

Ticket management

November 2021

Managing our tickets

While we're working in teams we have to be paying attention to ticket management and ticket planning.

Tickets/Tasks are chunks of work that are either yet to be done, in progress, are being tested or have been completed.

To do this JDG has previously used Trello but has moved on to using Jira in early 2021.



What is Jira?

Jira is a platform of choice when it comes to this group and it helps us manage our tickets, organise work and keep track of what has been done.

Jira is a paid service but thanks to [Atlassian's](#) amazing team, JDG has been given access for free 🧡



Some of Jira's features

Backlog

Backlog is a place where we create and store all our tickets and it's located at the bottom of the page.

These tickets are often not ready to be worked on just yet.


Active Sprint Tab


Clicking on this tab will take you to our current sprint* and display available (ready to be worked on) tickets.


*Sprint is a two week long period of time where we work on select tickets we have all agreed on.


Burndown/Velocity Charts


Once each sprint has finished we will run a Sprint Retrospective meeting where we'll look at these two graphs in particular and discuss what we see (sprint progress).


 **Developer Team**
Software project


 **DEV board**
Board


 Roadmap


 **Backlog**


 Active sprints


 Reports


 Issues


 Components

 Code

 Releases

 Project pages

 Add shortcut

 Project settings

You're in a company-managed project

[Learn more](#)

Projects / Developer Team / DEV board

Backlog



Only My Issues

Recently Updated

VERSIONS

EPICS

Backlog 17 issues


- [NEW TEAM MEMBERS] Add your details to be displayed on Team Page
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- [BLOG - NOT READY] Create a blog post with a topic of your choice and display it on relevant places
- [DASHBOARD] Social login


+ Create issue


BACKLOG


..and what it usually looks like





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Sprint 11 | Ongoing Sprint

<https://github.com/Junior-Developer-Group/junior-developer-group>



Only My Issues

TO DO

BLOCKED

Team Page : V2 4 issues

[JDG] Run Lighthouse Audit on:
Homepage

Team Page : V2

 = 5

DEV-238

[JDG] Run Lighthouse Audit on:
About (page)

Team Page : V2

 = 5

DEV-239

[JDG] Run Lighthouse Audit on:
Developers (page)

Team Page : V2

 = 5

DEV-240

[JDG] On About page embed our
Discord server under FAQ section

Team Page : V2

 = 2

DEV-241

ACTIVE SPRINTS TAB

..and what it might look like

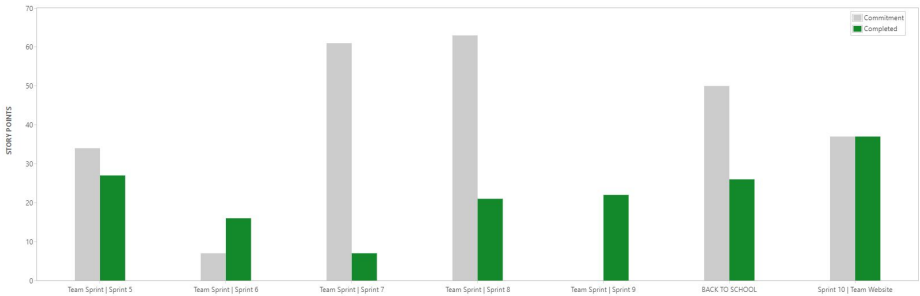


Velocity Chart

How to read this chart

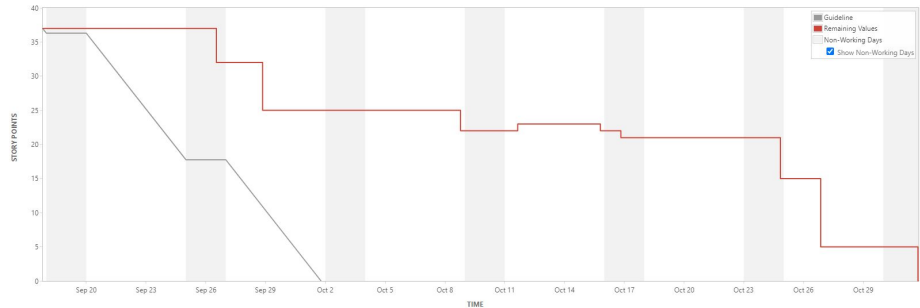
Track the amount of work completed from sprint to sprint. This helps you determine your team's velocity and estimate the work your team can realistically achieve in future sprints.

[Hide this information](#)



Burndown Chart

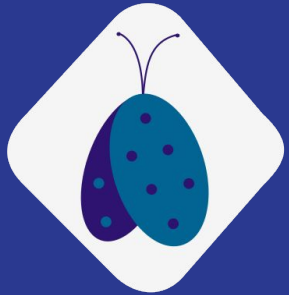
Sprint 10 | Team Website • Story Points •



CHARTS WE USE

..and what those might look like





Terminology explained

Sprint

...and what does it mean

Amount of time we agreed to spend working on selected tickets.

For JDG and many others, a sprint lasts two weeks.

During a sprint we **ONLY** work on tickets that are from that sprint - nothing else 😊



Sprint planning

...and what does it mean

A (casual) meeting during which we decide what tickets we're going to be working on during a sprint we're planning at that time, discuss how long do we think it will take us to finish our individual tickets and so on.. 😊



Sprint review

...and what does it mean

Another (casual) meeting during which we look at our current sprint, discuss any potential blockers, report on anything that hasn't gone well but also celebrate our small wins 😊

During this meeting each member will have designated time to give their own update - in their own words.



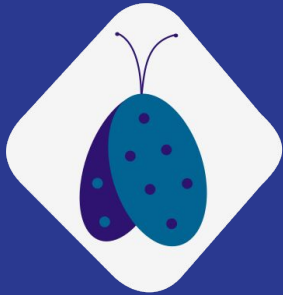
Sprint retrospective

...and what does it mean

A final sprint related meeting we host in JDG, focused on closing the sprint that has reached its two week date.

During retrospective we will look at our charts, reflect on what we've learned, what we've achieved and what could have gone better next time.



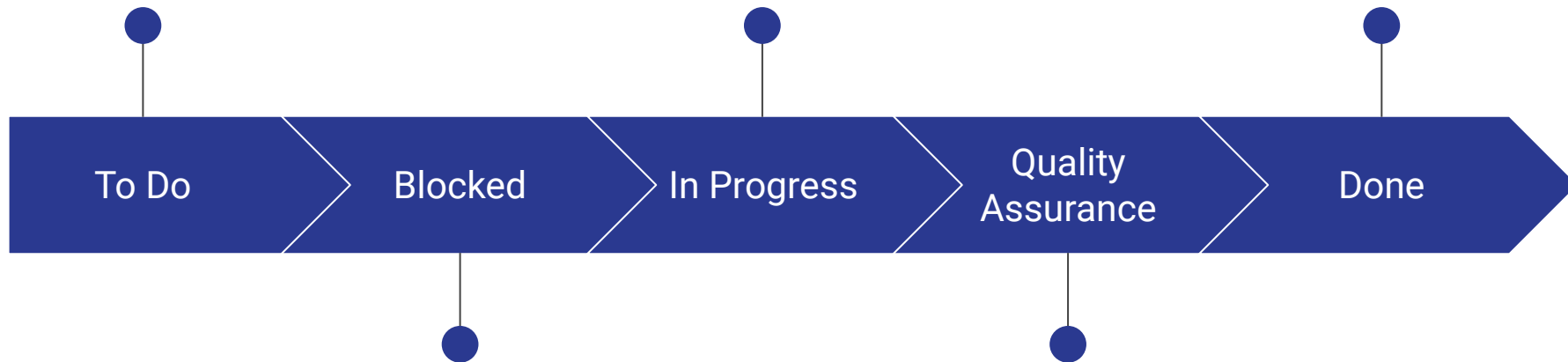


Ticket Status Explained

Ticket is ready to be worked on

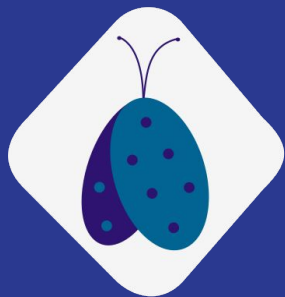
You have started working on the ticket.

Your PR has been tested, approved and merged in




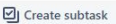



You're unable to continue working on the ticket e.g instructions aren't clear

You're happy with your work and you've sent it for QA



Your first ticket

[NEW TEAM MEMBERS] Add your details to be displayed on Team Page

 Attach  Create subtask  Link issue  

Description

Welcome new team member!

If you would like to appear on our Team Page, assign this ticket to yourself, move it up to the active sprint right at the top (drag and drop) and go ahead and add yourself in to the *teammembers.js* file on our junior-coding-group repository.

A reminder of how we are working with git as Junior Developer Group:

Log into github and go to the junior-coding-team repository.

1. Fork the repository
2. Clone the repository to your local machine. `git clone https://github.com/Junior-Developer-Group/junior-developer-group.git`
3. Create a branch, you can call this your own name or you can use the ticket number from Jira: `git checkout -b "yourbranchname"`
4. Make the changes to the *teammembers.js* file. You will see in here where you can add your details in.
5. Commit your changes, and then use: `git push origin 'yourbranchname'`
6. Go to your Github and you can then create a pull request.

Please make sure your Pull Request is sent to our 'dev' branch instead of 'main' branch. We use 'dev' as our staging environment and 'main' only gets updated if everything has gone okay.

The image used above is a ticket template and might get updated

Your first ticket

..and what you'll have to do



How to get started:

Step 1

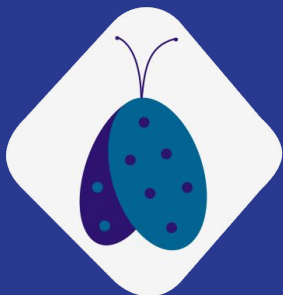
You will need to be an active member of JDG discord channel.

Step 2

You will have to message @Likii and share your email address in order to be added to Jira and allowed full participation access.

Step 3

You will receive an email with an invitation you'll have to accept and from there on you'll be able to pick up your very first ticket.



The End 🙌

You've reached the end of JDG Ticket Management document and we hope it has given you enough information to get started.

Please feel free to ask @Likii or @AdminTeam for any assistance you might require while settling in.