

## JIRA Concepts - Issues

JIRA tracks issues, which can be bugs, feature requests, or any other tasks you want to track.




Each issue has a variety of associated information including:




















- the [issue type](#)
- a summary
- a description of the issue
- the project which the issue belongs to
- [components](#) within a project which are associated with this issue
- [versions](#) of the project which are affected by this issue
- versions of the project which will resolve the issue
- the environment in which it occurs
- a [priority](#) for being fixed
- an assigned developer to work on the task
- a reporter - the user who entered the issue into the system
- the current [status](#) of the issue
- a full history log of all field changes that have occurred
- a comment trail added by users
- if the issue is resolved - the [resolution](#)

### Issue Types

JIRA can be used to track many different types of issues. The currently defined issue types are listed below. In addition, you can add more in the administration section.

#### For Regular Issues







 Server health improvement	Issues that improve server health to prevent future incidents.
 Ticket	An issue that was reported by a user, and that needs to be recorded but that cannot immediately be classified bug, improvement, or task.
 Access Request	New users, departing users, existing user changes.

 Change Request	Request for change (RFC) in a Production environment. E.g. server reboots, container restarts, new services, migrations.
 Data Request	Request for a report or data extract, or a change to an existing report.
 Enhancement Request	Requesting a new feature, or configuration change.
 Procurement	Issue type used for purchase requests.
 Triage	The issue was automatically created and is waiting for Triage before being classified properly.
 Inquiry	A generic inquiry, that may turn into another issue type later.
 MACS	Moves, Adds and Changes to hardware (workstations, desks, etc.)
 Problem	Recurring or severe incidents can cause a Problem ticket. The purpose is to identify the root cause and recommend a long-term fix.
 Epic	gh.issue.epic.desc
 Story	gh.issue.story.desc
 Requirement	A requirement for the current project
 Documentation	Describes project clarifications
 Incident	A server incident, such as a service unavailability or server outage.
 Software installation	Installation of a new software package
 Software upgrade	Upgrade of an existing software package
 Bug	A problem which impairs or prevents the functions of the product.
 New Feature	A new feature of the product, which has yet to be developed.
 Task	A task that needs to be done.
 Improvement	An improvement or enhancement to an existing feature or task.

### For Sub-Task Issues

### Priority Levels





An issue has a priority level which indicates its importance. The currently defined priorities are listed below. In addition, you can add more priority levels in the administration section.

 Blocker	Blocks development and/or testing work, production could not run.
 Critical	Crashes, loss of data, severe memory leak.
 Major	Major loss of function.
 Medium	Important issue, but not an immediate problem.
 Minor	Minor loss of function, or other problem where easy workaround is present.
 Trivial	Cosmetic problem like misspelt words or misaligned text.

Statuses










Status Categories

Helps identify where an issue is in its lifecycle.  
Issues move from **To Do** to **In Progress** when work starts on them, and later move to **Done** when all work is complete.

	Represents anything for which work has been completed
	Represents anything in the process of being worked on
	A category is yet to be set for this status
	Represents anything new

Issue Statuses

Each issue has a status, which indicates the stage of the issue. In the default workflow, issues start as being Open, progressing to In Progress, Resolved and then Closed. Other workflows may have other status transitions.

	The issue is new and ready for the assignee to start work on it.
	This issue is being actively worked on at the moment by the assignee.
	This issue was once resolved, but the resolution was deemed incorrect. From here issues are either marked assigned or resolved.
	A resolution has been taken, and it is awaiting verification by reporter. From here issues are either reopened, c closed.
	The issue is considered finished, the resolution is correct. Issues which are closed can be reopened.
	This issue is being actively developed and unit tested by the assignee
	This issue is being actively tested by the assignee
	This issue is being actively analyzed by the assignee
	This issue is on hold. The issue can be released from hold, or closed

PROMOTION

Problem fixed and tested in Dev awaiting promotion to Test environment.

CANCELLED

Issue has been cancelled. No further activity will done on this issue.

AWAITING CUSTOMER

AWAITING 3RD PARTY

PARKING LOT

BACKLOG

REJECTED

CAB REVIEW

VERIFICATION

TO DO

DONE

Resolutions

An issue can be resolved in many ways, only one of them being "Fixed". The defined resolutions are listed below. You can add more in the administration section.

Fixed

A fix for this issue is checked into the tree and tested.

Won't Fix

The problem described is an issue which will never be fixed.

Duplicate

The problem is a duplicate of an existing issue.

Incomplete

The problem is not completely described.

Cannot Reproduce

All attempts at reproducing this issue failed, or not enough information was available to reproduce the issue. Reading the code produces no clues as to why this behavior would occur. If more information appears later, pl reopen the issue.

Not an Issue

The problem was determined to be not an issue. No work is required

Pending

Issue is new

Done

Won't Do

This issue won't be actioned.