

## SPM LAB 12

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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).

### Create project

Required fields are marked with an asterisk \*

Name \*

Change Management

Space type

Company-managed

Project permissions

#### Customize project settings

Customize and share settings with other projects.

[Try it free for 14 days](#)

Template

See details



#### Scrum

Jira

Sprint toward your space goals with a board, backlog, and timeline.

Show less

Key \* ⓘ

CM

## Add people to Jira



Names or emails \*

e23cseu0034@bennett.edu.in

e23cseu0016@bennett.edu.in add more people

or add from

Google

Slack

Microsoft

### Other apps

Add to other Atlassian apps? \*

Jira

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Cancel

Add 2 people

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

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

Epic

No epic

▼ User Management

KeyCM-1

Work items1

Completed0

Estimate0 points

0% of estimated work complete

1 work item unestimated

View details

Create work item

+ Create epic

Plan your sprint

Drag work items from the **Backlog** section or create new ones to plan the work for this sprint. Select **Start sprint** when you're ready.

+ Create

0 work items | Estimate: 0

☐ ▼ Backlog (2 work items)

000

Create sprint

☒ CM-2 Implement User Registration

USER MANA...

TO DO ▼

-

=

DA

☒ CM-3 Enable Password Reset

USER MANA...

TO DO ▼

-

=

LT

+ Create

- **Epic 2: Order Processing**

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

The screenshot shows the Jira interface. On the left is an 'Epic' sidebar for 'Order Processing' (CM-4). It displays 'Work items: 1' and 'Completed: 0'. The main area shows a 'Backlog' with 2 of 4 work items visible. The items are:

- CM-5 View Menu and Add to Cart (ORDER PROC... TO DO)
- CM-6 Track Order Status (ORDER PROC... TO DO)

Buttons for '+ Create' and 'Create sprint' are visible.

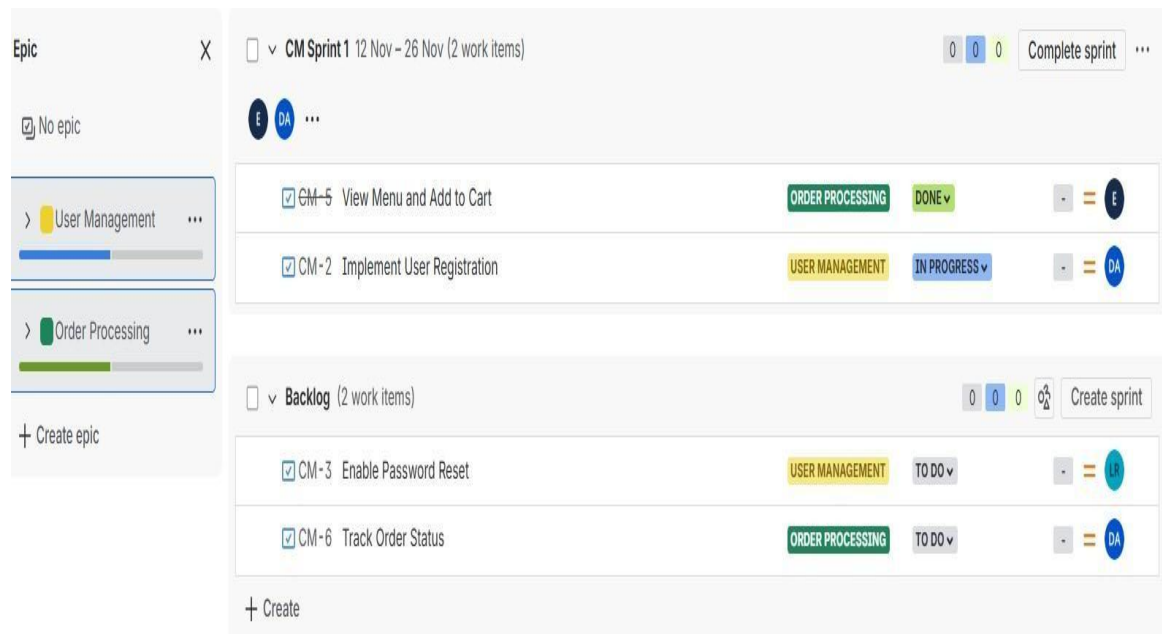
## Run One Sprint

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

The screenshot shows the Jira board interface. The top navigation bar includes 'Summary', 'Timeline', 'Backlog', 'Active sprints', 'Calendar', 'Reports', 'List', 'Forms', 'Goals', 'Components', and 'More'. The board is titled 'CM board' and has a search bar. The columns are:

- TO DO**: Contains a '+ Create' button.
- IN PROGRESS 1**: Contains the story 'Implement User Registration' (USER MANAGEMENT, CM-2).
- DONE 1**: Contains the story 'View Menu and Add to Cart' (ORDER PROCESSING, CM-5).

Buttons for 'Complete sprint' and 'Group: Stories' are visible at the top right.



### 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.”**

## Add work type

Name \*

Change Request

Description

Used to track client-requested changes after requirements finalization.

Work type scheme

Default Issue Type Scheme

An optional work type scheme to associate the work type to

Type \*

- ☒ Standard work type (Level 0)  
☐ Subtask work type (Level -1)

Add

Cancel

## 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 \*

Text Field (read only)

Name \*

Reason for Change

Max length of 255 characters

Description

Specify the reason the client requested this change.

Max length of 255 characters

Create field

×

Required fields are marked \*

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 \*

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

## Work items

## Configure Screen

SHARED BY 1 PROJECT

These are the fields and their order for work items using **CM: Scrum Default Issue Sc**

- Fields in the first tab are shown directly on the work item view. Other tabs appear as tabs
- Multi-line text fields appear in the content section of the work item view unless you p
- You can configure the order of fields and tabs in a space by going to **Space settings**

Field Tab 	Add Tab
<div><div><div></div></div>Reason for Change</div>	
<div><div><div></div></div>Impact Analysis</div>	
<div><div><div></div></div>Approval Status</div>	

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

## Create Change Request

Required fields are marked with an asterisk \*

Space \*

Work type \*  
☒ Change Request

[Learn about work types](#)

Status  
**To Do**

This is the initial status upon creation

Impact Analysis

**Minor backend + UI update**

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

Approval Status

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

Sprint

☐ Create another

Cancel Create

## Create Change Request

Required fields are marked with an asterisk \*

Space \*

 Change Management (CM) 

Work type \*

 Change Request 


[Learn about work types](#) 

Status

To Do 

This is the initial status upon creation

Impact Analysis


  
Google Maps API integration required


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





☐ Create another


Cancel









Create

☐ **CM Sprint 1** 12 Nov – 26 Nov (2 work items) 0 0 0 Complete sprint 



<input checked="" type="checkbox"/> CM-5 View Menu and Add to Cart	ORDER PROCESSING	DONE 	- = 
<input checked="" type="checkbox"/> CM-2 Implement User Registration	USER MANAGEMENT	IN PROGRESS 	- = 


☐ **Backlog** (4 work items) 0 0 0 Create sprint 


<input checked="" type="checkbox"/> CM-3 Enable Password Reset	USER MANAGEMENT	TO DO 	- = 
<input checked="" type="checkbox"/> CM-6 Track Order Status	ORDER PROCESSING	TO DO 	- = 
<input checked="" type="checkbox"/> CM-7 Add coupon code option during checkout		TO DO 	- = 
<input checked="" type="checkbox"/> CM-8 Enable delivery tracking through Google Maps		TO DO 	- = 






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





Spaces / Change Management



**CM board**  ...

Summary Timeline **Backlog** Active sprints Calendar Reports List More  +





Q Search backlog    Version v Epic v Type v Quick filters v  

☐ **CM Sprint 1** 12 Nov – 26 Nov (2 work items) 0 0 0 Complete sprint ...



  ...


<input checked="" type="checkbox"/> CM-5 View Menu and Add to Cart	ORDER PROC...	DONE	-	=	
<input checked="" type="checkbox"/> CM-2 Implement User Registration	USER MANA...	IN PROGRESS	-	=	


☐ **Backlog** (4 work items) 0 0 0 Create sprint




<input checked="" type="checkbox"/> CM-3 Enable Password Reset	USER MANA...	TO DO	-	=	
<input checked="" type="checkbox"/> CM-6 Track Order Status	ORDER PROC...	TO DO	-	=	
<input checked="" type="checkbox"/> CM-7 Add coupon code option during checkout	TO DO	TO DO	-	=	
<input checked="" type="checkbox"/> CM-8 Enable delivery tracking through Google Maps	TO DO	TO DO	-	=	

+ Create


**Jira work item**  

All **Comments** History Work log 





 Add a comment...


 Looks good!  Need help?  This is bloc >

Pro tip: press **M** to comment





 **Divyanshi Agarwal**  
now


@LAKSHYA RATHI Will verify coupon validation and discount calculation post-implementation.





 **Divyanshi Agarwal**  
18 seconds ago

Approved for inclusion in Sprint 3 after client confirmation.


   


 **Divyanshi Agarwal**  
29 seconds ago






Analyzing feasibility of adding coupon logic in checkout module. Backend update required. @LAKSHYA RATHI



Spaces / Change Management



**CM board**  ...

Summary Timeline **Backlog** Active sprints Calendar Reports List More  +





Q Search backlog    Version v Epic v Type v Quick filters v  

☐ **CM Sprint 1** 12 Nov – 26 Nov (2 work items) 0 0 0 Complete sprint ...



  ...


<input checked="" type="checkbox"/> CM-5 View Menu and Add to Cart	ORDER PROC...	DONE	-	=	
<input checked="" type="checkbox"/> CM-2 Implement User Registration	USER MANA...	IN PROGRESS	-	=	


☐ **Backlog** (4 work items) 0 0 0 Create sprint




<input checked="" type="checkbox"/> CM-3 Enable Password Reset	USER MANA...	TO DO	-	=	
<input checked="" type="checkbox"/> CM-6 Track Order Status	ORDER PROC...	TO DO	-	=	
<input checked="" type="checkbox"/> CM-7 Add coupon code option during checkout	TO DO	TO DO	-	=	
<input checked="" type="checkbox"/> CM-8 Enable delivery tracking through Google Maps	TO DO	TO DO	-	=	

+ Create


**Jira work item**  

All **Comments** History Work log 





 Add a comment...


 Looks good!  Need help?  This is bloc >

Pro tip: press **M** to comment





 **Divyanshi Agarwal**  
9 seconds ago


Discussing cost implications with client .





 **Divyanshi Agarwal**  
28 seconds ago

@LAKSHYA RATHI Checking Google Maps API integration requirements. Need API key and JSON configuration.

 **Divyanshi Agarwal**  
44 seconds ago

Will design test cases for real-time order tracking once integrated.

- 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

☒ Jira work item
 ✕

More fields Original estimate, Time tracking, Components, Sprint, ...

Automation ⚡ Rule executions

Created 13 minutes ago
Updated 18 seconds ago
Configure

Activity

All Comments History Work log

DA

Divyanshi Agarwal updated the Approval Status

32 seconds ago

Approved → Rejected

DA

Divyanshi Agarwal updated the Impact Analysis

37 seconds ago

Minor backend updates

Minor backend + UI update → required; frontend changes minimal

DA

Divyanshi Agarwal updated the Approval Status

3 minutes ago

Pending → Approved

DA

Divyanshi Agarwal created the Work item

13 minutes ago

## HISTORY LOG OF CR-1

☒ Jira work item

Details

Approval Status

Approved

Start date

Add date

Priority

Medium

More fields

Original estimate, Time tracking, Components, Sprint, ...

Automation

Rule executions

Created 12 minutes ago

Updated 6 minutes ago

Configure

Activity

All

Comments

History

Work log

DA

Divyanshi Agarwal updated the Approval Status

26 seconds ago

Pending → Approved

DA

Divyanshi Agarwal created the Work item

12 minutes ago

## 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

<input type="checkbox"/>	Work	Assignee	Reporter	Priority	Status
<input type="checkbox"/>	 <a href="#">CM-8</a> Enable delivery tracking through Google Maps	 Divyanshi Agarwal	 Divyanshi Agar...	Medium	TO DO
<input type="checkbox"/>	 <a href="#">CM-7</a> Add coupon code option during checkout	 Divyanshi Agarwal	 Divyanshi Agar...	Medium	TO DO

## Change Request & Audit Overview




Add gadget

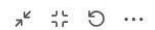
Change layout

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
<input checked="" type="checkbox"/>	CM-8	Enable delivery tracking through Google Maps	Approved	Approved	Divyanshi Agarwal	12/Nov/25
<input checked="" type="checkbox"/>	CM-7	Add coupon code option during checkout	Rejected	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.