

JIRA



WHAT IS JIRA ?

JIRA is an Incident Management Tool used for Project Management, Bug Tracking, Issue Tracking and Workflow. JIRA is based on the following three concepts – Project, Issue and Workflow.

IN OTHER WORDS

Jira is a software application used for issue tracking and project management. The tool, developed by the Australian software company Atlassian, has become widely used by agile development teams to track bugs, stories, epics, and other tasks.

Use of JIRA

Following are some of the most significant uses of JIRA.

- JIRA is used in Bugs, Issues and Change Request Tracking.
- JIRA can be used in Helpdesk, Support and Customer Services to create tickets and track the resolution and status of the created tickets.
- JIRA is useful in Project Management, Task Tracking and Requirement Management.
- JIRA is very useful in Workflow and Process management.

Jira Software: Features & Functions

Jira Software is based on the Jira Core platform. In that way, on Jira Software, you'll be provided with all the Jira Core functionality but you'll be provided with additional agile features.

Jira Software supports any agile project management methodology for software development, such as:

- The ability to plan agile work from project backlog to sprints
- Fully customizable Kanban and Scrum boards
- The ability to estimate time for issues as you prioritize your backlog
- Robust reporting features, ranging from burndown charts to velocity measurements
- Customizable workflows to fit your frameworks

ISSUES IN JIRA

JIRA is a project management tool and uses issues to track all the tasks. An issue helps to track all works that underlie in a project. In real time, every work or task either technical, non-technical, support or any other type of a project in JIRA are logged as an issue.

An issue can be dependent on the organization and requirements –

- Story of a project
- Task of a story
- Sub-task of a story
- A defect or bug can be an issue
- Helpdesk Ticket can be logged as issue
- Leave Request

ISSUE TYPES IN JIRA

An Issue is classified as follows –

- **Sub-Task** – This is the sub-task of an issue. In a logged issue, there can be different tasks to resolve it, which are called as sub-tasks.
- **Bug** – A problem that impairs or prevents the functions of the product.
- **Epic** – A big user story that needs to be broken down. Created by JIRA Software - do not edit or delete.
- **Improvement** – An improvement or enhancement to an existing feature or task.
- **New Feature** – A new feature of the product, which is yet to be developed.
- **Story** – A user story. Created by JIRA Software - do not edit or delete.
- **Task** – A task that needs to be done to achieve team's goal.

LIMITATIONS OF JIRA

- The tool is hard to set up and get used to
- It's complicated user interface can make managing tasks difficult
- No built-in timeline to track your project progress
- No collaboration features to communicate with your team
- It's mainly built for engineering and software development teams
- No idea management features to keep track of your ideas and plans
- The tool can be expensive
- It's known for being a slow tool with long query load times

THE END