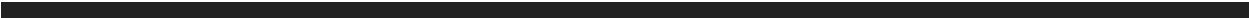


SAP Jam IT Project Work Patterns User Guide
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SAP Jam - IT Work Patterns with JIRA

May 2015



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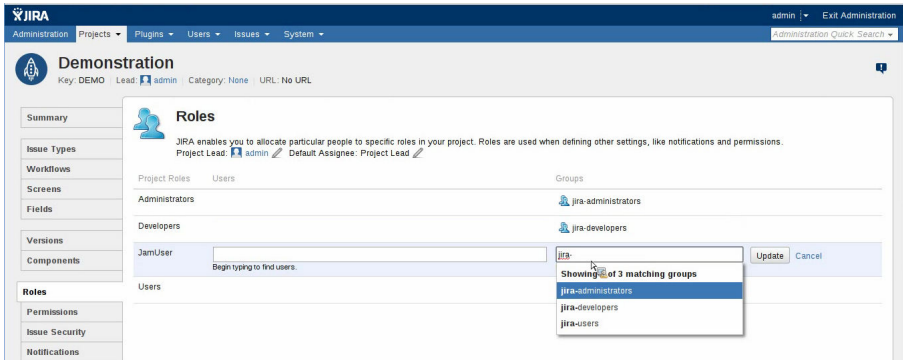
2 Work patterns

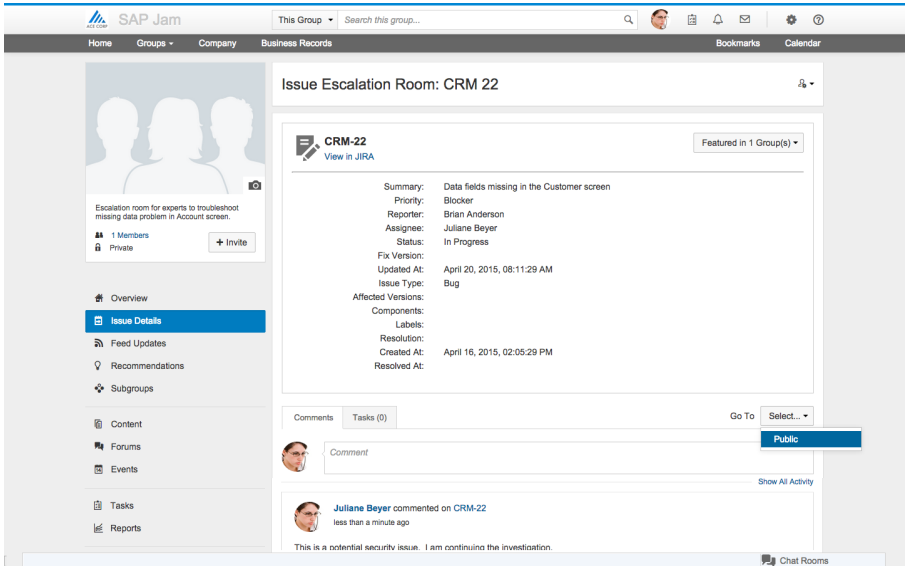
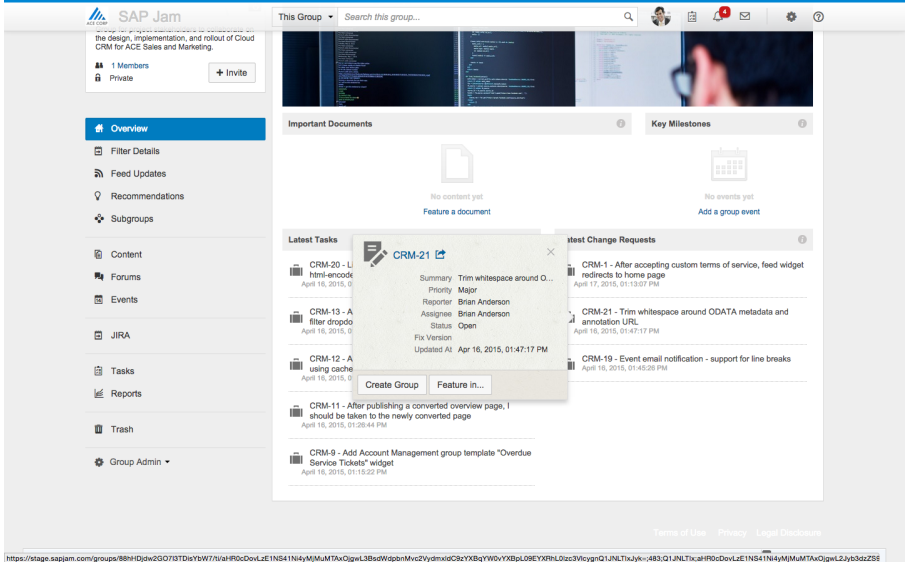
This package includes the following two IT project work patterns that are built on the integration between SAP Jam and Atlassian JIRA:

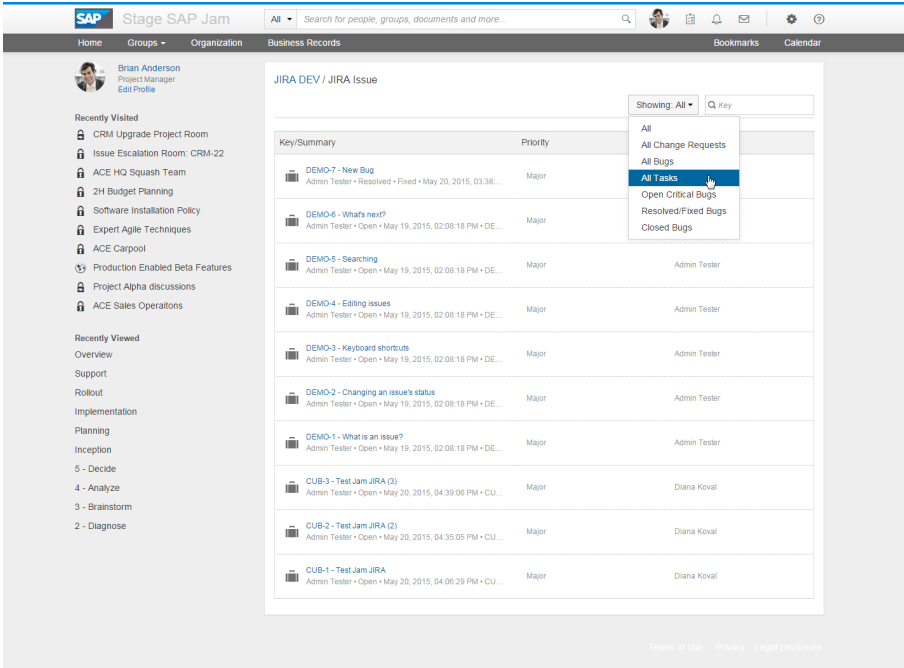
- The **IT project room** work pattern supports collaboration among stakeholders around the planning, implementation, and rollout of a project in a typical IT organization.
- The **issue escalation room** work pattern supports expert troubleshooting on critical customer escalations.

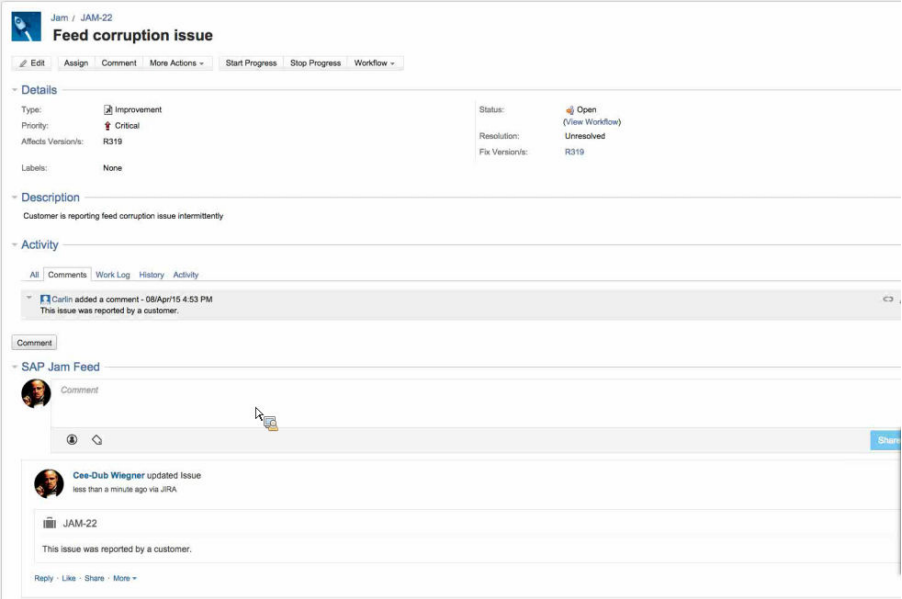
The integration is bidirectional. It allows users to view JIRA issues in SAP Jam groups, and view, reply to, and follow SAP Jam comments in JIRA.

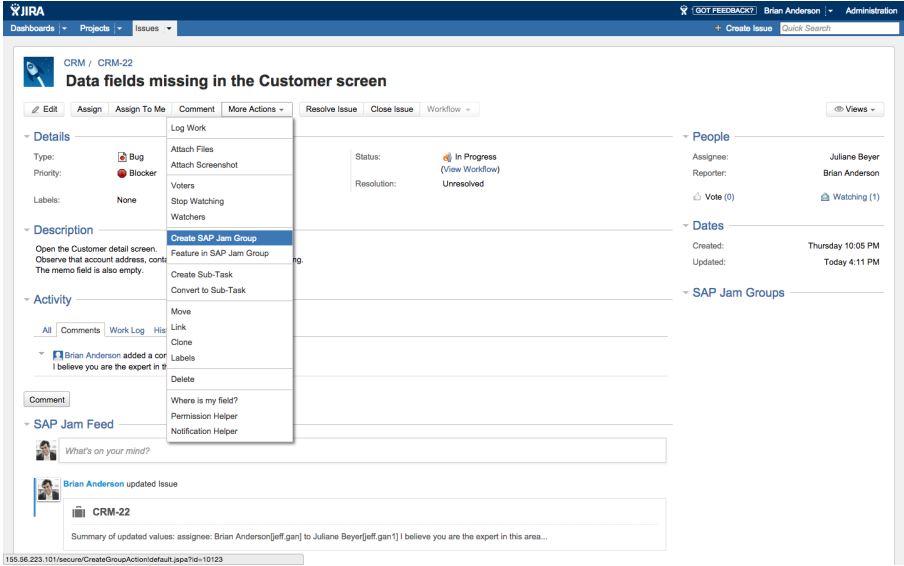
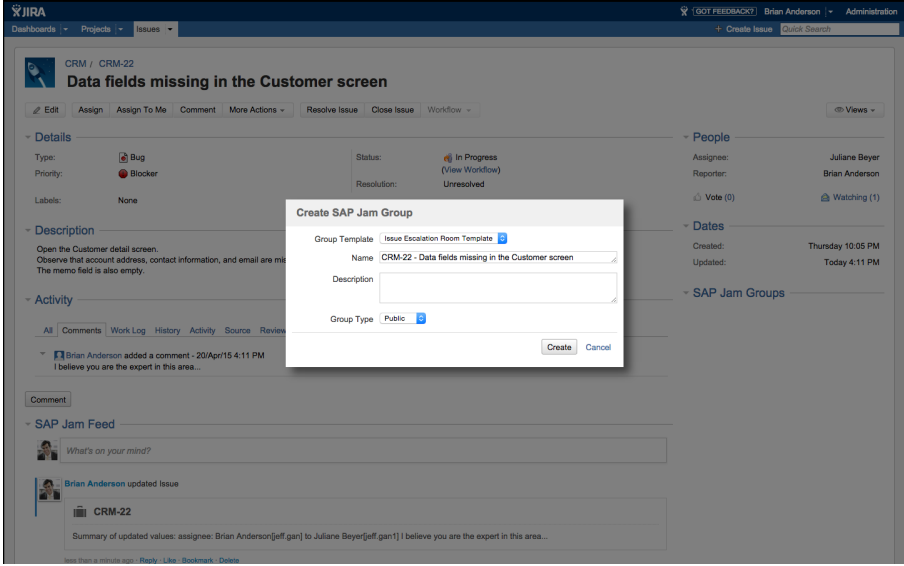
Table 1: IT project work pattern (beta)

Enhancement	Description
SAP Jam integration with JIRA	<ul style="list-style-type: none"> • A JIRA administrator initially enables the integration of SAP Jam with JIRA. Then, to enable SAP Jam integration with JIRA for a specific group of users, under the Projects > Roles section in JIRA, a project administrator can create and enable a SAP Jam role called "JamUser" with a specific group category assigned to that role (i.e., administrators, developers, or users). 

Enhancement	Description
<p>JIRA issue details in business record viewer, hover cards, and Issue Details section of group pages</p>	<ul style="list-style-type: none"> <p>In SAP Jam, when you go to Business Records > Jira > Issues and then click the issue, the business record viewer presents details of the JIRA ticket.</p>  <p>The screenshot shows the SAP Jam interface for a group named 'Issue Escalation Room: CRM 22'. On the left is a sidebar with navigation options: Overview, Issue Details (selected), Feed Updates, Recommendations, Subgroups, Content, Forums, Events, Tasks, and Reports. The main content area displays the details of a JIRA issue 'CRM-22'. The issue summary is 'Data fields missing in the Customer screen'. Other details include Priority: Blocker, Reporter: Brian Anderson, Assignee: Juliane Beyer, Status: In Progress, Fix Version: April 20, 2015, 08:11:29 AM, Updated At: Bug, Affected Versions: Components, Labels, Resolution: April 16, 2015, 02:05:29 PM, Created At, and Resolved At. Below the details is a 'Comments' section with a 'Public' dropdown menu and a comment by Juliane Beyer stating 'This is a potential security issue. I am continuing the investigation.'</p> <p>In SAP Jam's group pages for a JIRA issue, there is a new section called "Issue Details". When you click this section, you can view the details of the JIRA ticket.</p> <ul style="list-style-type: none"> <p>Comments posted on the issue in this screen are visible only to group members. These comments are not reflected on the SAP Jam feed section of a JIRA issue which is considered public. However, below the issue details, you can select "Public" from the <i>Go To</i> drop-down menu so you can see and post public comments on a JIRA issue from within SAP Jam.</p> <p>In SAP Jam, when you place your cursor over an issue in the Business Records list, a hover card displays with details of the issue from JIRA. From the hovercard, you can create a new group from the issue or feature the issue into an existing group.</p>  <p>The screenshot shows a SAP Jam group page with a hover card displayed over a JIRA issue in the 'Latest Tasks' section. The hover card shows the same JIRA issue details as the first screenshot, including the summary 'Trim whitespace around O...', priority 'Major', reporter 'Brian Anderson', assignee 'Brian Anderson', status 'Open', and fix version 'Apr 16, 2015, 01:47:17 PM'. At the bottom of the hover card are two buttons: 'Create Group' and 'Feature in...'. The background shows the SAP Jam interface with various sections like 'Important Documents', 'Key Milestones', and 'Latest Tasks'.</p>

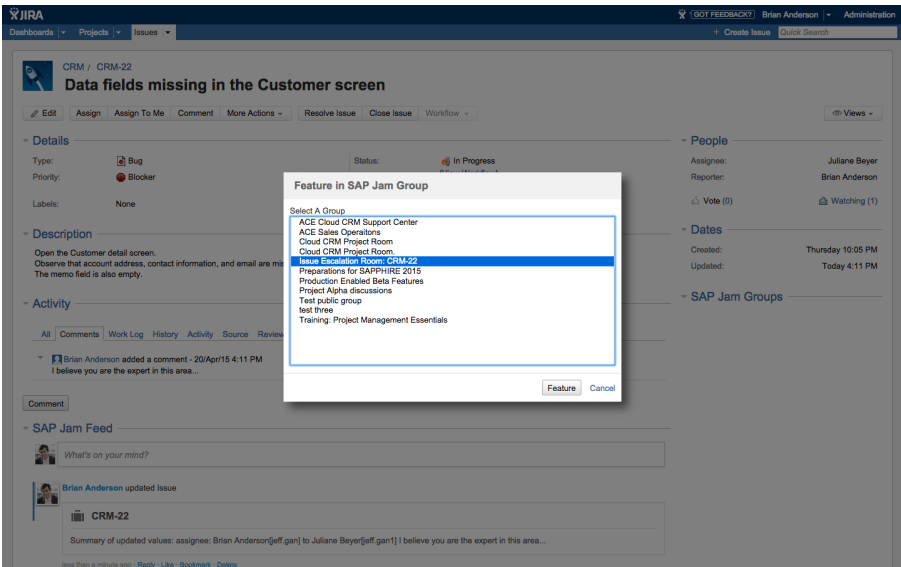
Enhancement	Description
Filter JIRA issues in SAP Jam	<ul style="list-style-type: none"> You can sort JIRA issues by a custom filter in SAP Jam. For example, when you select a filter based on priority, only the list of issues with the selected priority will display. You can then further sort the resulting list by Summary, Bug ID, Priority, and Status. 

Enhancement	Description
<p>Feed activity in JIRA and SAP Jam</p>	<ul style="list-style-type: none"> Comments and replies to a JIRA issue that are made in JIRA now display in a SAP Jam feed. You can also post comments and replies within SAP Jam and it will also display in the SAP Jam feed widget within JIRA.  <ul style="list-style-type: none"> In the new Comments section post box, you can post a comment or reply to a JIRA issue within JIRA, allowing the comment to be displayed in a SAP Jam feed. As with feed activity in SAP Jam, you can also @mention people, 'Like' and 'Bookmark'. Significant activities (e.g., resolving an issue, re-opening an issue, changing the description, priority) will display in the SAP Jam feed. You can choose to follow or watch a record in JIRA in order to receive updates and notifications within SAP Jam.

Enhancement	Description
Create and feature JIRA issue in group	<ul style="list-style-type: none"> If there are issues that may have special circumstances requiring participation of experts, you can create a group based on a JIRA issue or JIRA filter within JIRA by selecting the More Actions drop-down menu > Create SAP Jam group. You can also feature a JIRA issue in a group by selecting the More Actions drop-down menu > Feature in SAP Jam group.
	 <p>The screenshot shows the JIRA issue CRM-22 titled 'Data fields missing in the Customer screen'. The 'More Actions' menu is open, displaying options such as 'Log Work', 'Attach Files', 'Attach Screenshot', 'Voters', 'Stop Watching', 'Watchers', 'Create SAP Jam Group', 'Feature in SAP Jam Group', 'Create Sub-Task', 'Convert to Sub-Task', 'Move', 'Link', 'Clone', 'Labels', 'Delete', 'Where is my field?', 'Permission Helper', and 'Notification Helper'. The 'Create SAP Jam Group' option is highlighted.</p>
	<p>Figure 1: SAP Jam menu commands</p>
	 <p>The screenshot shows the same JIRA issue CRM-22, but with the 'Create SAP Jam Group' dialog box open. The dialog box contains the following information: 'Group Template: Issue Escalation Room Template', 'Name: CRM-22 - Data fields missing in the Customer screen', 'Description' (empty field), and 'Group Type: Public'. There are 'Create' and 'Cancel' buttons at the bottom right of the dialog box.</p>
	<p>Figure 2: Create a SAP Jam group</p>

Enhancement

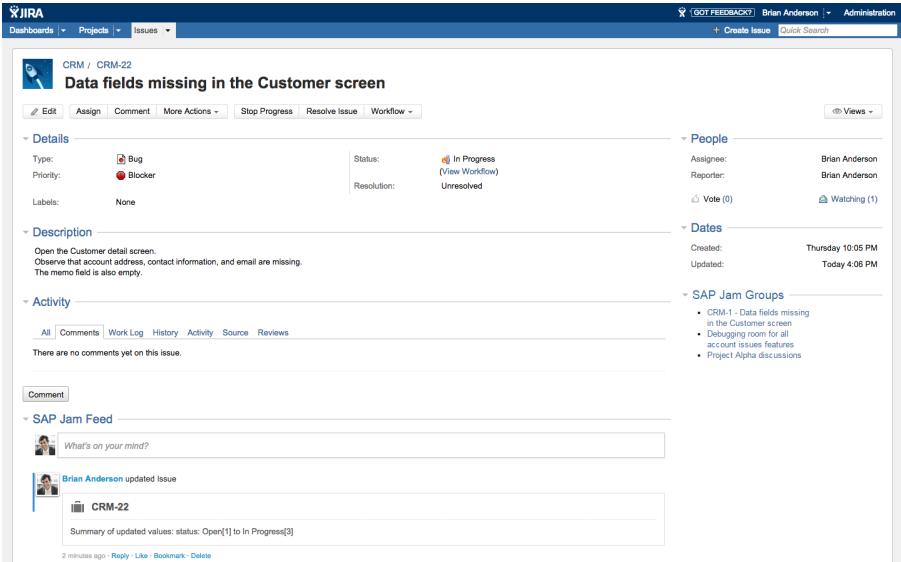
Description



The screenshot shows the JIRA issue page for CRM-22, titled "Data fields missing in the Customer screen". The issue is a Bug with a Blocker priority and is currently in Progress. A modal dialog titled "Feature in SAP Jam Group" is open, displaying a list of groups to select from. The groups listed are: ACE Cloud CRM Support Center, ACE Sales Operations, Cloud CRM Project Room, Cloud CRM Project Room, Issue Development Room CRM-22, Preparations for SAPHIRE 2015, Production Enabled Beta Features, Project Alpha discussions, Test public group, and Training: Project Management Essentials. The "Issue Development Room CRM-22" group is selected.

Figure 3: Feature in a SAP Jam group

- Once you create a group via JIRA, the SAP Jam feed will show that a new group was created.
- A list of groups associated with a JIRA issue (i.e., issues featured in a group or used to create a group) displays under the SAP Jam Groups section of the JIRA issue. If you click on the group, it will open the group overview page in SAP Jam.



The screenshot shows the JIRA issue page for CRM-22, titled "Data fields missing in the Customer screen". The issue is a Bug with a Blocker priority and is currently in Progress. The SAP Jam Groups section is visible, showing a list of groups associated with the issue. The groups listed are: CRM-1 - Data fields missing in the Customer screen, Debugging room for all account issues features, and Project Alpha discussions.

Enhancement

Group templates

Description

- There are two new group templates to support JIRA record types:
 - Issue Escalation Room template:** This template is intended for a private group with a single JIRA issue focus requiring diagnosis, fixing and de-escalation.
 - The **Overview** page contains a content widget for important data, a feed widget with latest updates, a business record widget with the issue details from JIRA, a people widget with key members, and an optional list of problem solving steps.

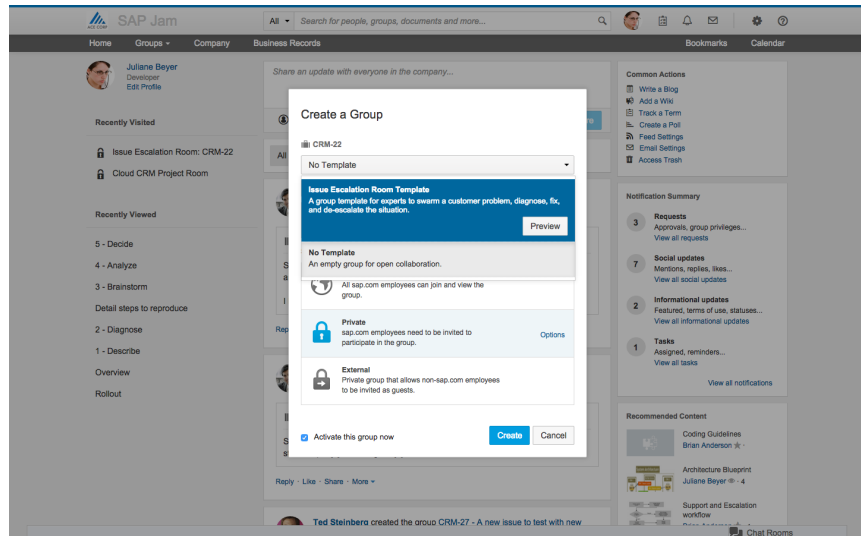


Figure 4: Creating a new group with Issue Escalation Room template

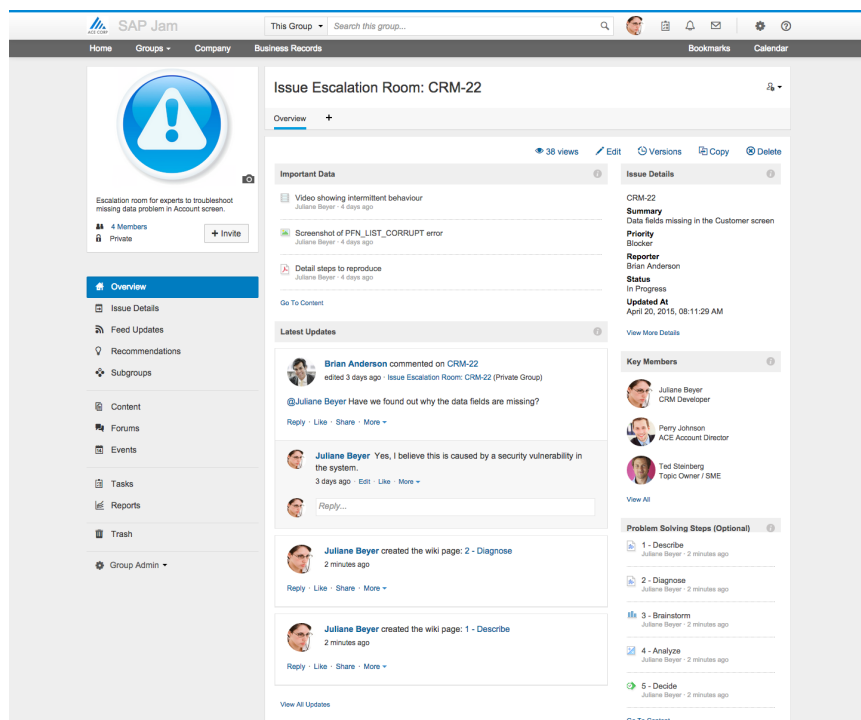


Figure 5: Overview page in page designer mode

Enhancement	Description
	<ul style="list-style-type: none"> ○ IT Project Room template: This template is for stakeholders to collaborate on the design, implementation, and rollout of an IT project. <ul style="list-style-type: none"> ○ The Overview page contains a feed widget where QA leads can make important announcements (e.g., critical go or no-go, escalations), achievements and risks, people widgets to help identify what role each member plays, content widgets to show list documents and links, tasks widget to track active tasks or for items that require follow-up, events widget to track key milestones, and related groups widget for convenient navigation to other related groups. ○ The Inception page contains a content widget that displays important documents and an events widget that displays milestones relevant for this phase of the project. ○ The Planning page contains a content widget that displays important documents and an events widget that displays milestones relevant for this phase of the project. ○ The Implementation page contains a content widget that displays important documents, an events widget that display milestones relevant for this phase of the project, external business record list widgets that display various types of issues from JIRA. ○ The Rollout page contains a content widget that displays important documents, an events widget that displays milestones relevant for this phase of the project, and an external business record list widget that displays and tracks defects from JIRA. ○ The Support page provides a content widget that displays key information about the support process and a people widget which lists key support contacts.

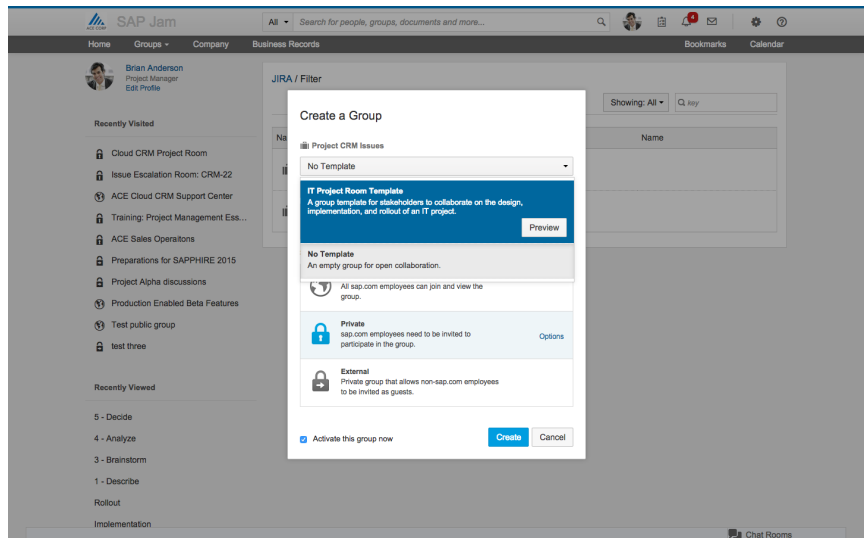


Figure 6: Creating a new group with IT Project Room template

Enhancement	Description

Figure 7: Overview page in page designer mode

Enhancement	Description
	<p>The screenshot displays the SAP Jam 'Cloud CRM Project Room' in designer mode. The interface is organized into a sidebar on the left and a main content area on the right. The sidebar contains navigation links for Overview, Filter Details, Feed Updates, Recommendations, Subgroups, Content, Forums, Events, JIRA, Tasks, Reports, Trash, and Group Admin. The main content area is titled 'Cloud CRM Project Room' and includes tabs for Overview, Inception, Planning, Implementation (selected), Rollout, and Support. It features a large image of a person working on a computer, a list of Important Documents (Coding Guidelines, GitHub, Sprint demo video), Key Milestones (Code branch cut off 1, Code branch cut off 2), Latest Tasks (CRM-20, CRM-13, CRM-12, CRM-11, CRM-9), and Latest Change Requests (CRM-1, CRM-21, CRM-19).</p>

Figure 8: Implementation page in designer mode

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