

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

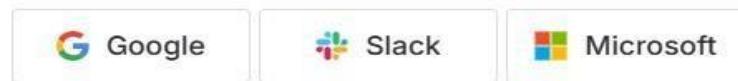
...

X

Names or emails *

 add more people

or add from



Other apps

Add to other Atlassian apps? *

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

The screenshot shows the Jira backlog interface. On the left, there's a sidebar for an epic titled "User Management". It lists 1 work item completed and 0 points estimated. Below the sidebar are buttons for "View details" and "Create work item". At the bottom of the sidebar is a "+ Create epic" button. The main area is titled "Plan your sprint" and contains a "Backlog" section with two items: "CM-2 Implement User Registration" and "CM-3 Enable Password Reset". Each backlog item has a status bar indicating "USER MANA..." and "TO DO".

- **Epic 2:** Order Processing

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

The screenshot shows a sprint planning interface. On the left, there's an 'Epic' sidebar with options to 'View details' and 'Create work item'. Below it is a section for 'Order Processing' with a key 'CM-4', 1 work item, 0 completed, and an estimate of 0 points (0% complete). There are also 'View details' and 'Create work item' buttons. To the right, a main area says 'Plan your sprint' with a placeholder '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.' Below this is a '+ Create' button. The 'Backlog' section shows two items: 'CM-5 View Menu and Add to Cart' and 'CM-6 Track Order Status', both marked as 'TO DO' with 'ORDER PROC...' labels. A status bar at the bottom indicates '0 of 0 work items visible | Estimate: 0 of 0'.

Run One Sprint

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

The screenshot shows a Kanban board interface. At the top, there are navigation links: Spaces / Change Management, CM board, Summary, Timeline, Backlog, Active sprints (which is selected), Calendar, Reports, List, Forms, Goals, Components, More, and a plus sign. Below this is a search bar 'Search board' and filter buttons for 'Epic' and 'Quick filters'. A 'Complete sprint' button is also present. The board itself has three columns: 'TO DO', 'IN PROGRESS', and 'DONE'. The 'TO DO' column contains a '+ Create' button. The 'IN PROGRESS' column contains a story titled 'Implement User Registration' under 'USER MANAGEMENT' with a label 'CM-2' and a 'DA' status. The 'DONE' column contains a story titled 'View Menu and Add to Cart' under 'ORDER PROCESSING' with a label 'GM-5' and an 'E' status.

The screenshot shows a project management interface with the following sections:

- Epic:** A section containing "User Management" and "Order Processing".
- Sprint:** A section titled "CM Sprint 1 12 Nov - 26 Nov (2 work items)" with two items:
 - CM-5 View Menu and Add to Cart (Status: DONE, User Management)
 - CM-2 Implement User Registration (Status: IN PROGRESS, Order Processing)
- Backlog:** A section titled "Backlog (2 work items)" with two items:
 - CM-3 Enable Password Reset (Status: TO DO, User Management)
 - CM-6 Track Order Status (Status: TO DO, Order Processing)

At the bottom, there are buttons for "Create epic", "Create sprint", and "Create".

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

X

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

X

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

X

⋮ Approved

X

⋮ Rejected

X

+ 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 Screen.

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

	Field Tab	Add Tab
	Reason for Change	
	Impact Analysis	
	Approval Status	

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 * Change Management (CM)

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 Pending

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

Sprint

Create another Cancel

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](#) 

  ...

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

Backlog (4 work items) 0 0 0 [Create sprint](#)

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

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

Search backlog Version Type

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	
<input checked="" type="checkbox"/> CM-8 Enable delivery tracking through Google Maps	TO DO	

+ Create

Jira work item

All Comments History Work log

Add a comment...

Pro tip: press 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

Search backlog Version Type

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	
<input checked="" type="checkbox"/> CM-8 Enable delivery tracking through Google Maps	TO DO	

+ Create

Jira work item

All Comments History Work log

Add a comment...

Pro tip: press 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

The screenshot shows a Jira work item interface with the following details:

Jira work item

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

Automation (Rule executions)

Created 13 minutes ago | Updated 18 seconds ago | **Configure**

Activity (History tab selected)

- Divyanshi Agarwal** updated the Approval Status 32 seconds ago. Action: Approved → Rejected.
- Divyanshi Agarwal** updated the Impact Analysis 37 seconds ago. Action: Minor backend updates. Minor backend + UI update → required; frontend changes minimal.
- Divyanshi Agarwal** updated the Approval Status 3 minutes ago. Action: Pending → Approved.
- 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

The screenshot shows a Jira work item details page. At the top, there's a header with a checkbox labeled 'Jira work item' and a close button. Below the header, there's a section titled 'Details' containing fields for Approval Status (Approved), Start date (Add date), and Priority (Medium). There are also 'More fields' and 'Automation' sections. Under the 'Activity' section, it shows two entries: one from 'Divyanshi Agarwal' updating the approval status from Pending to Approved, and another from 'Divyanshi Agarwal' creating the work item. The 'History' tab is selected in the activity navigation bar.

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"/>	<input checked="" type="checkbox"/> CM-8 Enable delivery tracking through Google Maps	 Divyanshi Agarwal	 Divyanshi Agar...	= Medium	TO DO ▼
<input type="checkbox"/>	<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/>	CM-8	Enable delivery tracking through Google Maps	=	Approved	 Divyanshi Agarwal	12/Nov/25
<input checked="" type="checkbox"/>	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.