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JIRA
Lesson 03: Introduction to JIRA

Capgemini

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Lesson Objectives

In this lesson, you will learn :
- Overview of JIRA
- Features of JIRA
- JIRA Software Workflow
- Basics concepts of JIRA
  - Issue
  - Project
  - Workflow
  - **Components and Versions**
- **JIRA Software**

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1.1: Introduction to JIRA
Overview of JIRA

Jira is a defect tracking/project management tool

JIRA allows you to track any kind of unit of work (be it an issue, bug, story, project task, etc.) through a predefined workflow

JIRA can be sued by every member of your software team to :
- Plan : Create user stories and issues, plan sprints, and distribute tasks across your software team.
- Track: Prioritize and discuss your team's work in full context with complete visibility.
- Release: Ship with confidence and sanity knowing the information you have is always current.
- Report: Improve team performance based on real-time, visual data you can use.

JIRA is a tool developed by Australian Company Atlassian. It is used for **bug tracking, issue tracking,** and **project management**. The name "JIRA" is actually inherited from the Japanese word "Gojira" which means "Godzilla". The basic use of this tool is to track issues, and bugs related to your software and mobile apps. It is also used for project management. The JIRA dashboard consists of many useful functions and features which make handling of issues easy.

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1.2: JIRA Features
Features of Jira

- Jira is web based, platform independent and open source product

- JIRA is an incident management tool - used in Bugs, Issues and Change Request Tracking.

- JIRA can be integrated with many other tools – Subversion, GIT, Mercury and many more.

- JIRA supports MySQL, Oracle, PostgreSQL and SQL server in the backend.

- Customize to fit your style of Agile development

Who uses JIRA?
Software project development teams, help desk systems, leave request systems, Marketing projects, Employee performance systems, etc.
Coming to its applicability to QA teams, it is widely used for bug tracking, tracking project level issues- like documentation completion and for tracking environmental issues. A working knowledge of this tool is highly desirable across the industry.

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1.2: JIRA Features
Features of Jira

- JIRA enables clear visibility of situation to the management

- JIRA helps us prioritize, assign, monitor, track, report and audit your issues
- Example issues: software bugs, help desk tickets, project tasks , change requests, etc.

- JIRA is used for :
  - Project Management
  - Task Tracking
  - Requirement Management.
  - Workflow and Process management

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1.3: JIRA Users
JIRA Users

Can be used by – Managers and Users
- Managers : Will have administrative rights for your instance of JIRA software
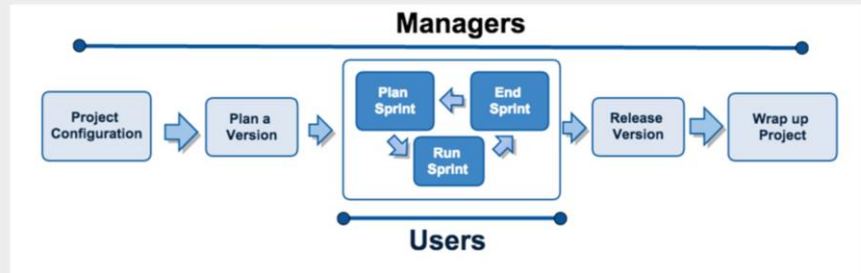- Users: who work and resolve issues

Managers' Role
- Manager can perform following tasks:
- Create a new software project
- Added users
- Prepare your backlog
- Start and complete a sprint
- Evaluate the results

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1.4: JIRA Software Workflow
JIRA Software Workflow

JIRA software workflow:

Note: Project creation and management in JIRA is an admin task. So we are not going cover project creation and will continue the discussion using an already created project.

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1.5: JIRA Concepts
Basic Concepts of JIRA

Issue:
- Every task, bug, enhancement request; basically anything to be created and tracked via JIRA is considered an Issue.

Project:
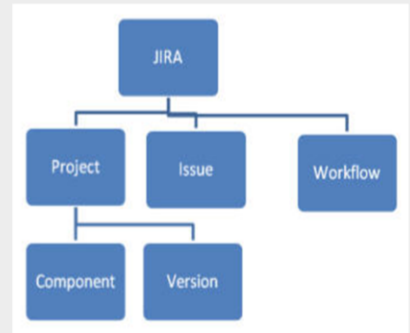- a collection of issues

Workflow:
- is the series of steps an issue goes through starting from creation to completion.

Components:
- Sub-sections of a project; they are used to group issues within a project into smaller parts.

Versions :
- Projects have components and versions under it.
- Release can be done only after creating versions

Versions Example :
For instance, consider a web-based application; there are 10 requirements that need to be developed. There will be 5 more features added to it later on. You can choose to create the project as "Test for STH" version 1 and Version 2. Version1 with 10 requirements, version 2 with 5 new ones.
For version 1 if 5 of the requirements belong to Module 1 and the rest of them belong to module 2. The module 1 and module 2 can be created as separate units.

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1.6: JIRA Software
Overview on Issues

Issue is anything that can be tracked to completion.

Example:
- A document to be created
- Software bug
- Project task
- Leave request form

Issue types: (default)
- Bug — A problem which impairs or prevents the functions of the product.
- Task — A task that needs to be done.
- Story — Grouping of issues
- Epic – Grouping of stories
- Custom Issue — A custom issue type, as defined by your organization if required.

Issue type: This field displays all the types of issues that can be created and tracked via JIRA.
The items Bug, new feature, task, improvement are exactly what their names imply. Epic and story are more relevant to agile projects. Story is a requirement in Agile that needs to be tracked from start to finish. Epic is a group of stories.
Choose the issue type as needed

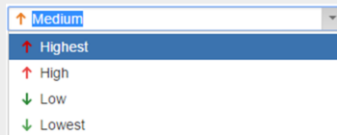<Course Name>   <Lesson Name>

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1.6: JIRA Software
Priority of Issues

Priority: An issue's priority indicates its relative importance.
- Highest — Highest priority. This problem will block progress.
- High — Indicates that this issue is causing a problem and requires urgent attention.
- Medium — Indicates that this issue has a significant impact.
- Low — Indicates that this issue has a relatively minor impact.
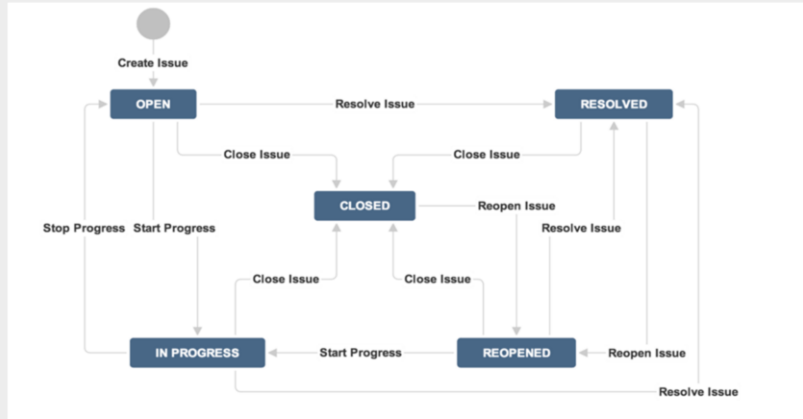- Lowest — Lowest priority.

↑ Medium	▾
↑ Highest	
↑ High	
↓ Low	
↓ Lowest	

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Statuses: Different statuses are used to indicate the progress of a project like **To do, InProgress, Open, Closed, ReOpened, and Resolved.**
Transitions: Different transitions are used to indicate the flow of the progress in between two statuses. It includes transitions like **ReOpen Issue, Resolve Issue, Close Issue.**

OPEN : The issue is open and ready for the assignee to start on it
IN PROGRESS :This issue is being actively worked on at the moment by the assignee
REOPENED : This issue was once resolved but deemed to be incorrect.
RESOLVED : The issue is fixed and awaiting for the verification by reporter.
CLOSED : The issue is considered finished and correct.

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1.6: JIRA Issues
Overview of Projects

- Version : versions available for the project.
- Release: You can release after creating versions
- Assignee: Person to whom this issue should be handed over further. You can also assign an issue to yourself.
- Description (optional): information about your issue

Component: This list will display the components of the Project.
Affected Version and Fix version: These two fields will display the versions available for the project. It is not necessary that a certain issue that you encountered in a certain version gets fixed in the same one. In cases like that, you can choose the affected version as the current version and fix version as the next one.
Also, these fields can take multiple values. You can choose to set that a certain issue affects both version 1 and version 2 as below:
Assignee: You can type the name of the person to whom this issue should be handed over further. You can also assign an issue to yourself.

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1.6: JIRA Issues
Sub tasks

- A sub-task is nothing but a division of a parent issue (task) into chunks of work that can be assigned and tracked individually.

omment	Assign	More ▾
Log Work		
Agile Board		
Rank to Top		
Rank to Bottom		
Attach files		
Voters		
Stop Watching		
Watchers		
Create Sub-Task		
Convert to Sub-Task		
Move		
Link		
Clone		
Labels		
Delete		

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Summary

JIRA is a Application Lifecycle Management Tool
Jira Components:
- Issues
- Projects
  - Components
  - Versions
- Workflow
JIRA Software
JIRA Issues

Summary

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Answers:

Question1. All of the above

Question 2: main()

Review Question

Question 1: Which of the following depicts the status and transition of an issue?
- Option 1: Version
- Option 2: Component
- Option 3: Workflow

Question 2: Project will have components and versions
- True/False

Question 3: Release can be done only after creating
_____

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Match the following

Column 1	Column2
Issue	Series of steps
Project	Task
Workflow	Sub section of projects
Component	Collection of Issues