

# JIRA

## Software Project Management Tool

### About JIRA

- JIRA is a software tool .
- JIRA lets you prioritize, assign, track, report and audit your ‘issues’, from software bugs and helpdesk tickets to project tasks and change requests.
- More than just an issue tracker, JIRA is an extensible platform that you can customize to match your business processes.
- JIRA improves productivity by cutting down on time wasted on tracking issues and coordination.
- JIRA improves quality by ensuring all tasks are recorded down with all the details and followed up till completion.

### One application. Many uses.

- Bugs/Change Requests Tracking.
- Help-desk / Support / Customer Service.
- Project Management.
- Task Tracking.
- Requirements Management.
- Workflow / Process Management.

### JIRA Features : Issue Creation

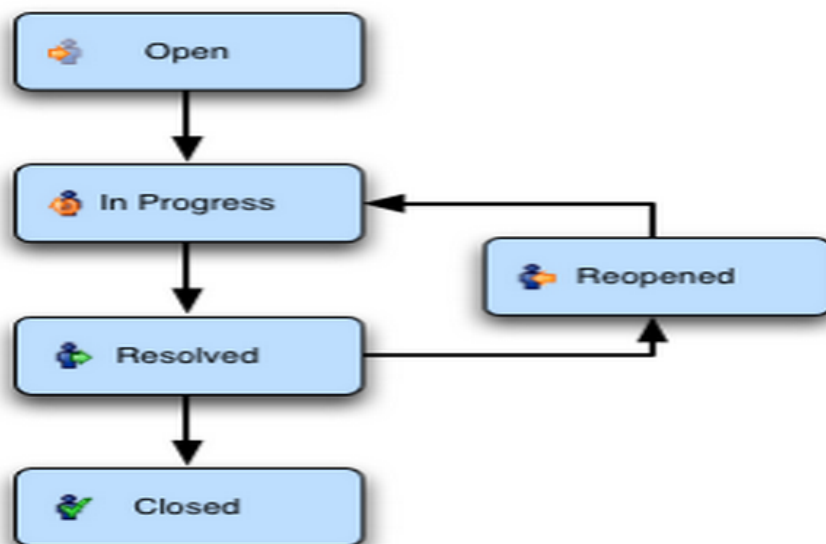
- Creating tasks, bug reports, feature requests, helpdesk tickets.
- No need to transcribe issues from emails to Excel worksheet anymore.
- Issue can be easily created via – Web: Filling the form on the Web page – Email: Sending an email to a preconfigured email address.
- Allows customizable items for different issues types

### JIRA Features : Notifications

- JIRA enables you to receive the information you need, when you need it.
- Configurable email alerts as and when issues are updated.
- Optional emails to remind on overdue tasks.
- Subscribe to weekly/monthly reports on issue status.

### JIRA Concepts : Workflow

- Customizable workflows to meet business needs.



### JIRA Features–Others

- Secure – JIRA provides fine-grained enterprise level security.
- Usable – Intuitive interface designed with both business and technical users in mind.
- Track – Keep track of all activities, changes and work logged against issues.
- Extensible – With over 100 plugins contributed by the community.
- Open – An open API, full source code access allow for further integration and customization of JIRA functionality.

### **Who uses JIRA?**

- HP
- EA
- Novell
- HSBC
- Accenture
- BMW
- NASA