

Course Code- CSET-324

Course Name: Software Project Management

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”.

Add project details

Explore what's possible when you collaborate with your team. Edit project details anytime in project settings.

Required fields are marked with an asterisk *

Name *

IT Helpdesk Project

Key * ⓘ

IHP

☐ Share settings with an existing project

Template

Change template



Kanban

Jira

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

Type

Change type



Company-managed

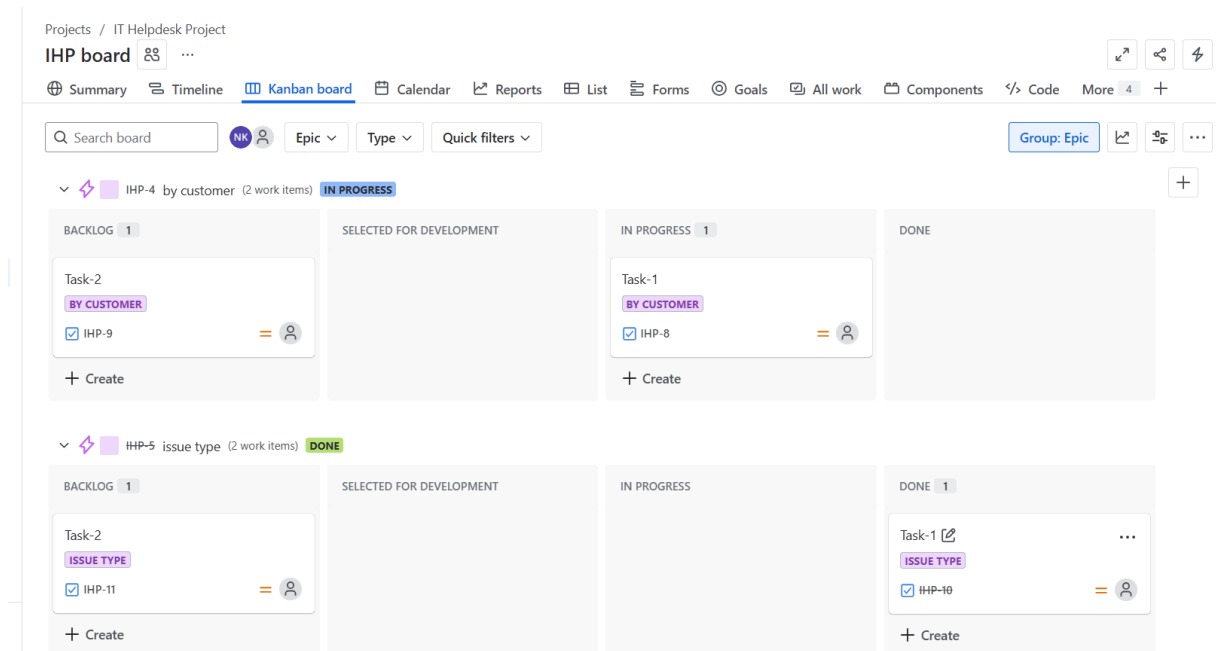
Work with other teams across many projects in a standard way.

Cancel

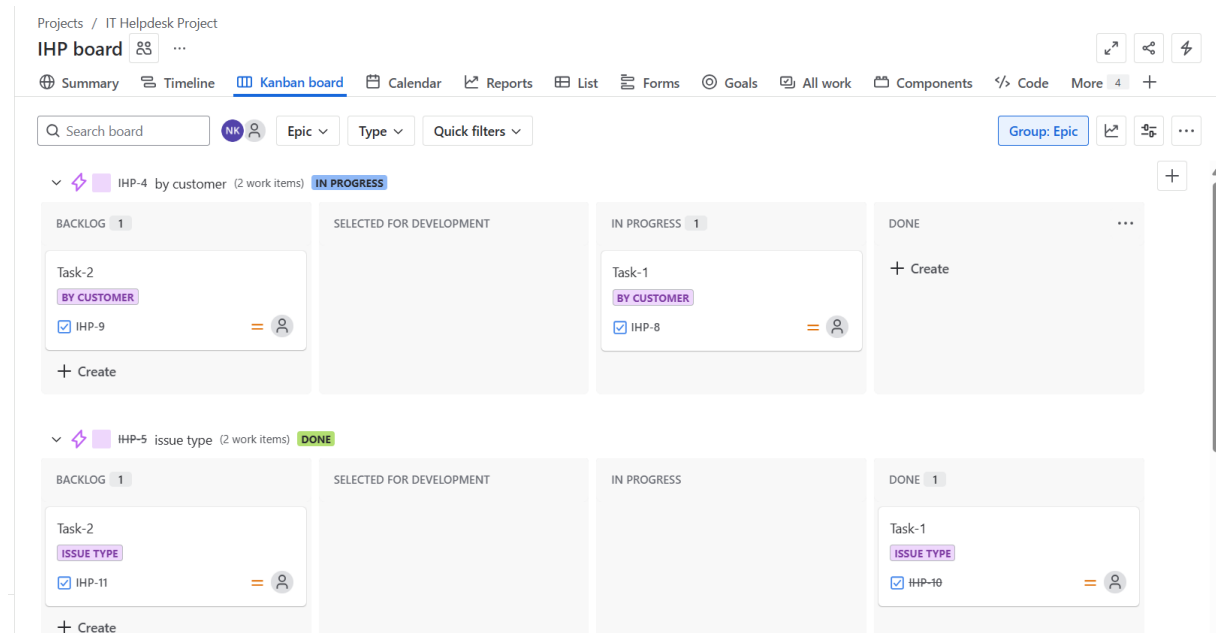
Create project

2. **Configure Kanban board:**

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



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



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

Search

CreatePremium trial2

Projects / IT Helpdesk Project

IHP board

SummaryTimelineKanban board

Search board

Group: Epic

Maximum work items

5

Clear limit

Minimum work items

1

Clear minimum

CancelSave

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

SELECTED FOR DEVELOPMENT

IN PROGRESS

DONE 1

Task-1

ISSUE TYPE

IHP-10

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

Projects / IT Helpdesk Project

IHP board

Summary Timeline **Kanban board** Calendar Reports List Forms Goals All work Components Code More 4 +

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
<p>Task-2</p> <p>BY CUSTOMER</p> <p><input checked="" type="checkbox"/> IHP-9</p> <p>+ Create</p>		<p>Task-1</p> <p>BY CUSTOMER</p> <p><input checked="" type="checkbox"/> IHP-8</p>	

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

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

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.

Summary Timeline **Kanban board** Calendar Reports List Forms Goals All work Components Code More 4 +

Search board NK Epic Type Quick filters Group: Epic

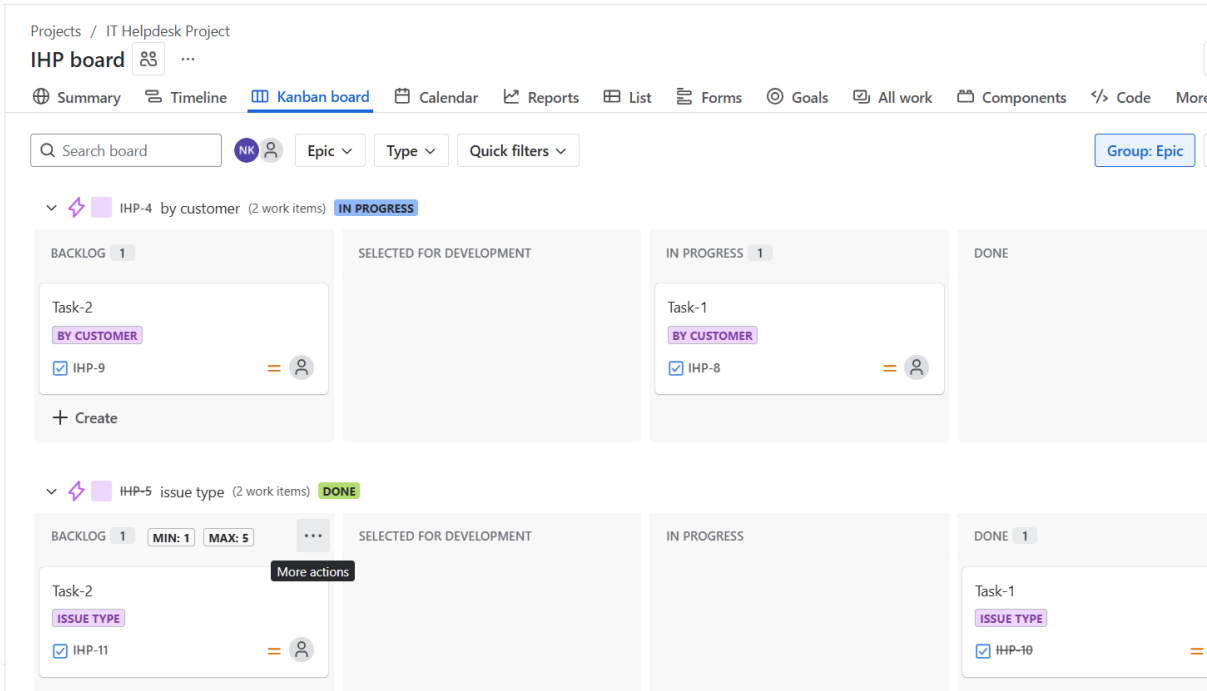
▼ IHP-5 issue type (2 work items) **DONE**

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

▼ No Epic (3 work items)

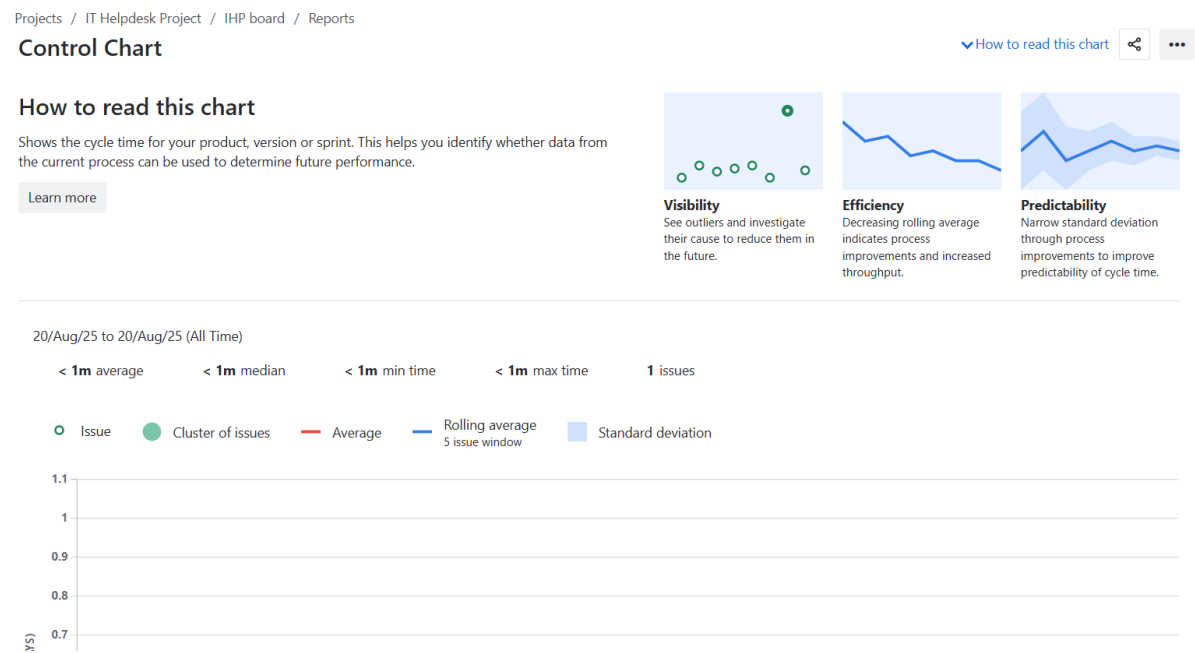
BACKLOG 2	SELECTED FOR DEVELOPMENT	IN PROGRESS 3	DONE 2
<p>by customer HelpDesk</p> <p><input checked="" type="checkbox"/> IHP-2</p> <p>+ Create</p>		<p>by customer HelpDesk</p> <p><input checked="" type="checkbox"/> IHP-1</p>	<p>by customer HelpDesk</p> <p><input checked="" type="checkbox"/> IHP-3</p>

Task 3: Manage WIP Limits



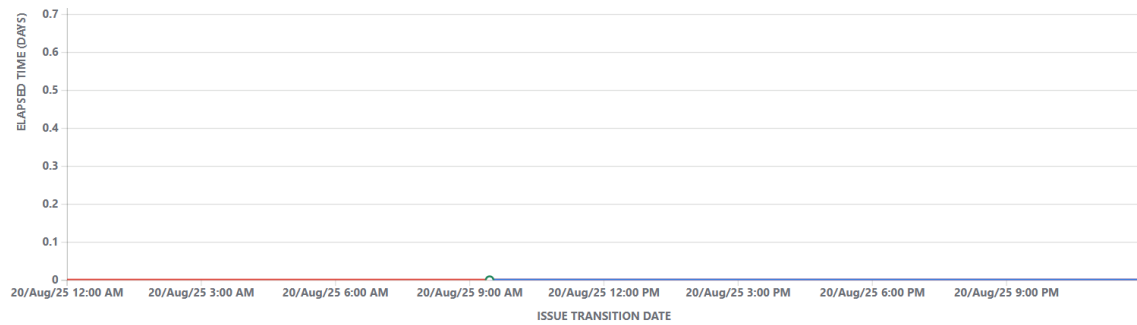
Task 4: Kanban Metrics

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



Control Chart

[How to read this chart](#)



Time scale

Timeframe

All Time

Custom dates

20/Aug/25 to 20/Aug/25

[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

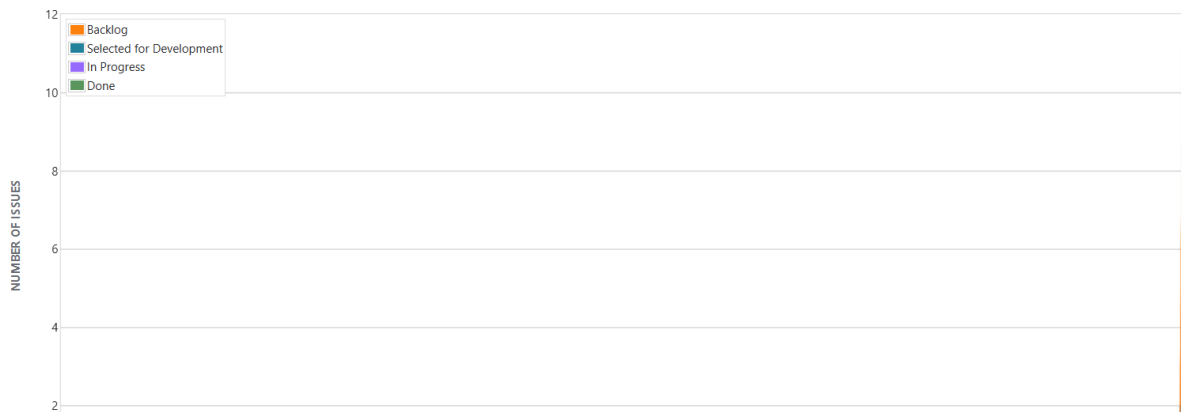
[How to read this chart](#)

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

How to read this chart



Overview

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

