software project


PLANNING


 Roadmap


 **Backlog**


 Board

DEVELOPMENT

 Code



 Project pages


 Add shortcut


 Project settings

Projects / ClaruswayScrumWebProject

Backlog

  Epic ▾

▼ CLR Sprint 1  Add dates (0 issues)




Plan your sprint
Drag issues from the **Backlog** section, or create sprint. Select **Start sprint** when you're ready.

[+ Create issue](#)

▼ Backlog (0 issues)

Your backlog is empty.

 ^ What needs to be done?

☒ Task

☐ Bug

Manage issue types

CLARUSWAY©
WAY TO REINVENT YOURSELF

50

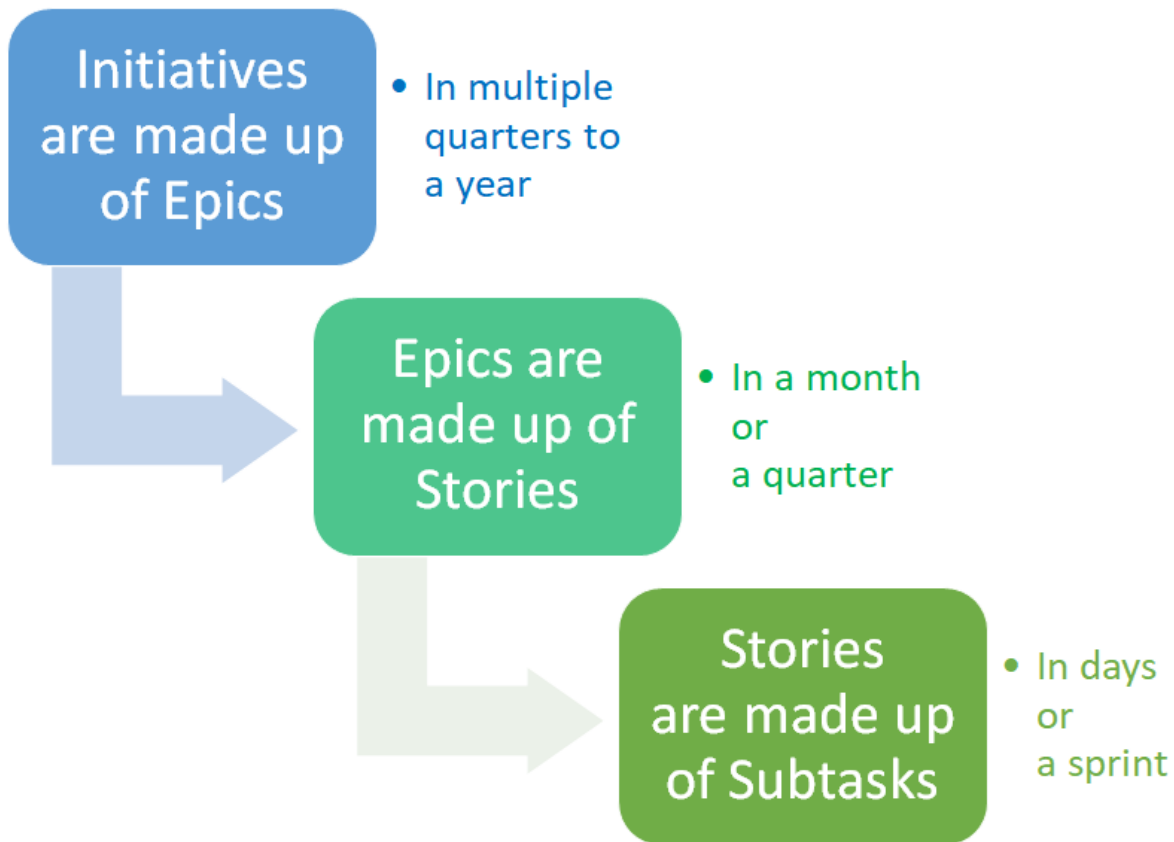


Which one is named as
collection of epics that drive
toward a common goal?



Students choose an option

Jira Structure





..... are large bodies of work
that can be broken down into a
number of smaller stories.



Students choose an option

► Jira Structure



Initiative



Collections of epics that drive toward a common goal

Epic



Big chunk of work that has one common objective

Story



Short requirements written from the perspective of an end user.

**Task/
Subtask**



Smaller piece of story

Jira User Types



Jira Administrator

Configures the Jira instance for all users



Jira Project Administrator

Configures the Jira project to match the team's process



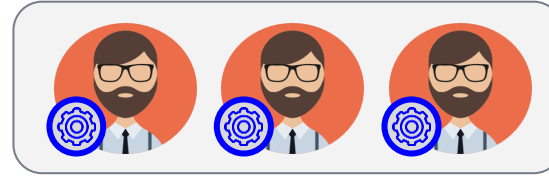
Team Member

Works on Jira projects

Jira User Types



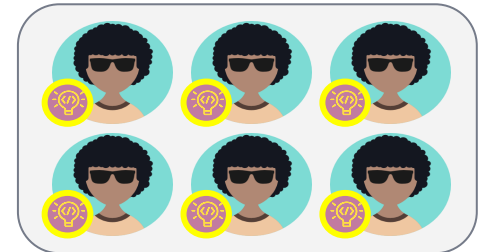
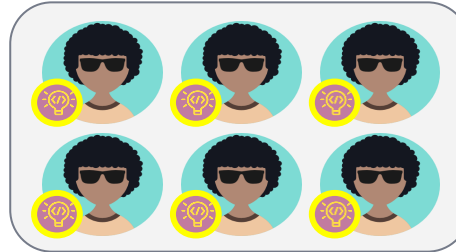
COMPANY



A few Jira Administrator



One or more Project Admin for each project



Many Team Members



Who controls what Jira products you have access to and what you can do in Jira?



Students choose an option



7

Jira Integrations



Jira Integrations



















Design teams

IT teams

Business teams

Software Engineering teams

Funny Moment

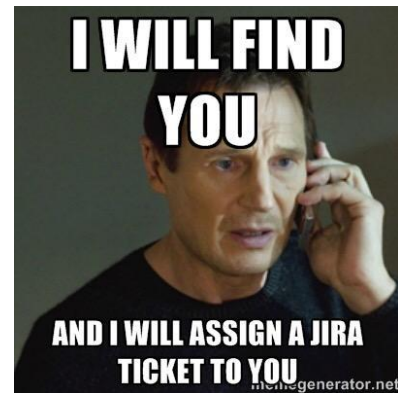


Molly "putting the 'viral' in 'viral'" Waggett
@mollywaggett

the scariest thing about COVID-19 is that it looks like a JIRA ticket

10:09 PM · Mar 4, 2020 · [Twitter Web App](#)

13K Retweets 36.4K Likes



How well did you like this lesson?



Students, drag the icon!





Kahoot!





THANKS!

Any questions?

You can find me at:

- ▶ @volkan
- ▶ volkan@clarusway.com

