SPM LAB 12

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E23CSEU0097

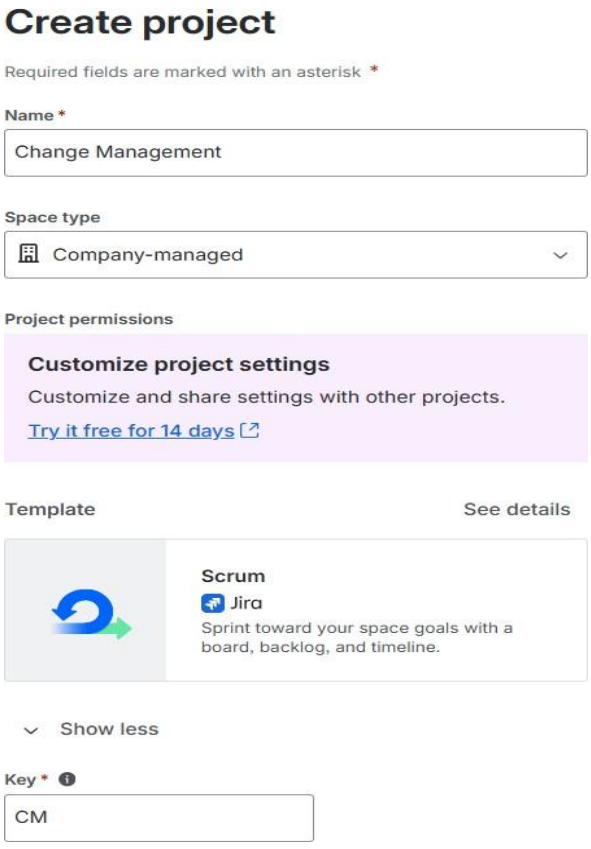
BATCH 04

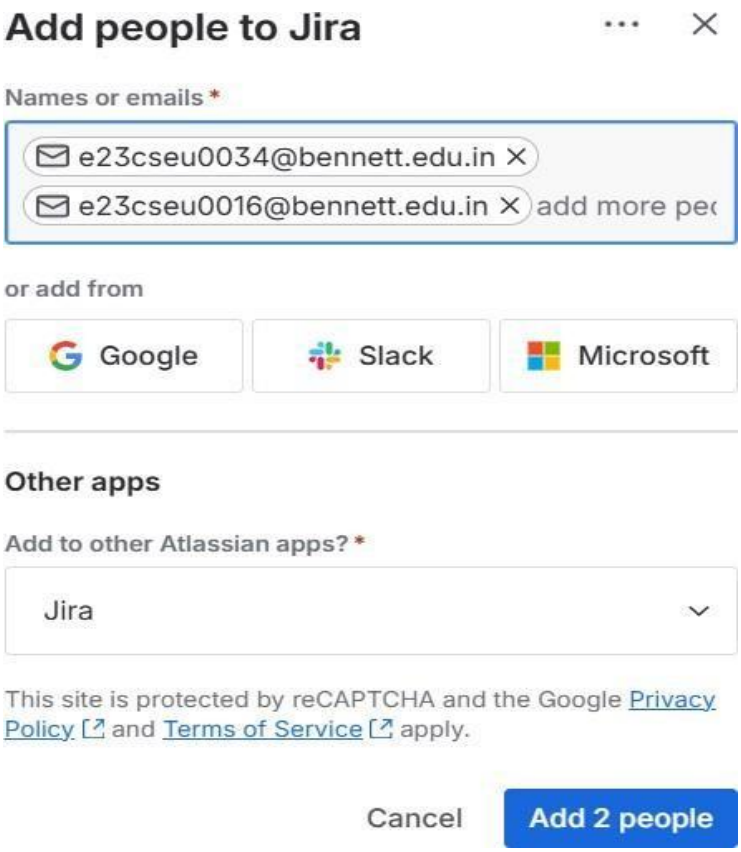
Objective:

To understand and demonstrate how change requests are handled and tracked in a software project using **JIRA**, including how **audit trails** record every change for accountability and transparency.

Task 1: Project Setup (in JIRA)

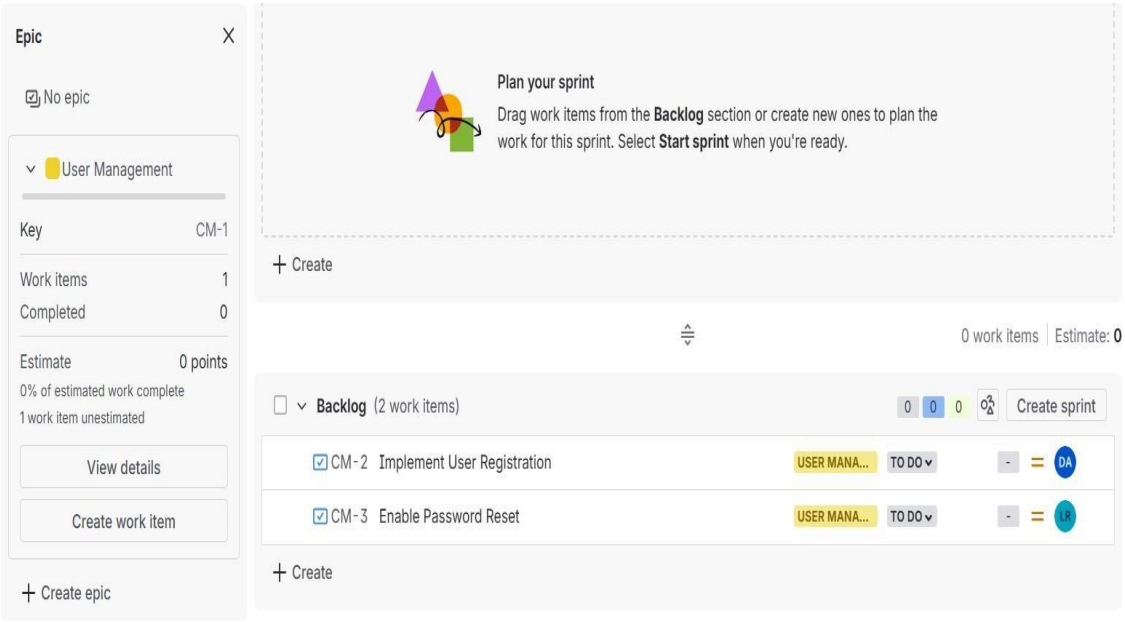
1. Create a new JIRA project named: **"Change Management"**
2. Choose the **Scrum** template.
3. Define key roles among your team mates (Project Manager, Developer, Tester).





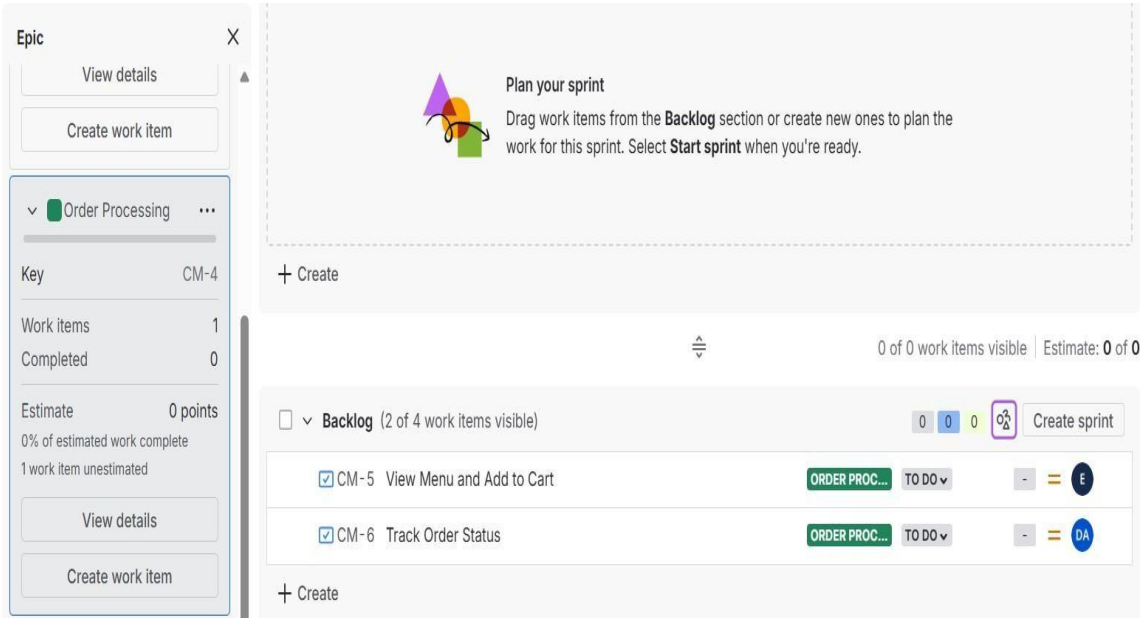
Task 2: Define Epics and Stories. Run a sprint.

- **Epic 1:** User Management
- Story 1: Implement User Registration
- Story 2: Enable Password Reset



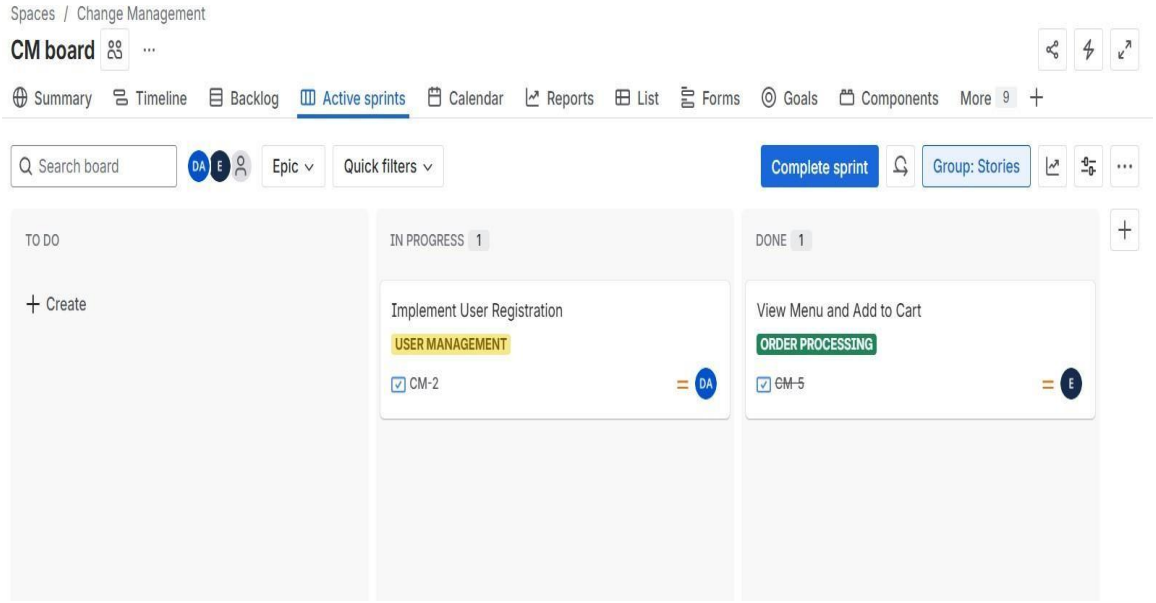
- **Epic 2:** Order Processing

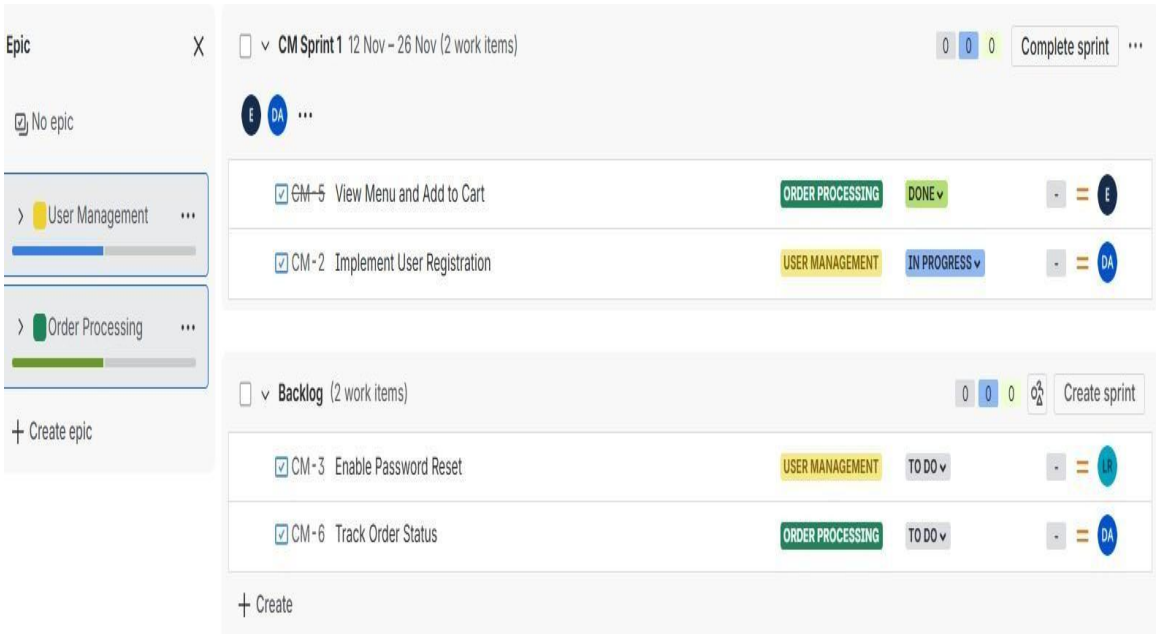
- Story 3: View Menu and Add to Cart
- Story 4: Track Order Status



Run One Sprint

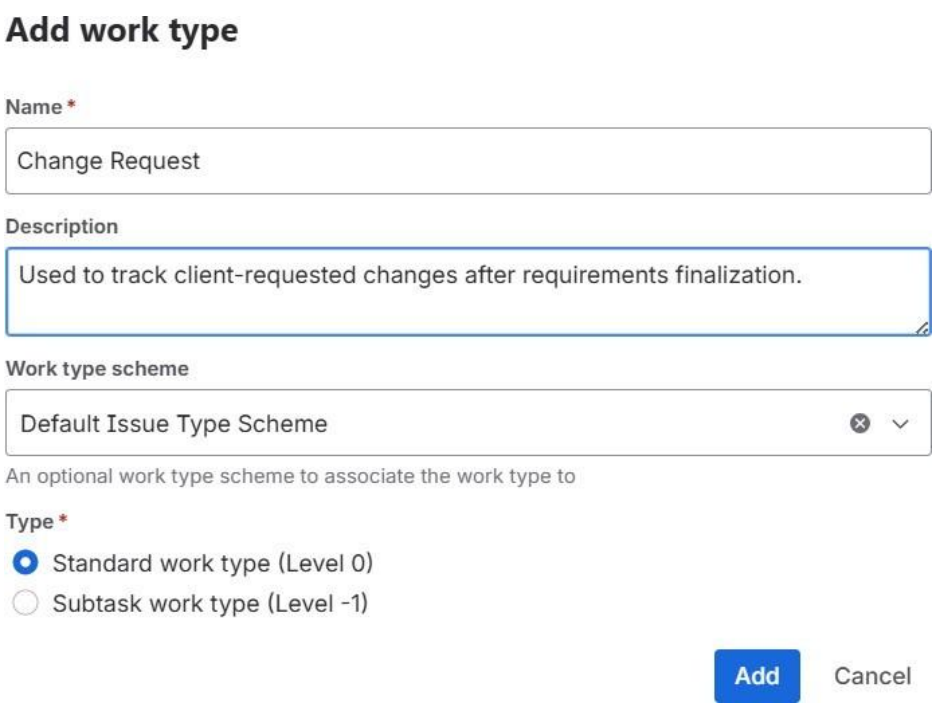
- Move a couple of stories through “In Progress → Done”.



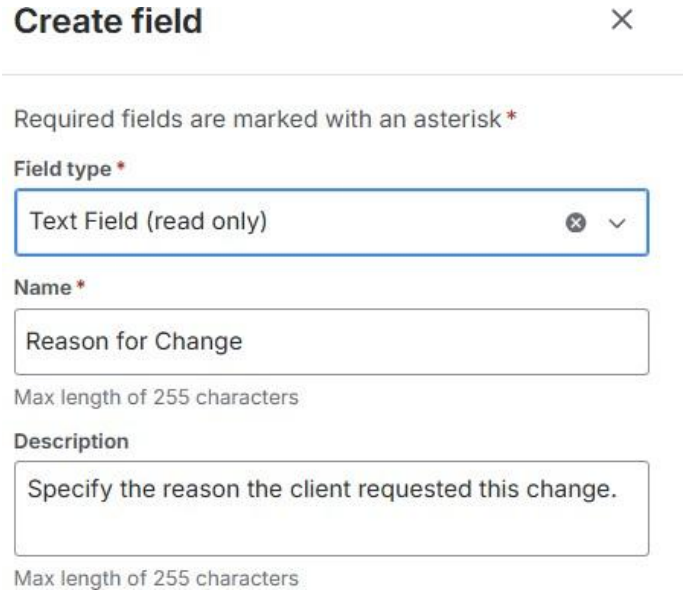


Task 3: Change Request Management

1. Create a new issue type **"Change Request"**
   - In the Project Settings menu, select **Work Items-> Types."**
     You'll see the list of existing issue types (Epic, Story, Bug, Task, etc.).
   - Click on Actions -> Edit Work Types -> **"Add issue type"**.
   - Enter details:
   - **Name:** Change Request
   - **Description:** Used to track client-requested changes after initial requirements are finalized.
   - **Type:** Choose **Standard Issue Type** (not Sub-task).
   - Click **"Add."**



2. Add Custom Fields to the Issue Type
   - Go to **Project Settings → Screens**. ● Add custom fields such as:
     ○ *Reason for Change* (Text field) ○ *Impact Analysis* (Paragraph or Multi-line text) ○ *Approval Status* (Drop-down: Pending / Approved / Rejected) ● Save and publish the screen scheme.



Create field

Required fields are marked with an asterisk *

Field type *

Paragraph (supports rich text)

Name *

Impact Analysis

Max length of 255 characters

Description

Describe how this change will affect project modules, cost, or timeline.

Max length of 255 characters

Create field

Required fields are marked with an asterisk *

Field type *

Select List (single choice)

Name *

Approval Status

Max length of 255 characters

Description

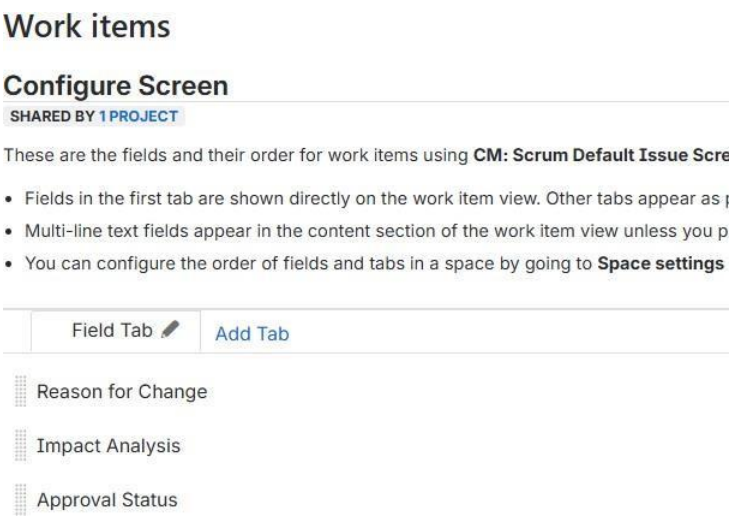
Specify whether the change request is pending, approved, or rejected.

Max length of 255 characters

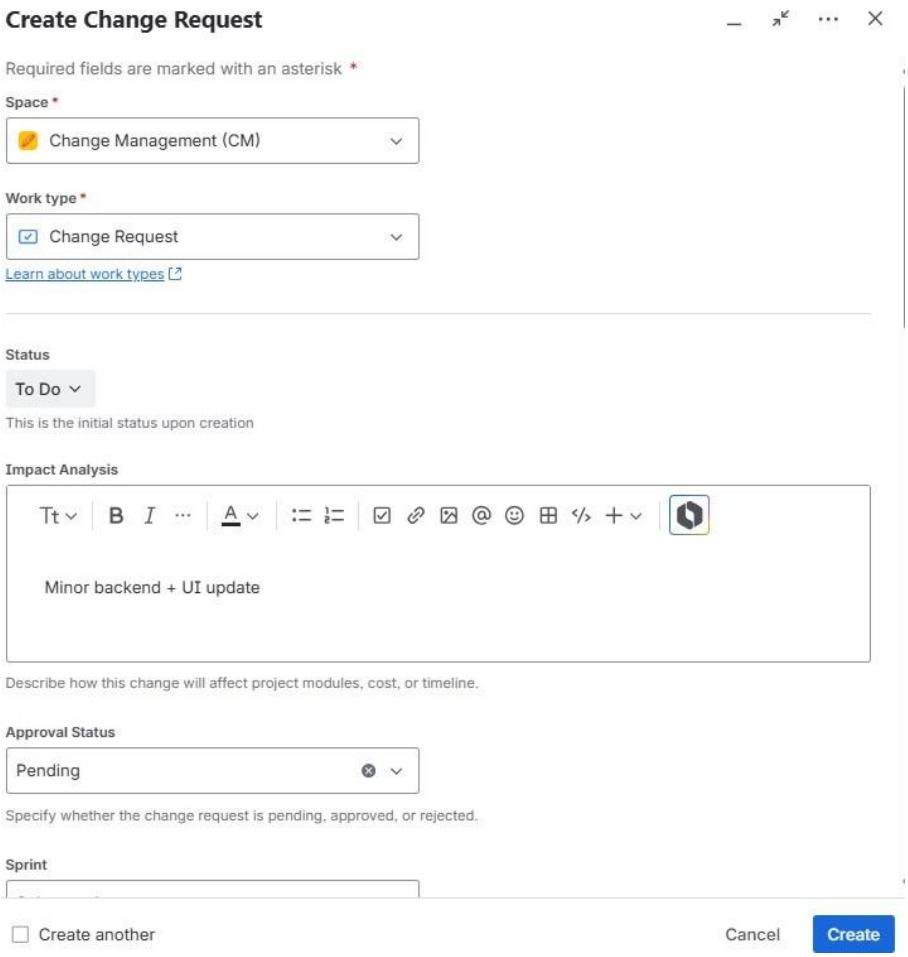
Options

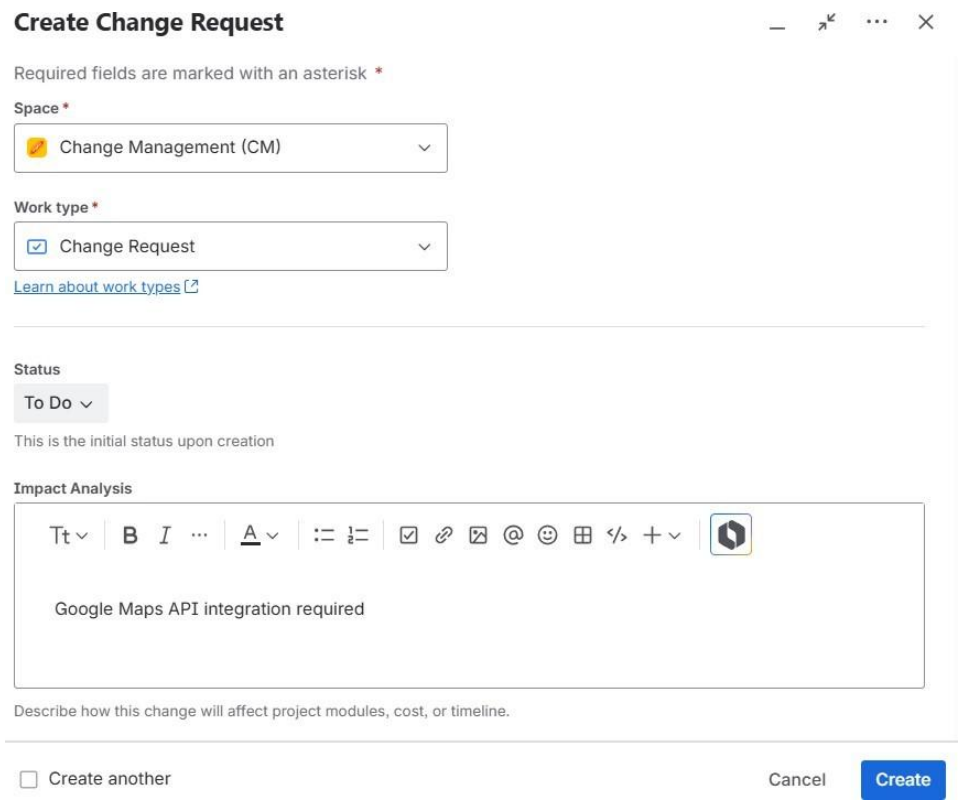
- Pending
- Approved
- Rejected

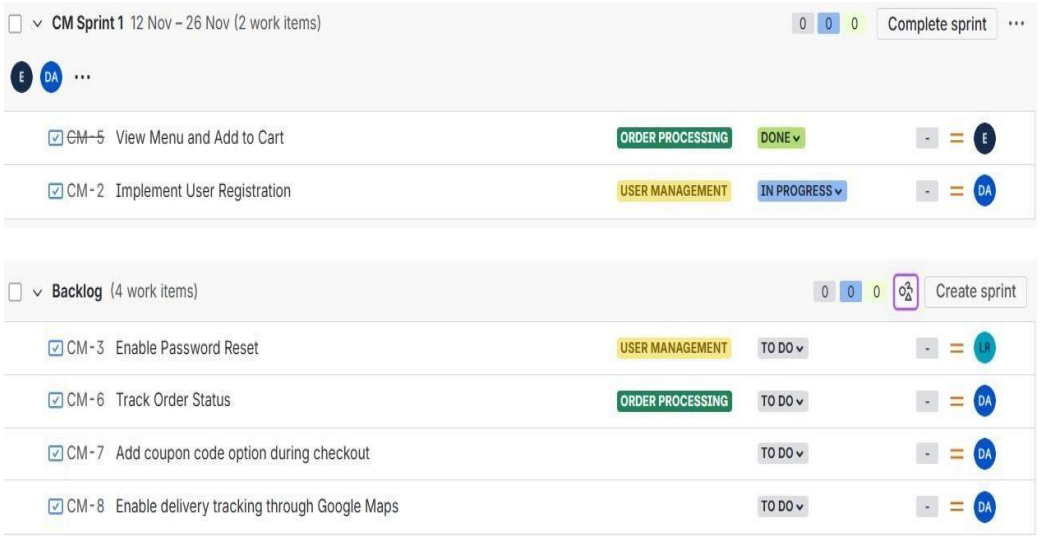
+ Add option



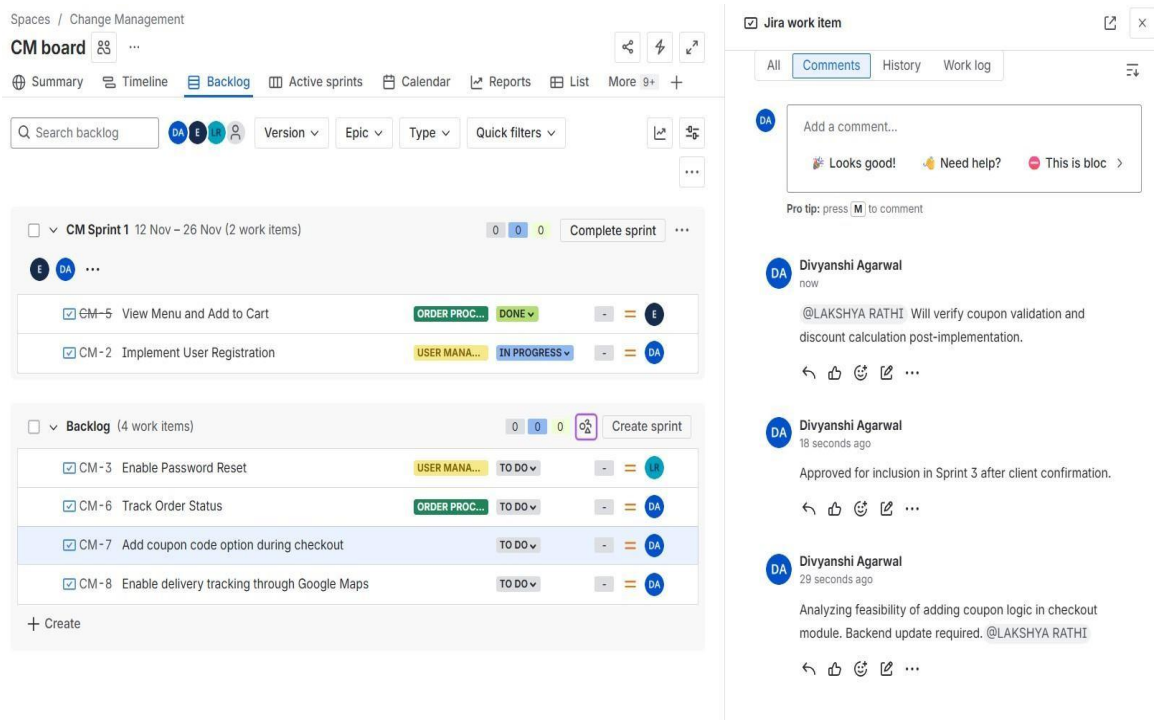
3. Log **few change requests** (CRs), for example:
   - **CR-1:** "Add coupon code option during checkout."
   - **CR-2:** "Enable delivery tracking through Google Maps."

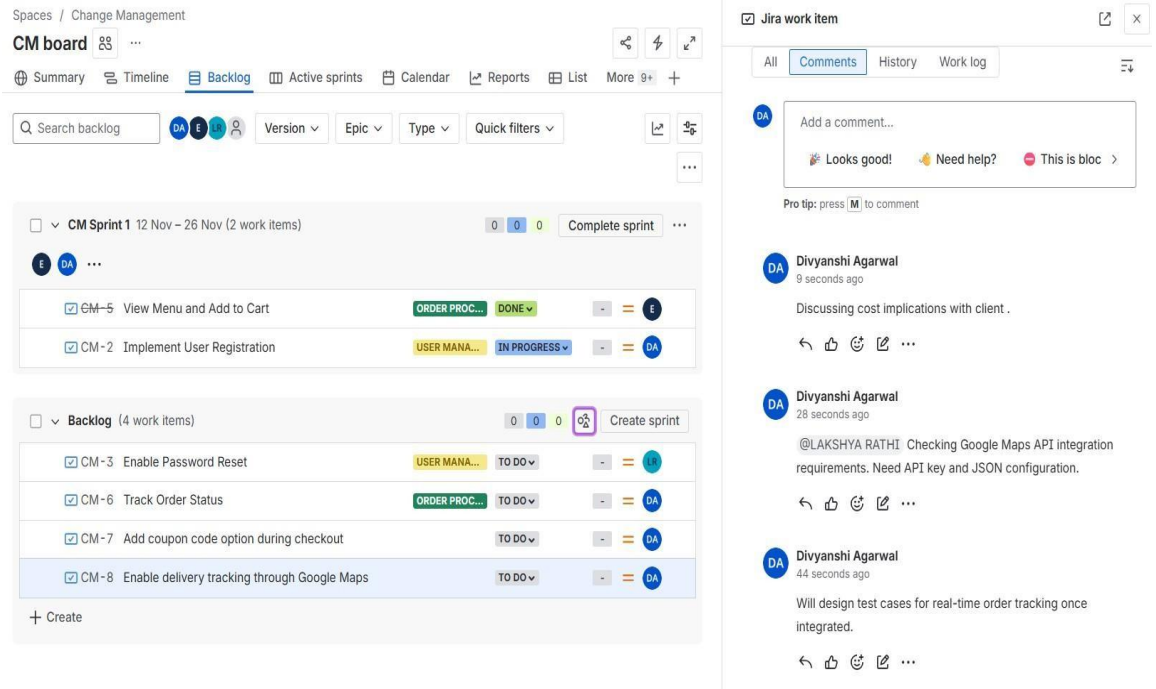






4. Add a few comments or updates to each issue to simulate communication.



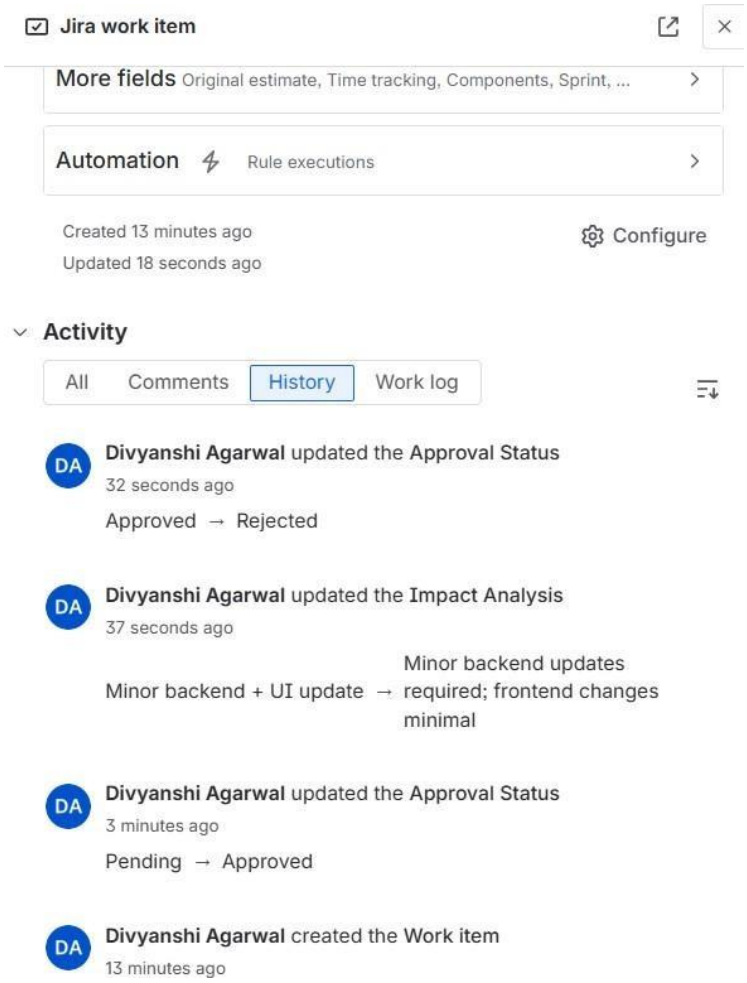


Task 4: Audit Trail Demonstration 1. Open one change request (e.g., CR-1).

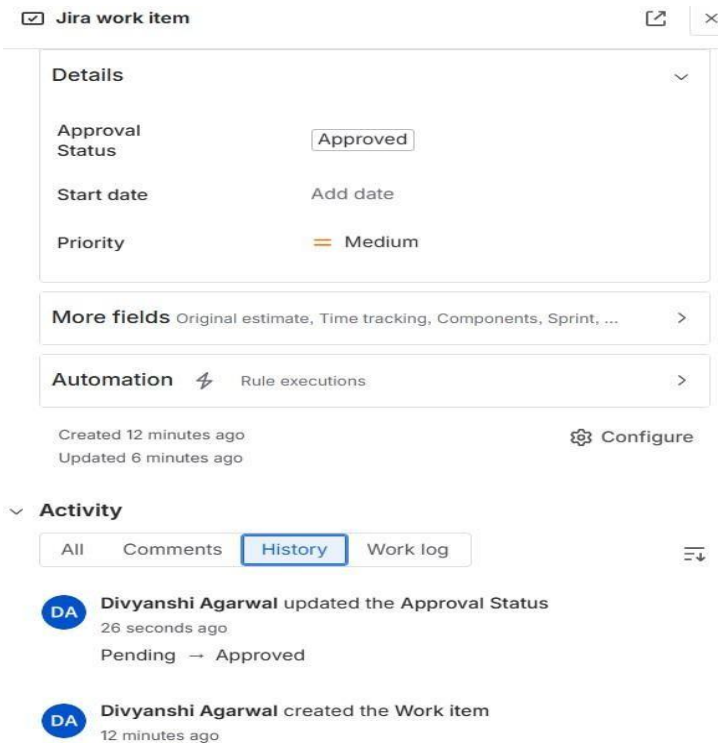
2. Go to the **History** tab.
3. Take screenshots of:

- Status changes
- Field updates (like Approval Status)
- Added comments

4. Note how JIRA automatically records:
   - Who made the change
   - When it was made
   - What was changed



HISTORY LOG OF CR-1



HISTORY LOG OFCR-2

Task 5: Reporting and Dashboard 1. Create a **JIRA Dashboard** named: **"Change Request & Audit Overview"**

2. Add a **Filter Results** gadget showing all Change Requests.
3. Take screenshot of the dashboard view.

Create dashboard

Required fields are marked with an asterisk *

Name *

Change Request & Audit Overview

Description

Displays all Change Requests with their approval statuses and updates for audit tracking.

Viewers

Private | Only you | Add

Private

Editors

Private | Only you | Add

Private

Cancel | Save

All work

Apps

Basic | JQL

```
1 issuetype = "Change Request"
2
```

Work	Assignee	Reporter	Priority	Status
CM-8 Enable delivery tracking through Google Maps	Divyanshi Agarwal	Divyanshi Agar...	Medium	TO DO
CM-7 Add coupon code option during checkout	Divyanshi Agarwal	Divyanshi Agar...	Medium	TO DO

Change Request & Audit Overview

Add gadget | Change layout | Done

You are currently editing your dashboard. Changes will be saved automatically.

Filter Results: All Change Requests

T	Key	Summary	P	Approval Status	Assignee	Updated
	CM-8	Enable delivery tracking through Google Maps	=	Approved	Divyanshi Agarwal	12/Nov/25
	CM-7	Add coupon code option during checkout	=	Rejected	Divyanshi Agarwal	12/Nov/25

1–2 of 2

Last refreshed just now

SUMMARY

This lab demonstrated how to handle client change requests and maintain audit trails using JIRA Software Cloud**.** A Scrum project was created, change requests were logged with custom fields, and all updates were tracked through JIRA's audit history. A dashboard was then built to display and monitor all change requests, ensuring transparency and effective project management.