SAP Jam IT Project Work Patterns User Guide
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SAP Jam - IT Work Patterns with JIRA
May 2015

Content

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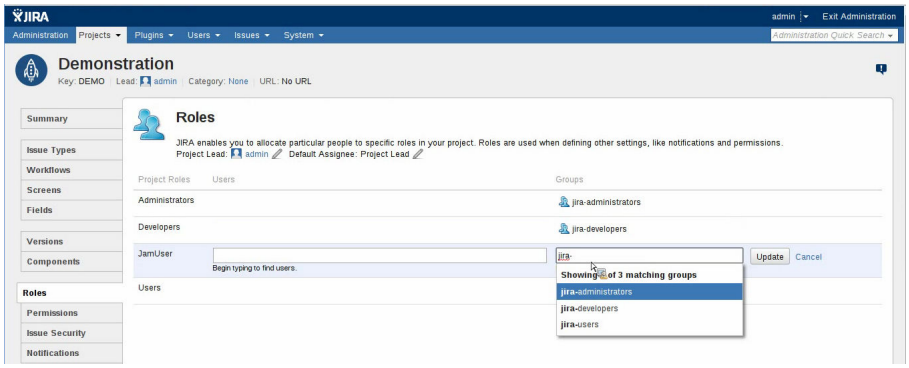
2 Work patterns

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	• 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). 

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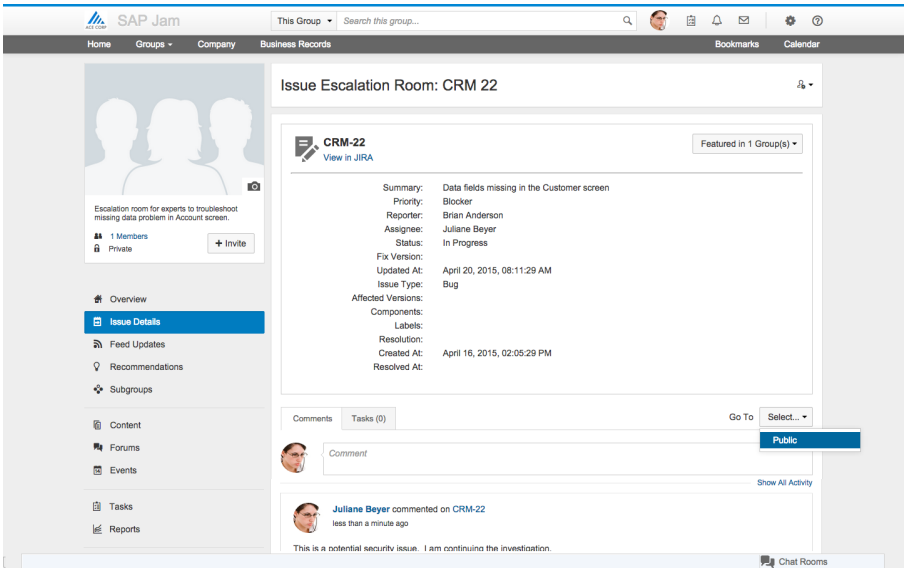
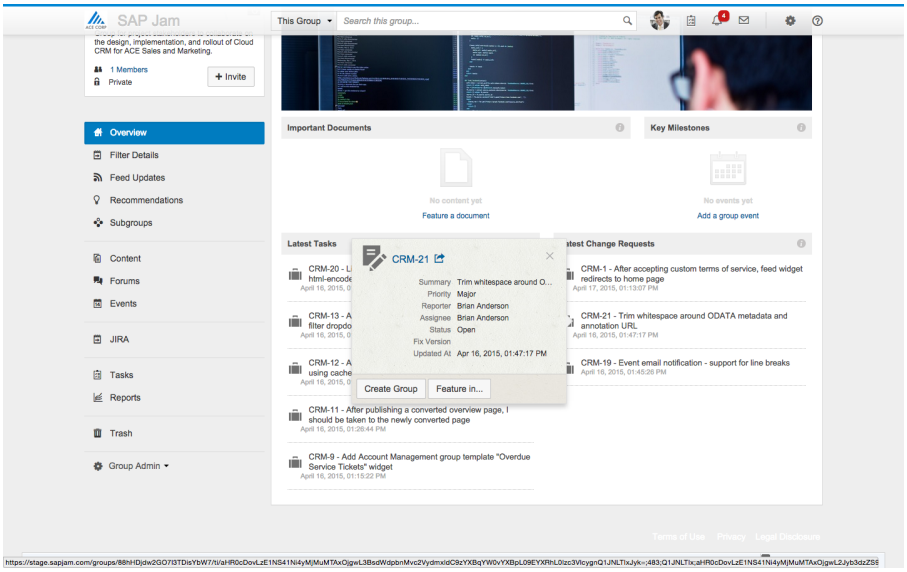
Enhancement	Description
JIRA issue details in business record viewer, hover cards, and Issue Details section of group pages	• In SAP Jam, when you go to **Business Records > Jira > Issues** and then click the issue, the business record viewer presents details of the JIRA ticket.  • In SAP Jam's group 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. ○ 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 *Go To* drop-down menu so you can see and post public comments on a JIRA issue from within SAP Jam. • 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. 

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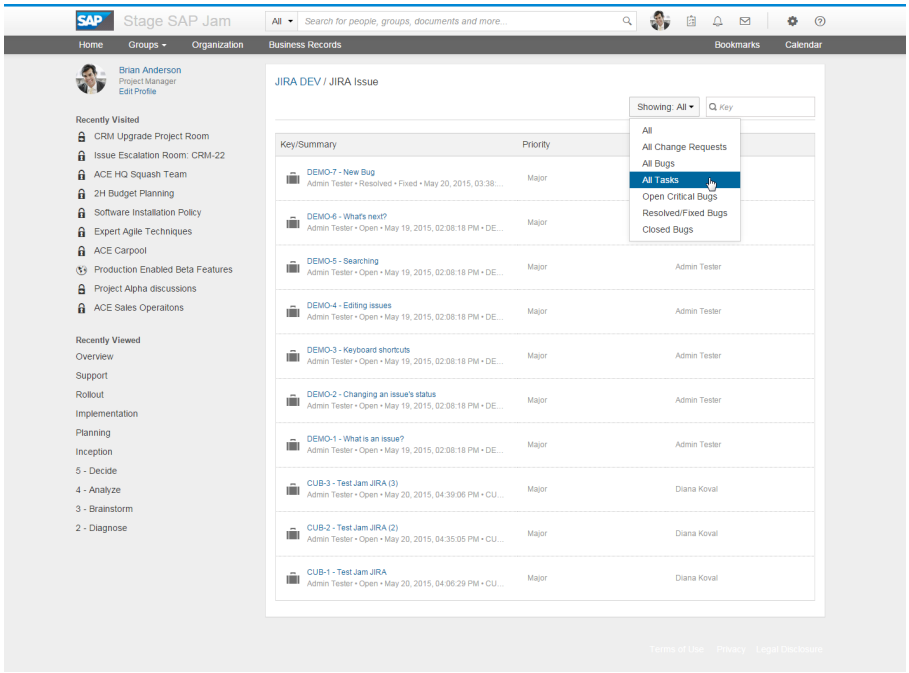
Enhancement	Description
Filter JIRA issues in SAP Jam	• You can sort JIRA issues by a custom filter in SAP Jam. For example, when you select a filter based on priority, only the list of issues with the selected priority will display. You can then further sort the resulting list by Summary, Bug ID, Priority, and Status. 

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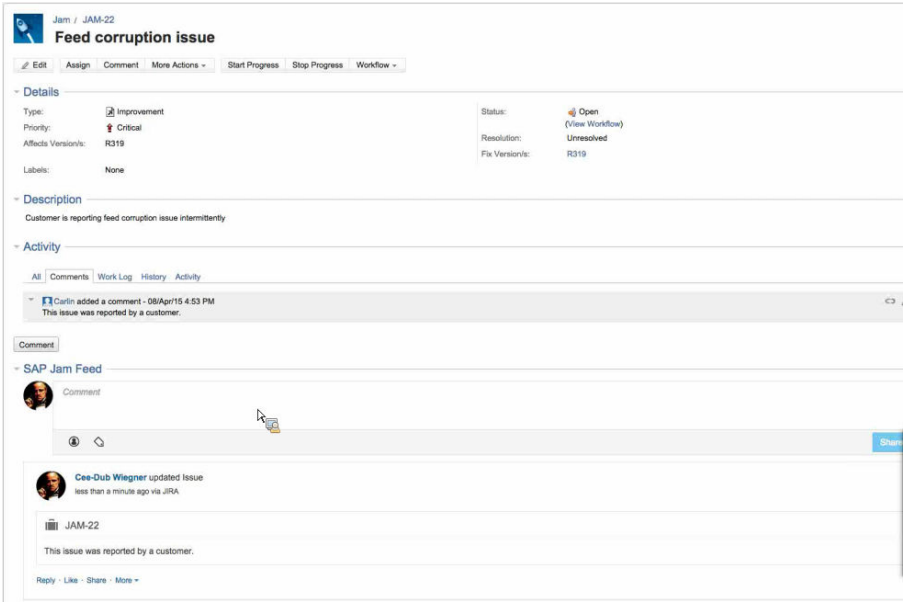
Enhancement	Description
Feed activity in JIRA and SAP Jam	• Comments and replies to a JIRA issue that are made in JIRA now display in a SAP Jam feed. You can also post comments and replies within SAP Jam and it will also display in the SAP Jam feed widget within JIRA.  • In the new Comments section post 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.

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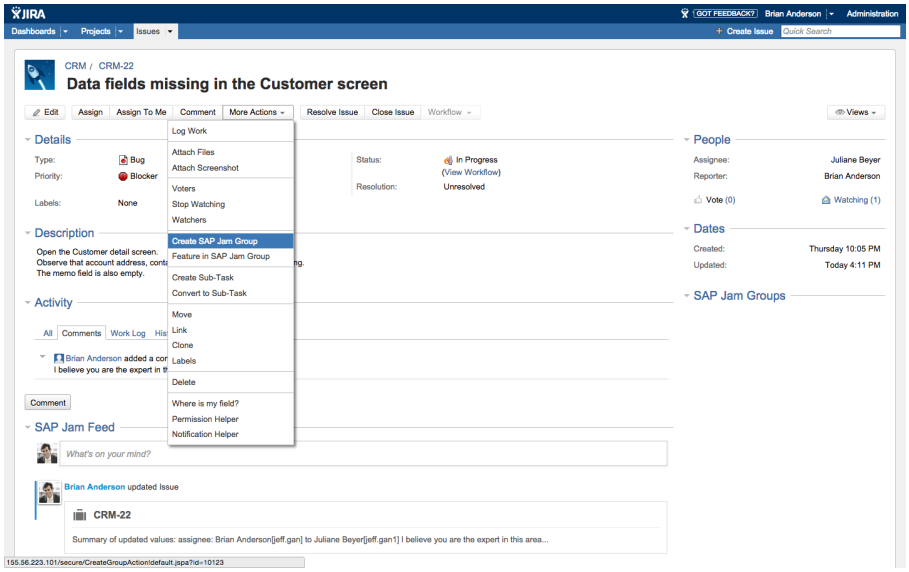
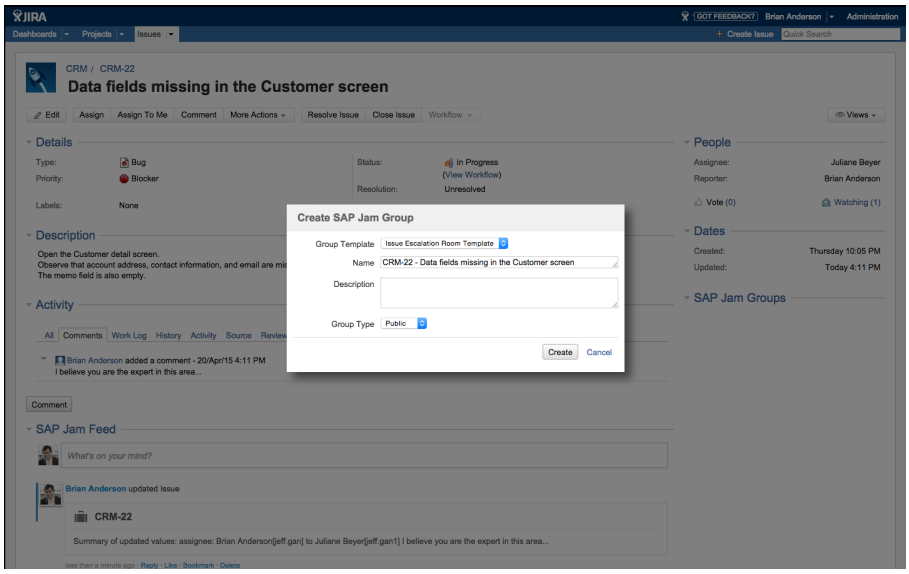
Enhancement	Description
Create and feature JIRA issue in group	• If there are issues that may have special circumstances requiring participation of experts, you can create a group based on a JIRA issue or JIRA filter within JIRA by selecting the **More Actions** drop-down menu > **Create SAP Jam group**. You can also feature a JIRA issue in a group by selecting the **More Actions** drop-down menu > **Feature in SAP Jam** group.  Figure 1: SAP Jam menu commands  Figure 2: Create a SAP Jam group

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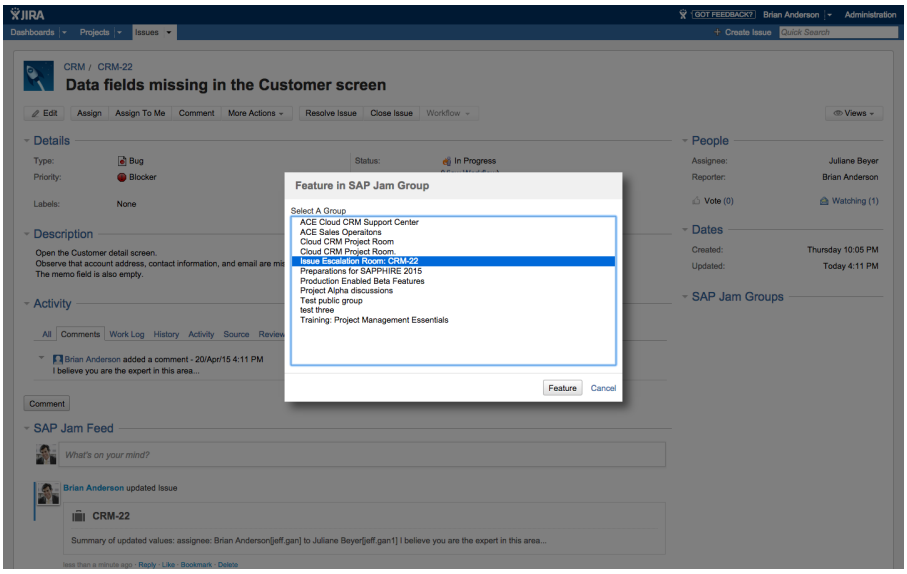
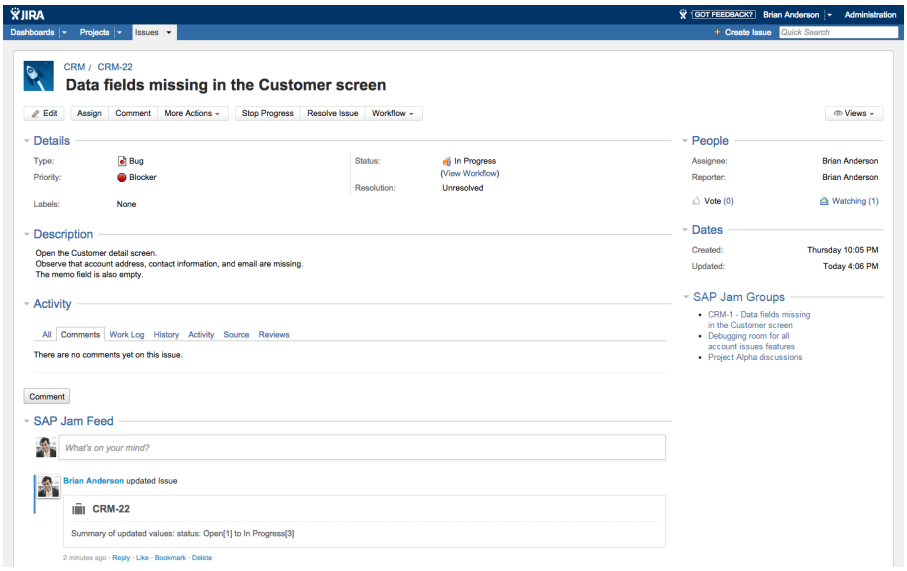
Enhancement	Description
	 Figure 3: Feature in a SAP Jam group • Once you create a group via JIRA, the SAP Jam feed will show that a new group was created. • A list of groups associated with a JIRA issue (i.e., issues featured in a group or used to create a group) displays under the SAP Jam Groups section of the JIRA issue. If you click on the group, it will open the group overview page in SAP Jam. 

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Enhancement	Description

Group templates	• 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.

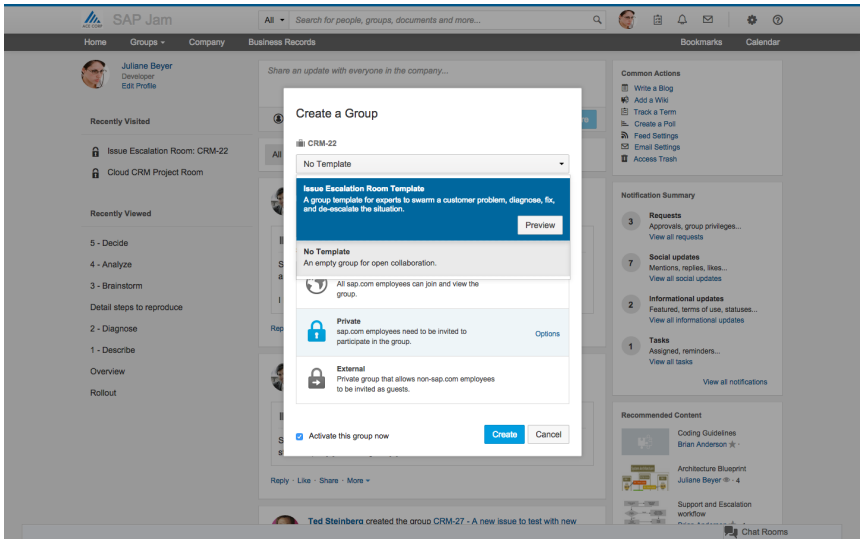

Figure 4: Creating a new group with Issue Escalation Room template

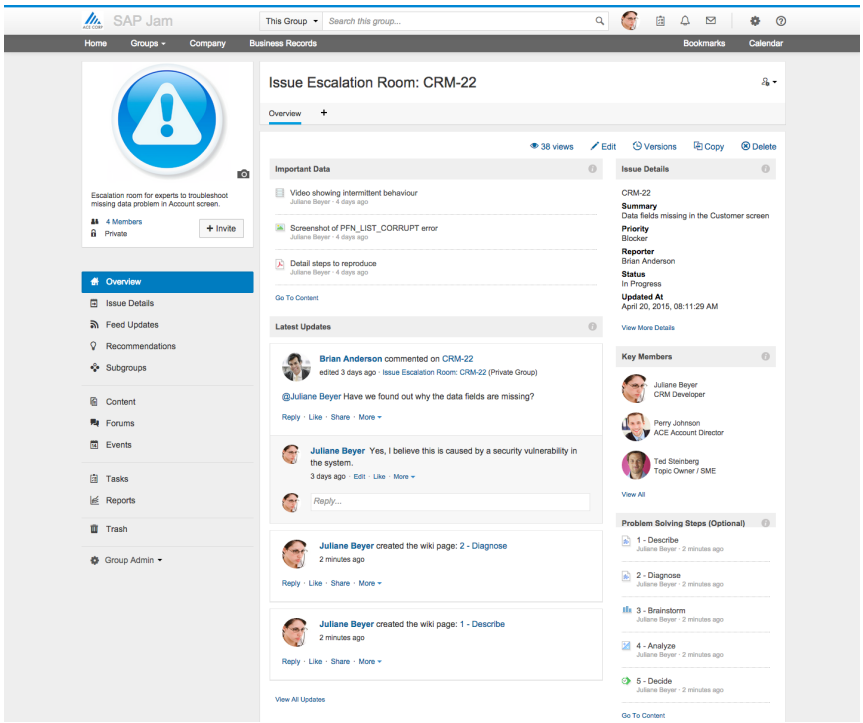

Figure 5: Overview page in page designer mode

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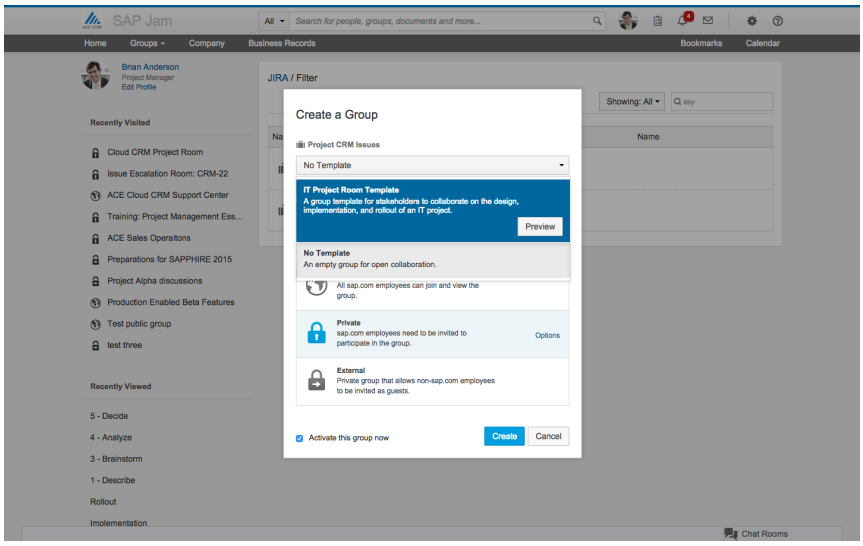
Enhancement	Description
	○ **IT Project Room template**: This template is for stakeholders to collaborate on the design, implementation, and rollout of an IT project. ○ The **Overview** page contains a feed widget where QA leads can make important announcements (e.g., critical go or no-go, escalations), 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

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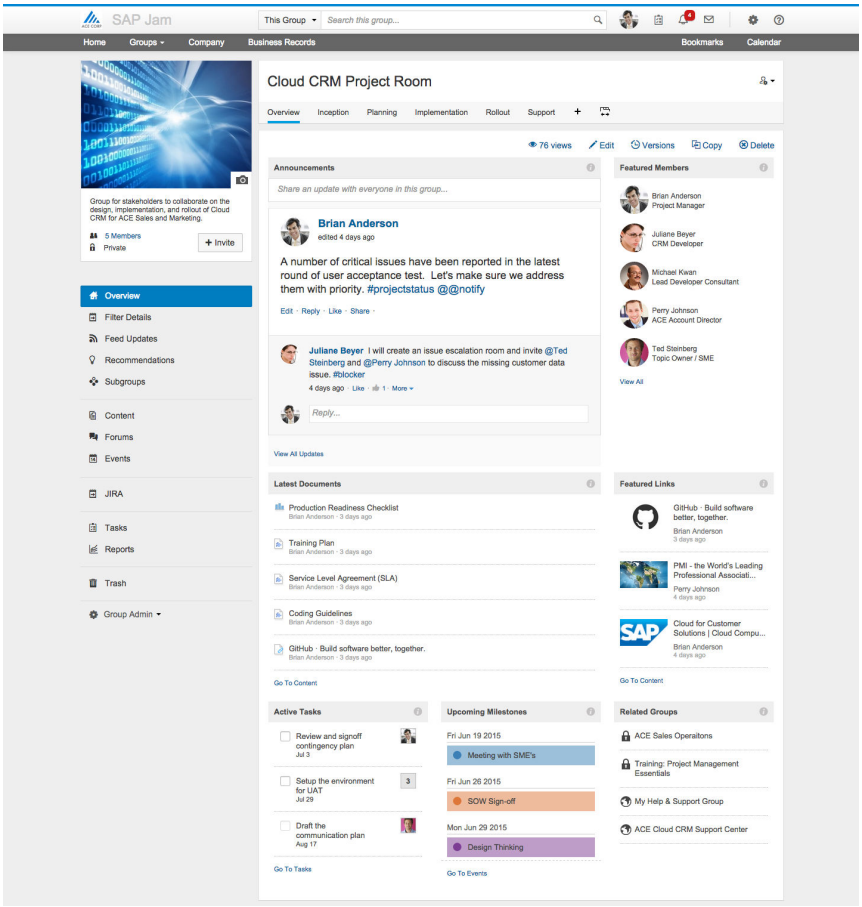
Enhancement	Description
	

Figure 7: Overview page in page designer mode

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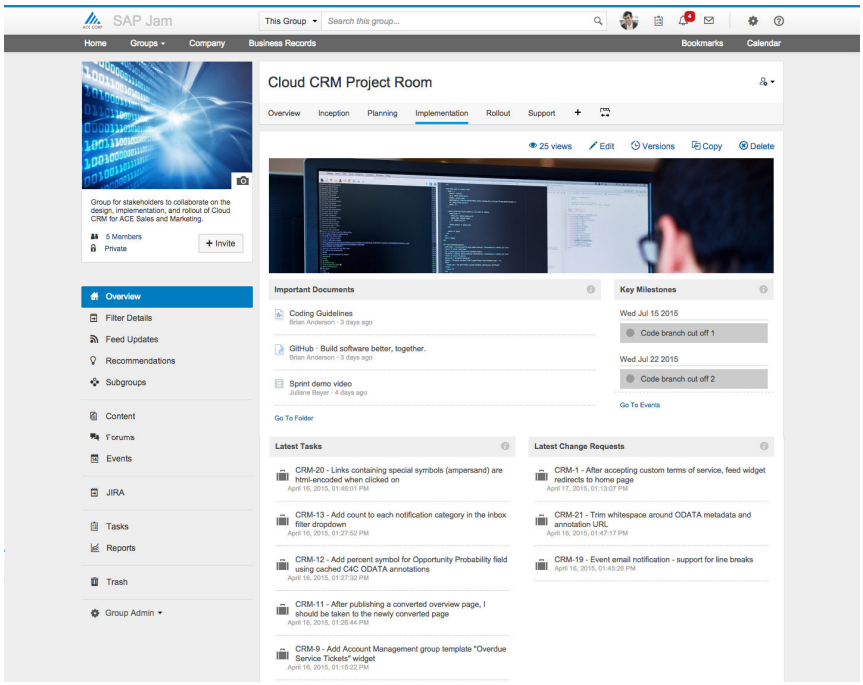
Enhancement	Description
	

Figure 8: Implementation page in designer mode

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