

Lab Assignment 04—

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Task 1: Kanban Board Setup

1. **Create a new Jira project:** Choose a suitable project type (e.g., Software) and name it “IT Helpdesk Project”.

The screenshot shows the 'Add project details' page in Jira. On the left, there's a sidebar with project settings and a note about sharing settings with an existing project. The main area has two sections: 'Template' and 'Type'. In the 'Template' section, 'Kanban' is selected, described as a way to visualize and advance projects using work items on a board. In the 'Type' section, 'Company-managed' is selected, described as working with other teams across many projects in a standard way. At the bottom right are 'Cancel' and 'Create project' buttons.

2. **Configure Kanban board:**

- o Set up Kanban board with columns representing different stages (e.g., To Do, In Progress, Done).

Projects / IT Helpdesk Project

IHP board ⚙️ ...

⊕ Summary ⏲ Timeline 📈 Kanban board 🗓 Reports ⏷ List 📁 Forms ⏵ Goals 📈 All work 📈 Components ⏵ Code More 4 +

Q Search board NK ⚙️ Epic Type Quick filters Group: Epic ⏷ ⏵ ⏵ ... +

▼ 🔍 IHP-4 by customer (2 work items) IN PROGRESS

BACKLOG 1	SELECTED FOR DEVELOPMENT	IN PROGRESS 1	DONE
Task-2 BY CUSTOMER <input checked="" type="checkbox"/> IHP-9 = ⚙️		Task-1 BY CUSTOMER <input checked="" type="checkbox"/> IHP-8 = ⚙️	
+ Create		+ Create	

▼ 🔍 IHP-5 issue type (2 work items) DONE

BACKLOG 1	SELECTED FOR DEVELOPMENT	IN PROGRESS	DONE 1
Task-2 ISSUE TYPE <input checked="" type="checkbox"/> IHP-11 = ⚙️			Task-1 🔎 ISSUE TYPE <input checked="" type="checkbox"/> IHP-10 = ⚙️
+ Create			+ Create

- Create swimlanes to categorize issues (e.g., by customer, issue type).

Projects / IT Helpdesk Project

IHP board ⚙️ ...

⊕ Summary ⏲ Timeline 📈 Kanban board 🗓 Reports ⏷ List 📁 Forms ⏵ Goals 📈 All work 📈 Components ⏵ Code More 4 +

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BACKLOG 1	SELECTED FOR DEVELOPMENT	IN PROGRESS 1	DONE
Task-2 BY CUSTOMER <input checked="" type="checkbox"/> IHP-9 = ⚙️		Task-1 BY CUSTOMER <input checked="" type="checkbox"/> IHP-8 = ⚙️	+ Create
+ Create			

▼ 🔍 IHP-5 issue type (2 work items) DONE

BACKLOG 1	SELECTED FOR DEVELOPMENT	IN PROGRESS	DONE 1
Task-2 ISSUE TYPE <input checked="" type="checkbox"/> IHP-11 = ⚙️			Task-1 🔎 ISSUE TYPE <input checked="" type="checkbox"/> IHP-10 = ⚙️
+ Create			

- Configure board settings (e.g., WIP limits). **Task 2: Visualize Workflow**

Search

+ Create Premium trial NK

Projects / IT Helpdesk Project

IHP board ...

Summary Timeline Kanban board

Search board

Epic

... IHP-4 by customer (2 work items)

BACKLOG 1

Task-2 BY CUSTOMER

IHP-9 =

+ Create

... IHP-5 issue type (2 work items) DONE

BACKLOG 1

Task-2 ISSUE TYPE

IHP-11 =

+ Create

Column limit

We'll highlight this column if the number of work items in it passes this limit.

Maximum work items: 5 Clear limit

Minimum work items: 1 Clear minimum

Cancel Save

IN PROGRESS

DONE 1

Task-1 ISSUE TYPE

IHP-10 =

Group: Epic

1. **Define value stream:** Identify the steps involved in handling customer support requests.

Projects / IT Helpdesk Project

IHP board ...

Summary Timeline Kanban board Reports List Forms Goals All work Components Code More

Search board Epic Type Quick filters Group: Epic

IHP-4 by customer (2 work items) IN PROGRESS

BACKLOG	SELECTED FOR DEVELOPMENT	IN PROGRESS	DONE
Task-2 BY CUSTOMER <input checked="" type="checkbox"/> IHP-9		Task-1 BY CUSTOMER <input checked="" type="checkbox"/> IHP-8	
+ Create			

IHP-5 issue type (2 work items) DONE

BACKLOG	SELECTED FOR DEVELOPMENT	IN PROGRESS	DONE
Task-2 ISSUE TYPE <input checked="" type="checkbox"/> IHP-11			Task-1 ISSUE TYPE <input checked="" type="checkbox"/> IHP-10
+ Create			

2. **Create columns:** Create columns on the Kanban board to represent each step of the value stream.

3. **Visualize flow:** Move issues through the board as they progress through the workflow.

The screenshot shows a Kanban board with two distinct sections, each containing four columns: BACKLOG, SELECTED FOR DEVELOPMENT, IN PROGRESS, and DONE.

Section 1 (Top):

- BACKLOG:** Contains one item, "Task-2".
 - Issue Type:** IHP-5 (highlighted in purple).
 - Status:** DONE.
- SELECTED FOR DEVELOPMENT:** Contains one item, "Task-1".
 - Issue Type:** IHP-11 (highlighted in purple).
 - Status:** In progress.
- IN PROGRESS:** Empty.
- DONE:** Contains one item, "Task-1".
 - Issue Type:** IHP-10 (highlighted in purple).
 - Status:** Done.

Section 2 (Bottom):

- BACKLOG:** Contains two items, both labeled "by customer HelpDesk".
 - Issue Type:** IHP-2 (highlighted in purple).
 - Status:** In progress.
- SELECTED FOR DEVELOPMENT:** Empty.
- IN PROGRESS:** Contains one item, "by customer HelpDesk".
 - Issue Type:** IHP-1 (highlighted in purple).
 - Status:** In progress.
- DONE:** Contains one item, "by customer HelpDesk".
 - Issue Type:** IHP-3 (highlighted in purple).
 - Status:** Done.

Common UI Elements:

- Search Bar:** "Search board" with a magnifying glass icon.
- User Profile:** "NK" initials and a user icon.
- Filter Buttons:** "Epic", "Type", and "Quick filters".
- Group Filter:** "Group: Epic" with a filter icon.
- Create Button:** "+ Create" at the bottom left of each section.

Task 3: Manage WIP Limits

Projects / IT Helpdesk Project / IHP board

IHP board ...

Summary Timeline Kanban board Calendar Reports List Forms Goals All work Components Code More

Search board NK ... Epic Type Quick filters Group: Epic

IN PROGRESS

BACKLOG 1 SELECTED FOR DEVELOPMENT IN PROGRESS 1 DONE

Task-2 BY CUSTOMER IHP-9

Task-1 BY CUSTOMER IHP-8

+ Create

DONE

IN PROGRESS

BACKLOG 1 MIN: 1 MAX: 5 ...

Task-2 ISSUE TYPE IHP-11

More actions

SELECTED FOR DEVELOPMENT

DONE 1

Task-1 ISSUE TYPE IHP-10

=

IN PROGRESS

Task 4: Kanban Metrics

1. **Track cycle time:** Measure the time it takes for issues to move through the board.

Projects / IT Helpdesk Project / IHP board / Reports

Control Chart

How to read this chart

How to read this chart

Shows the cycle time for your product, version or sprint. This helps you identify whether data from the current process can be used to determine future performance.

Learn more

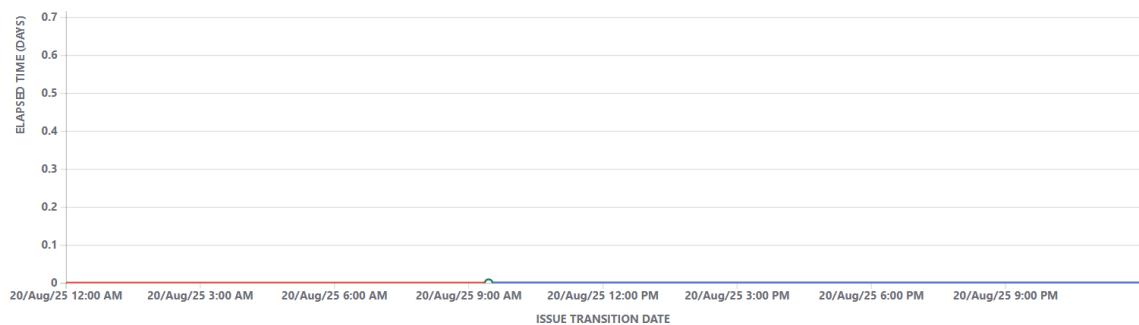


20/Aug/25 to 20/Aug/25 (All Time)

< 1m average < 1m median < 1m min time < 1m max time 1 issues

Issue Cluster of issues Average Rolling average 5 issue window Standard deviation



Control Chart[How to read this chart](#) **Time scale**

Timeframe
All Time

Custom dates
 to

[Reset to default](#)**Refine report**

Columns
Selected for Development, In...

Swimlanes
Expedite, Everything Else

[Quick Filters](#)

None

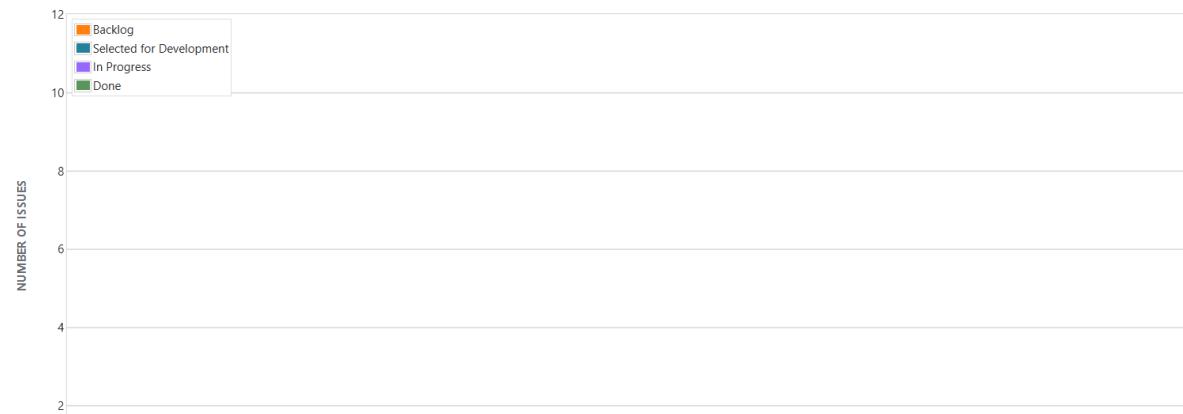
Viewing options

[Include non-working days in calculations](#)
[Reset to default](#)

2. Monitor throughput: Measure the rate at which issues are completed.**Cumulative Flow Diagram**[How to read this chart](#) **How to read this chart**

Shows the statuses of issues over time. This helps you identify potential bottlenecks that need to be investigated.

13/Aug/25 to 20/Aug/25 (Past Week) [Refine report](#)





Cumulative Flow Diagram



Overview

Click and drag cursor across chart or chart overview to select date range (double-click overview to reset).

