

JIRA is a project management tool and uses issues to track all the tasks. An issue helps to track all works that underlie in a project. In real time, every work or task either technical, non-technical, support or any other type of a project in JIRA are logged as an issue.

An issue can be dependent on the organization and requirements –

Story of a project

Task of a story

Sub-task of a story

A defect or bug can be an issue

Helpdesk Ticket can be logged as issue

Leave Request

The following screen shot shows the basic page and information of an open issue –

