

Getting Started with Jira and Confluence



COURSE OVERVIEW



To succeed here, you need to have

- No knowledge of agile or Jira Is assumed

Jira Service Management



Welcome to the Course!

- Just focus on the basics. No need to be an expert yet.
- Learn the terms first. Important terms will be highlighted like this .
- Your screens may look different. That's okay. The concepts and terms are still the same.
- the course.

BLUF (Bottom Line Up Front)

**Jira Service Management is a tool
to help you track your tickets,
communicate with customers, and
resolve requests.**

Power your Service Desk



IT Support

We can help with any questions regarding your computer.



Facilities

Is something broken? We can help. Raise a request here.



Legal

Legal advice, contract reviews and NDAs



Infrastructure support

Need a cloud service? Raise a request here.



Accounting and finance

Contact us for financial approvals and general queries.



Give kudos

Say thanks to your colleagues, send them a kudos here.



Human resources

We can help with new employee onboarding and general queries.



Marketing

Contact us for marketing campaigns and content.



Data engineering

Ask us for anything data or analytics related.



Research & Insights

We manage all outgoing customer research and VOC.



Global Tax

Home to all your Tax needs.



Security

Contact us for any security reviews or breaches.

Why use a Service Desk Tool?

- **It's fast:** 40% faster task resolution than other service desk providers.
- **It's efficient:** Easily organize, prioritize, and assign tickets.
- **It's easy to use:** Clean, intuitive interface that's simple for both customers and agents.
- **It's affordable:** 80% lower cost than other service desk tools, including a free plan.

Avatars



AGENT
(Probably you)



CUSTOMER



**PROJECT
ADMINISTRATOR**



COLLABORATOR

Issues

An **issue** is an individual unit of work.

The screenshot shows the Jira Service Management interface for the 'IT Support' project. The left sidebar includes links for 'All tickets', 'Starred' (with a note to add icons), 'Team Priority' (with 'All open tickets' selected), 'All my tickets', 'Open tasks', and 'Give feedback'. The main area displays a table titled 'All open tickets' with columns: Customer Request..., Key, Summary, Reporter, Assignee, Status, Created, and Time to re... (with a sort arrow). There are 12 rows of ticket data. The first row is highlighted with a yellow border:

Customer Request...	Key	Summary	Reporter	Assignee	Status	Created	Time to re...
Get IT help	ITS-36	My VPN is not connecting to the network	Melissa Brimer	Melissa Brimer	In Progress	02/Dec/21	7h 53m II
Fix an account problem	ITS-37	My password expired and I am locked out of my email.	Charlie Teamerson	Unassigned	Waiting for support	02/Dec/21	7h 54m II
Get IT help	ITS-38	Computer won't connect to wifi	Ryan Lee	Unassigned	Waiting for support	02/Dec/21	7h 55m II
Request new software	ITS-39	Need software license for Adobe Creative Cloud	Alana Grant	Andrew DeBell	Waiting for support	02/Dec/21	7h 55m II
Fix an account problem	ITS-40	Password expired and need help resetting it	Charlie Teamerson	Andrew DeBell	In Progress	02/Dec/21	7h 56m II
Get IT help	ITS-41	My VPN is not connecting to the network	Ryan Lee	Andrew DeBell	In Progress	02/Dec/21	7h 56m II
Get IT help	ITS-42	Laptop keeps restarting unexpectedly	Alana Grant	Melissa Brimer	In Progress	02/Dec/21	7h 57m II

Interacting with Issues

Requests

Agents see this
(called an issue in their view)

The screenshot shows a service management application's interface. On the left, there's a sidebar with navigation links like 'Dashboard', 'Issues', 'Incidents', 'Events', 'Problem', 'Request', 'Ticket', 'Audit', and 'Device'. Below that are sections for 'All Tickets' (0), 'All Requests' (0), 'All Events' (0), and 'All Problems' (0). The main area displays an issue card for 'Laptop keeps restarting unexpectedly'. The card includes fields for 'Title' (Laptop keeps restarting unexpectedly), 'Status' (In Progress), 'Assignee' (Anna Rausch), 'Due Date' (2023-09-18), and 'Priority' (Medium). The 'Details' section contains a summary: 'A customer reported that their laptop keeps restarting unexpectedly. They mentioned it happened after they updated their operating system.' Below the details are sections for 'Affected' (Medical Device), 'Reporter' (Anna Rausch), 'Last Update' (2023-09-18 10:00:00), 'Priority' (Medium), 'Labels' (None), 'Resolution' (None), 'Recent Activities' (None), 'Organisation' (None), and 'Comments' (None). At the bottom, there are buttons for 'Edit ticket', 'Delete ticket', and 'Share'.

Customers see this
(called a request in their view)

This screenshot shows the same service management application from the previous view, but from the customer's perspective. The main area displays a request card for 'Laptop keeps restarting unexpectedly'. The card includes fields for 'Title' (Laptop keeps restarting unexpectedly), 'Status' (Pending), 'Assignee' (Anna Rausch), 'Due Date' (2023-09-18), and 'Priority' (Medium). The 'Details' section contains the same summary as the agent view. Below the details are sections for 'Affected' (Medical Device), 'Reporter' (Anna Rausch), 'Last Update' (2023-09-18 10:00:00), 'Priority' (Medium), 'Labels' (None), 'Resolution' (None), 'Recent Activities' (None), 'Organisation' (None), and 'Comments' (None). At the bottom, there are buttons for 'Edit request', 'Delete request', and 'Share'.

Issues and Requests

An **IT Support team** might have an issue like this:

My laptop keeps restarting unexpectedly



GD-1



A **Human Resources team** might have an issue like this:

Set up onboarding kit for new manager



GD-24



A **Legal team** might have an issue like this:

Review MSA contract and provide feedback



GD-2



W

Service Project and Queue

The screenshot shows the Jira Service Management interface for the 'IT Support' service project. The left sidebar is a navigation menu with the following items:

- IT Support (selected)
- Queues
- Service requests (selected)
- Incidents
- Problems
- Changes
- Change Requests
- Services
- Items
- Incident Log
- Knowledge Base
- Reports
- Metrics & Reporting
- Changelog
- Customers

The main area displays the 'Open service requests' list. The columns are: Key, Summary, Reporter, Assignee, Status, Created, and Time to resol... (with a dropdown arrow). One request is highlighted:

Key	Summary	Reporter	Assignee	Status	Created	Time to resol...
ITS-42	Laptop keeps restarting unexpectedly	Alana Grant	Melissa Brimer	IN PROGRESS	02/Dec/21	7h 57m II
ITS-43	My password expired and I am locked out of my email.	Charlie Townsend	Melissa Brimer	In Progress	02/Dec/21	7h 58m 30s
ITS-44	Laptop keeps restarting unexpectedly	Alana Grant	Melissa Brimer	In Progress	02/Dec/21	7h 58m 30s
ITS-45	My WiFi is not connecting to the network	Ryan Lee	Andrew Dallas	In Progress	02/Dec/21	7h 58m 30s
ITS-46	Processor overheat and need help removing it	Charlie Townsend	Andrew Dallas	In Progress	02/Dec/21	7h 58m 30s
ITS-47	Need software license for Adobe Creative Cloud	Alana Grant	Andrew Dallas	In Progress	02/Dec/21	7h 58m 30s
ITS-48	Computer won't connect to WiFi	Ryan Lee	Unassigned	In Progress	02/Dec/21	7h 58m 30s
ITS-49	My password expired and I am locked out of my email.	Charlie Townsend	Unassigned	In Progress	02/Dec/21	7h 58m 30s
ITS-50	My WiFi is not connecting to the network	Melissa Brimer	Melissa Brimer	In Progress	02/Dec/21	7h 58m 30s

Make sure you are on the Right Project

Jira Service Management Your work ▾ Projects ▾ Filters ▾ Dashboards ▾ People ▾ Insight ▾ Apps ▾ Create Search 3

IT Support
Service project

Queues

- Service requests
- Incidents
- Problems
- Changes

OPERATIONS

- Change calendar
- Services
- Alerts
- On-call

KNOWLEDGE

- Knowledge base
- Reports

CHANNELS & PEOPLE

- Channels
- Customers

Projects / IT Support / All tickets
All open tickets

Reset sorting

	Customer Requ...	Key	Summary	Reporter	Assignee	Status	Created ↑	Time to resol...
<input type="checkbox"/>	Fix an account problem	ITS-47	My password expired and I am locked out of my email.	Charlie Teamerson	Unassigned	WAITING FOR SUPPORT	03/Dec/21	8h II
<input type="checkbox"/>	Get IT help	ITS-48	Computer won't connect to wifi	Ryan Lee	Unassigned	WAITING FOR SUPPORT	03/Dec/21	8h II
<input type="checkbox"/>	Request new software	ITS-49	Need software license for Adobe Creative Cloud	Alana Grant	Andrew De...	WAITING FOR SUPPORT	03/Dec/21	8h II
<input type="checkbox"/>	Fix an account problem	ITS-50	Password expired and need help resetting it	Charlie Teamerson	Andrew De...	IN PROGRESS	03/Dec/21	8h II
<input type="checkbox"/>	Get IT help	ITS-51	My VPN is not connecting to the network	Ryan Lee	Melissa Bri...	IN PROGRESS	03/Dec/21	8h II
<input type="checkbox"/>	Get IT help	ITS-52	Laptop keeps restarting unexpectedly	Alana Grant	Melissa Bri...	IN PROGRESS	03/Dec/21	8h II
<input type="checkbox"/>	Fix an account problem	ITS-53	My password expired and I am locked out of my email	Charlie Teamerson	Sumedh S	IN PROGRESS	03/Dec/21	8h II

Customers POV

Queues

Filtering Issues by Types

The screenshot shows a Jira Service Management interface. On the left, there's a sidebar with a search bar and four filter categories: Service requests (selected), Incidents, Problems, and Changes. An arrow points from the text "Filter issues by request type" to this sidebar. The main area displays a table titled "Open service requests" with columns: Key, Summary, Reporter, Assignee, Status, Created, and Time to resolve. There are seven rows of data, each representing a different service request.

Key	Summary	Reporter	Assignee	Status	Created	Time to resolve
ITSM-101	My password expired and I am locked out of my email	Charlie Isenstein	Unassigned	In Progress	2024-02-27	4h 30m
ITSM-102	My phone is not connecting to the network	Ryan Lee	Unassigned	In Progress	2024-02-27	4h 30m
ITSM-103	My phone is not connecting to the network	Ryan Lee	Unassigned	In Progress	2024-02-27	4h 30m
ITSM-104	Password expired and need help resetting it	Charlie Isenstein	Andrew Delfi	In Progress	2024-02-27	4h 30m
ITSM-105	Need software license for Adobe Creative Cloud	Alice Green	Andrew Delfi	Not Started (Summary)	2024-02-27	4h 30m
ITSM-106	Computer won't connect to wifi	Ryan Lee	Unassigned	Not Started (Summary)	2024-02-27	4h 30m
ITSM-107	My password expired and I am locked out of my email	Charlie Isenstein	Unassigned	Not Started (Summary)	2024-02-27	4h 30m

Customer Requests

The Queue is Populated

Who gets the ticket?

Make sure the status is updated!

Because this is what the customer sees

The screenshot shows a Jira Service Management ticket interface. At the top, a purple banner says "We've collapsed your details view to help you focus on the work that matters most." Below this, the ticket details are visible:

- Help Center / IT Support / ITS-45**
- My VPN is not connecting to the network**
- Andrew DeBell** raised this on 10/Dec/21 7:24 PM. [Show details](#)
- Status**: IN PROGRESS
- Activity**:
 - Melissa Brimer Today 9:15 PM: We're starting work on this request now!
 - Automatic response Today 9:15 PM: Your request status has changed to In Progress.
- Request type**: Get IT help
- Shared with**: Andrew DeBell (Creator), [Share](#)

At the bottom, it says "Powered by Jira Service Management".

Topics

- Agile Overview
- Jira Overview
- Projects, issues and boards



What is Agile?

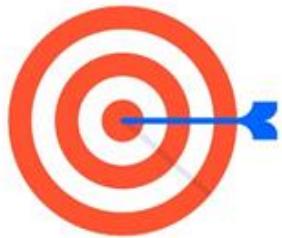
A way of getting things done.

An empirical approach to project management

Continuously develop the plan, process and product

A mindset

Why Agile?



Effectiveness

Perform better than traditional projects



Empower the Team

Leverage team knowledge and increase job satisfaction



Manage Complexity

Simple project management approach to increasing complexity

What is an agile mindset?

- A growth/continuous improvement way of working
- Allowing the data to change your approach
- Uses agile techniques to accomplish work



What is an agile mindset?

- For an agile team to perform its best, all team members must have an agile mindset



The agile coach



BROWSE TOPICS

- Agile manifesto
 - Scrum
 - Kanban
 - Agile project management
 - Product Management
 - Agile at scale
 - Software development

What is Agile?

Agile is an iterative approach to project management and software development that helps teams deliver value to their customers faster and with fewer headaches. Instead of betting everything on a "big bang" launch, an agile team delivers work in small, but consumable, increments. Requirements, plans, and results are evaluated continuously so teams have a natural mechanism for responding to change quickly.

Topics

- Agile Overview
- Jira Overview
- Projects, issues and boards



What is Jira

- A tool used to help teams perform, visualize and manage work
- Models the team's current processes/workflows

Why Jira?

- Leverage project management technology, allowing teams to focus on their work
- Facilitates planning, prioritizing, organizing and completing work
- Visualizes work using project boards, reports and dashboards
- Facilitates team communication

How does Jira relate to an agile mindset?

- Jira is a tool that teams can use to model and execute their agile processes

Topics

- Agile Overview
- Jira Overview
- Projects, issues and boards



What is a Jira issue?

- An item of work (work item) identified by the team
- An issue has an associated type (for example, story, task, bug)
- The details of the issues are known as fields



What is a Jira project?

- A collection of related issues
- A team “to do” List
- Can have a fixed end date or be an ongoing project
- A project has an associated type (for example, kanban, scrum)



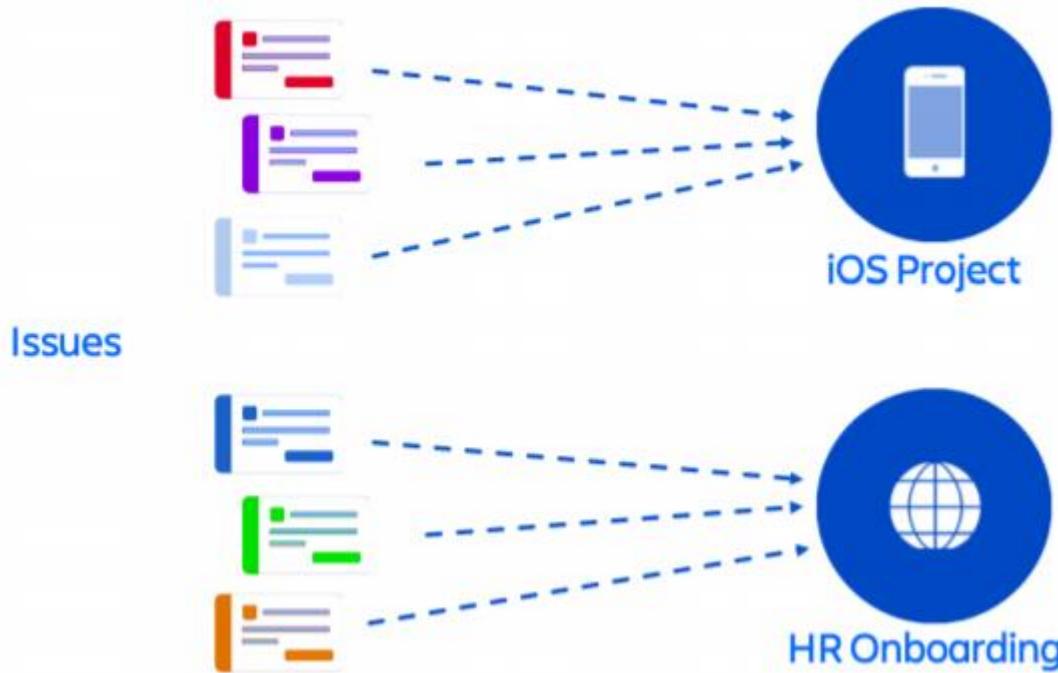
Issue Key



Jira automatically assigns a unique *issue key* to created issues

`<issue_key> = <project_key>-<issue_number>`

Each issue belongs to one project



What is a project board?

- A two-dimensional “to do” List
- A way to visualize issues
- A visualization of the team's process/workflow
- Displays Issues as cards



Jira User Types



Jira Administrator

..... Configures the Jira instance
for all users



Jira Project
Administrator

..... Can configure a Jira project to
match the team's process



Team Member

..... Works on projects

Takeaways

- Agile Is a way of working
- Jira Is a tool teams use to manage and visualize work
- Jira can be configured to match a team's continuously improving processes
- A Jira Issue is on Item of work Identified by the team
- Project boards visualize a team's work
- The main types of Jira users are Jira administrators, Jira project administrators and team members

Visualize work using project boards



What will you learn?

- Describe the Importance of visualizing work
- Describe common workflows
- Differentiate Jira boards and workflows
- Describe the purpose of an issue's status field
- Configure board columns

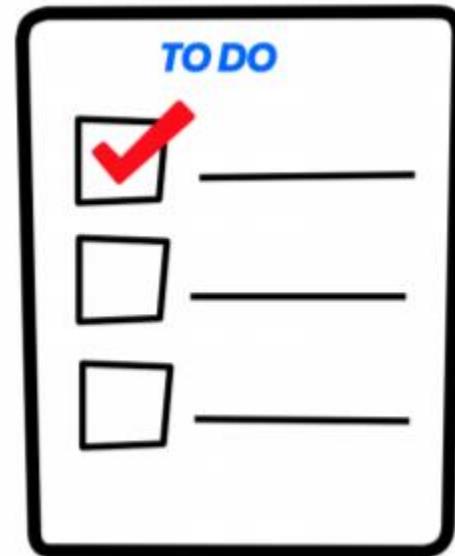
Topics

- Virtualizing work
- Workflows
- Jira Boards and workflows
- Configuring board columns



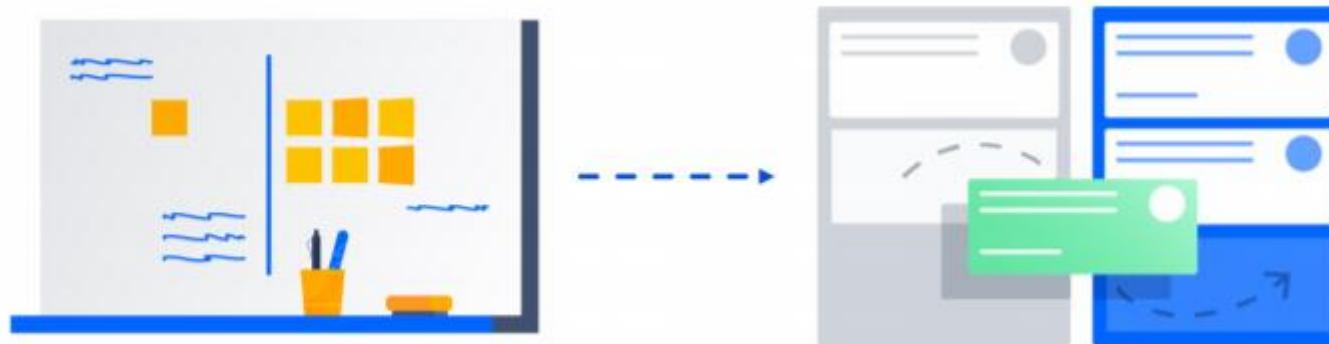
Virtualizing work: a “to do” list

- Reminds you
- Focuses you
- Sets priorities
- Tracks progress



Visualizing work: a board

- A principle of agile projects is to "visualize work"
- A board is an agile tool used to visualize and manage work



Visualizing work: reports and dashboards



Reports



Dashboards

Why Visualize Work?

- To easily **see** the work of the project
 - Allows anyone to see the true current state of the project
 - Organizes and focuses the team
- To **manage** things
 - Easy to add and prioritize the work of the project
 - Easy to update work items
- To **improve** the team's way of working
 - Can visually identify problems



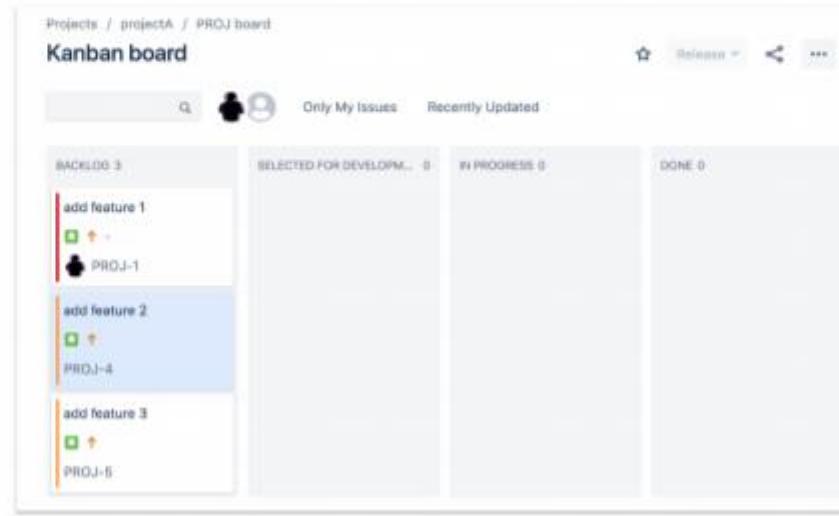
Topics

- Virtualizing work
- **Workflows**
- Jira Boards and workflows
- Configuring board columns

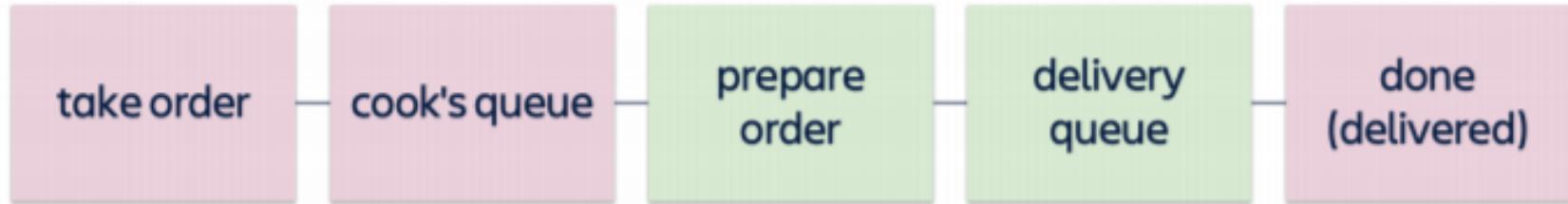


Workflows

- The set of columns of a board represent a **workflow** (or process) for completing the work of an issue
- Workflows are broken down into **statuses** (or steps)

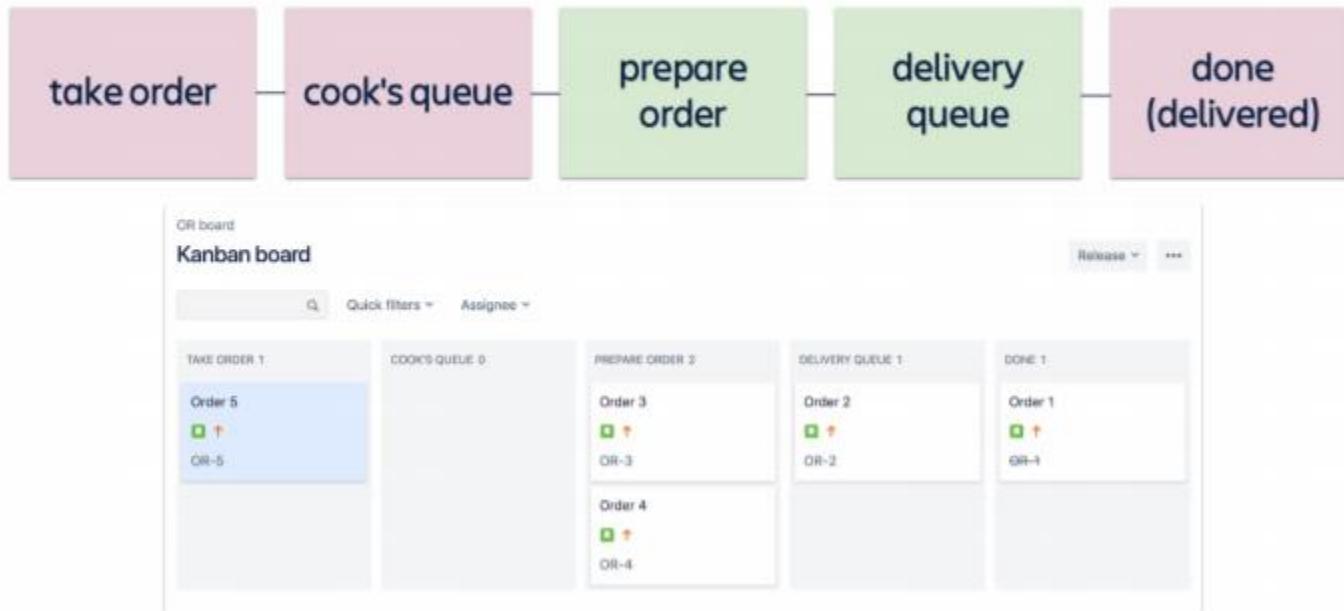


Example workflow: restaurant order and delivery



Boards VS Workflows

- A team works using a board
- The board's structure is defined by an underlying workflow



Topics

- Virtualizing work
- Workflows
- **Jira Boards and workflows**
- Configuring board columns



How are boards created?

- Automatically
- Create additional boards at any time

The screenshot shows a Jira Kanban board for projectA / PROJ board. The board has three columns: BACKLOG (3 items), SELECTED FOR DEVELOPME... (0 items), and IN PROGRESS (0 items). A red arrow points to the 'Create board' option in the context menu, which is open next to the 'Release' dropdown.

Projects / projectA / PROJ board

Kanban board

Only My Issues Recently Updated

BACKLOG 3 SELECTED FOR DEVELOPME... 0 IN PROGRESS 0

add item 1
PROJ-1

Release ▾ ...

Board settings

Create board

Hide menus

Show detail view

Open issues in sidebar

Expand all swimlanes

An issue's status field

- Every project automatically has one or more associated workflows
- The status field for each issue must be set to a workflow's status

The screenshot shows a Jira interface for creating a new issue. At the top left, there is a checked checkbox labeled "PROJ-1". On the right side, there are icons for "Give feedback", a blue circular button with the number "1", and a share icon. Below these, the title "add item 1" is displayed. To the right of the title is a red arrow pointing towards a dropdown menu. The dropdown menu is titled "Backlog" and contains three items: "SELECTED FOR DEVELOPMENT" (highlighted in blue), "IN PROGRESS", and "DONE".

PROJ-1

Give feedback 1

add item 1

Backlog

SELECTED FOR DEVELOPMENT

IN PROGRESS

DONE

Attach Create subtask Link issue ...

Description

Add a description...

Boards and status

- Boards are a view of issues arranged by status
- Moving an issue changes the value of its status field

Projects / projectA / PROJ board

Kanban board

Only My Issues Recently Updated

BACKLOG 3	SELECTED FOR DEVELOPMENT 0	IN PROGRESS 0	DONE 0
add item 1 PROJ-1			We're only showing recently modified issues. Q Looking for an older issue?
add item 2 PROJ-2			
add item 3 PROJ-3			

Topics

- Virtualizing work
- Workflows
- Jira Boards and workflows
- Configuring board columns



Adding a board column

Projects / projectA / PROJ board

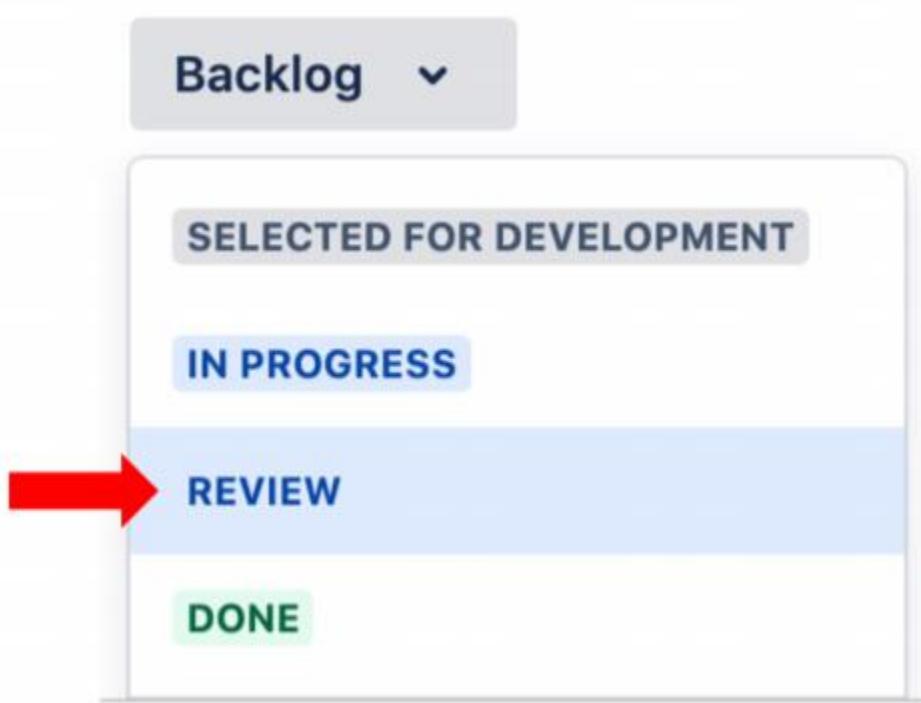
Kanban board

Release   

  Only My Issues Recently Updated

BACKLOG 3	SELECTED FOR DEVE... 0	IN PROGRESS 0	REVIEW 0	DONE 0
<p>add item 1</p> <p> </p> <p>PROJ-1</p>				<p>We're only showing recently modified issues.</p> <p> Looking for an older issue?</p>
<p>add item 2</p> <p> </p> <p>PROJ-2</p>				
<p>add item 3</p> <p> </p> <p>PROJ-3</p>				

Viewing the new status



Takeaways

- A board is a two-dimensional way to visualize the work of a team
- In Jira, a workflow is often represented using a board
- Board columns usually map to the status field of Issues
- Board columns can be added or removed to match the team's desired process

Enrich Issues



What will you learn?

- Identify ways that Issues can be enriched with Information
- Describe the benefits of using Issue types
- Describe subtasks
- Use Labels to organize Issues
- Introduce Integration with version control and build systems

Topics

- Enrich issues
- Issue types
- Labels
- Developer integration overview



Issues contain work-related information

Issue

Summary: Check network jacks

Description: Each network jack in the new building needs to be checked for signal strength.

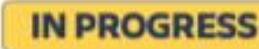
Type:  Task

Assignee:



Helena

Priority:  Critical

Status:  IN PROGRESS

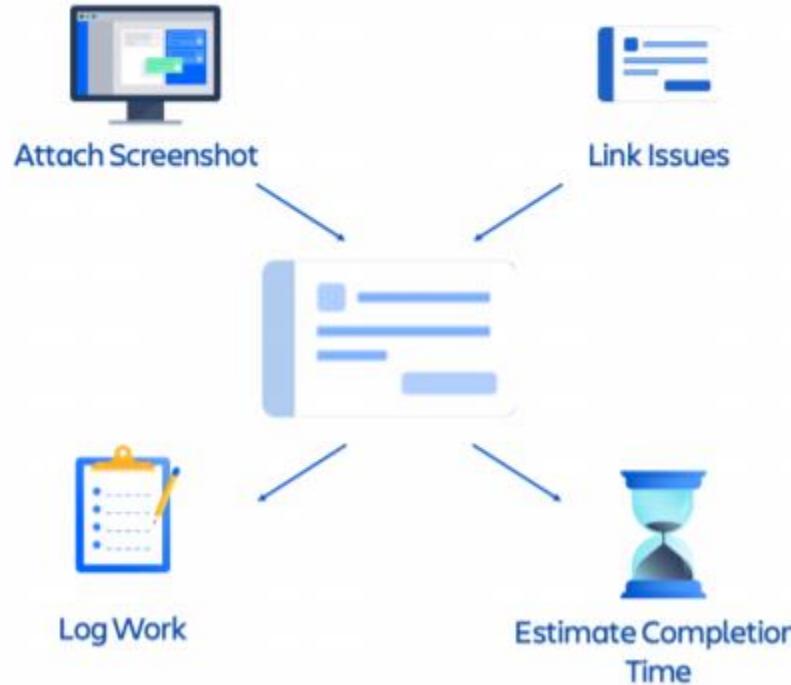
Reporter:



Oliver

Comments: Helena needs the network diagram from IT.

Enriching issues



Mention team members



Topics

- Enrich issues
- Issue types
- Labels
- Developer integration overview



The issue type field

- **Epic** - a big issue that can contain issues
- **Story** - requirement from the user's perspective
- **Task** - team work item
- **Bug** - a flaw that needs to be fixed
- **Subtask** - a child of another issue

Create issue

Project*

projectA (PROA)

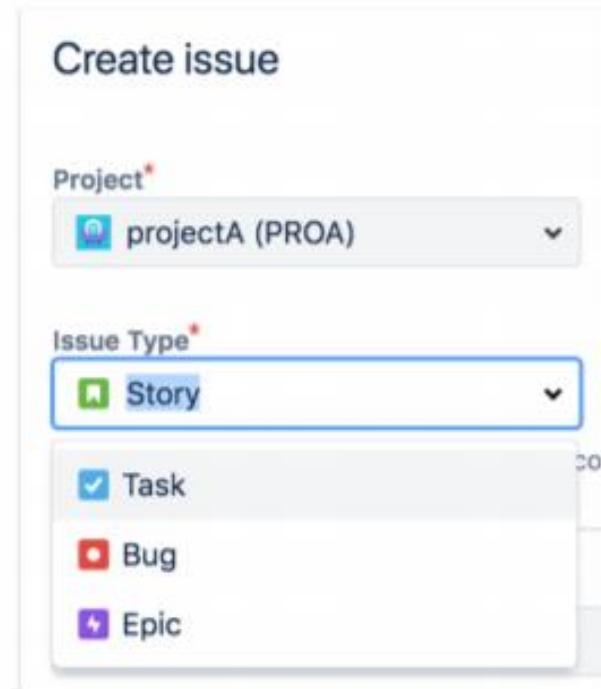
Issue Type*

Story

Task

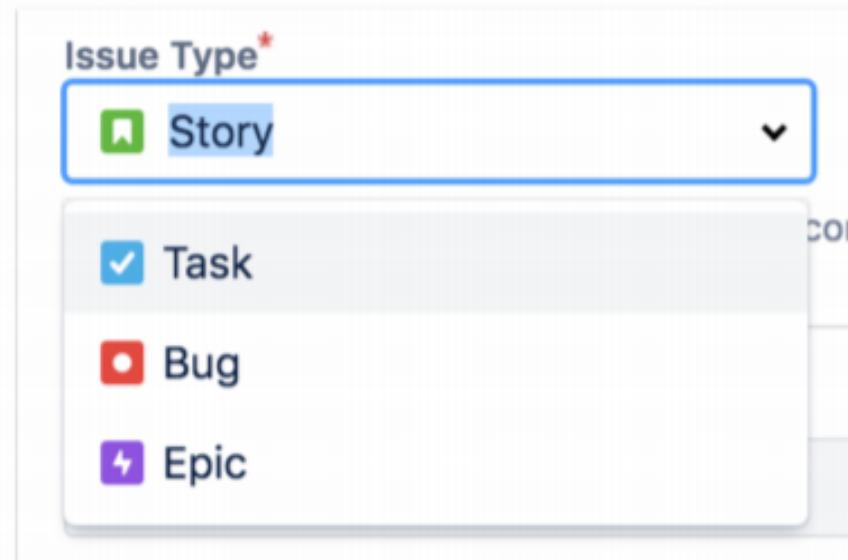
Bug

Epic

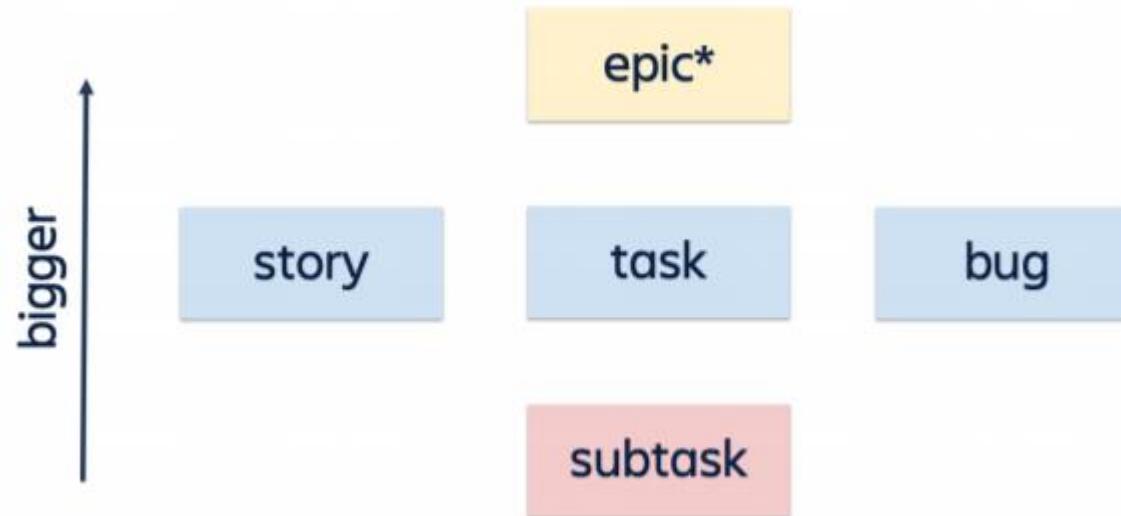


Why issue types

- Supports different types of work
- Each type can have different fields, screens and workflows
- Can report on types separately



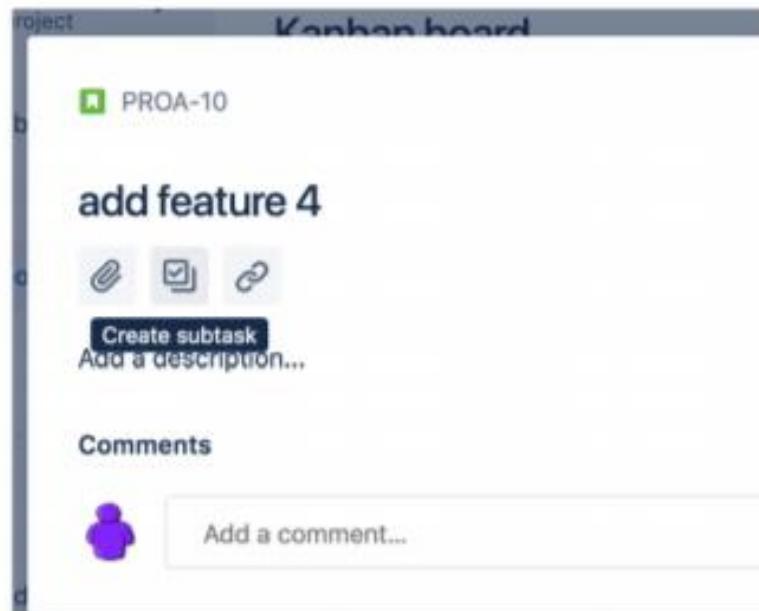
Jira's issue type hierarchy



* Epics are discussed later

Subtasks

- An issue type that must have a parent issue
- Allow an issue to be broken down into individually manageable tasks
- Can be more technical than the parent issue



Subtask characteristics

- Have their own issue key and field values
- Have independent workflow status

The screenshot shows a Jira subtask creation dialog. At the top, it displays the parent issue key 'PROA-10' and the subtask title 'add feature 4'. Below the title are three icons: a person icon, a checklist icon, and a gear icon. A placeholder text 'Add a description...' is present. The 'Subtasks' section lists two subtasks: 'PROA-17 add feature 4a' and 'PROA-18 add feature 4b', both currently in the 'BACKLOG' status. A large input field at the bottom contains the placeholder 'What needs to be done?'. At the bottom right are 'Create' and 'Cancel' buttons.

Topics

- Enrich issues
- Issue types
- Labels
- Developer integration overview



Labels

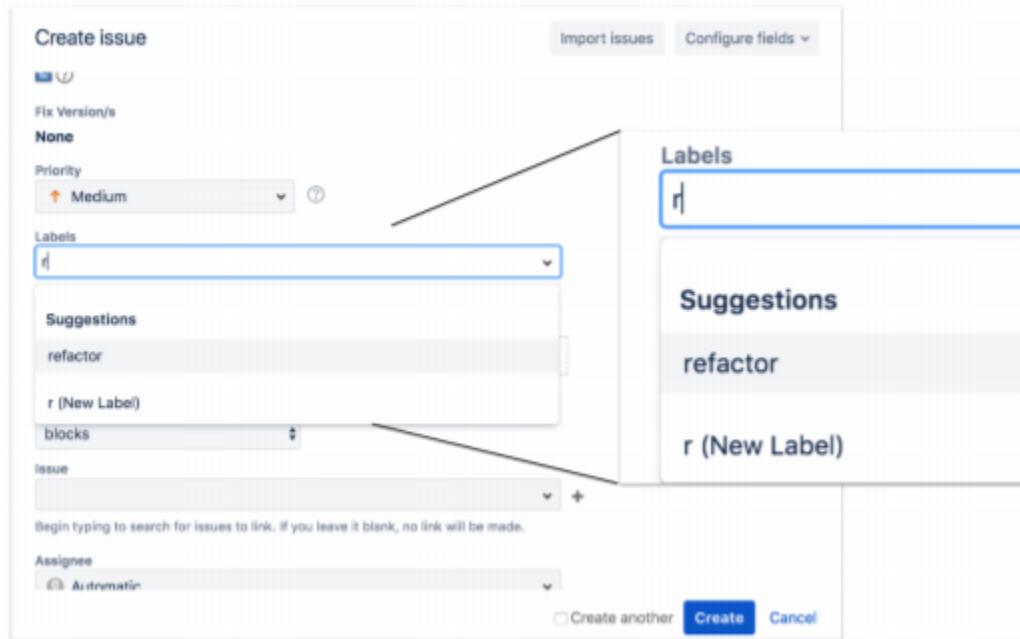
A field used to categorize and search for issues

The screenshot shows a Jira issue card for 'PROJ-6'. The card has the following fields:

- Summary:** complete task 1
- Status:** Selected for Development
- Assignee:** Unassigned
- Labels:** refactor, database
- Priority:** Medium
- Reporter:** Steve Byrnes
- Comments:** Add a comment...
- Subtasks:** PROJ-10: complete task 1a (Backlog)

Two labels, 'refactor' and 'database', are highlighted with blue boxes and arrows pointing to them from the text 'Labels' on the right.

Adding or creating a labels



Searching for a Labeled issues

Click on a label to search for all issues with this label

The image shows a Jira interface. On the left, a new issue is being created for 'PROJ-6' with the title 'complete task 1'. The 'Labels' field contains 'database refactor'. On the right, a 'Search' results page displays the query 'labels = "refactor"' with two results: 'PROJ-10 PROJ-6 / complete task 1a' and 'PROJ-6 complete task 1'. A red arrow points from the 'refactor' label in the issue creation screen to the 'refactor' label in the search results.

PROJ-6

complete task 1

Add a description...

Subtasks:

Comments

Status: Selected for Development

Assignee: Unassigned

Labels: database refactor

Priority: Medium

Reporter: Steve Byrnes

Show more

Created 6 days ago Updated 8 minutes ago

Labels

database refactor

Search Save as

labels = "refactor"

1-2 of 2

T Key Summary

PROJ-10 PROJ-6 / complete task 1a

PROJ-6 complete task 1

1-2 of 2

Topics

- Enrich issues
- Issue types
- Labels
- **Developer integration overview**



The issue detail development panel

Issue detail view
for selected issue



Development

4 commits

Latest 2 days ago

1 pull request MERGED

Updated 2 days ago

1 build ✓

Latest 2 days ago

Deployed to QA

Create a branch or view existing
branches related to this issue



[Create branch](#)

Integration works through the issue key

Using a Commit Message

Include an issue key in a commit message
“Initial commit – TIS-498”

Using a Branch Name

Include an issue key in a branch name
“Feature branch TIS-498”

For Pull Requests

Include an issue key in a pull request title, or Jira can use the issue key from an associated commit or branch

For Builds and Deployments

Jira uses the issue key associated with a commit in the build

Takeaways

- An Issue contains a diverse set of fields that are used to add Information to the Issue
- Issues can facilitate team communication with comments and @mentions
- Issue types can have unique fields, screens and workflows
- Subtasks are children of another issue type
- Subtasks have their own issue key and field values
- Labels can be used to categorize and search for Issues
- Jira can be integrated with version control and/or build systems to improve developer-related communication

Kanban Method



What will you learn?

- Describe the kanban method
- Describe the importance of flow
- Identify the purpose of work-in-progress limits
- Differentiate pull vs. push processes
- Identify reasons to separate the backlog from the board

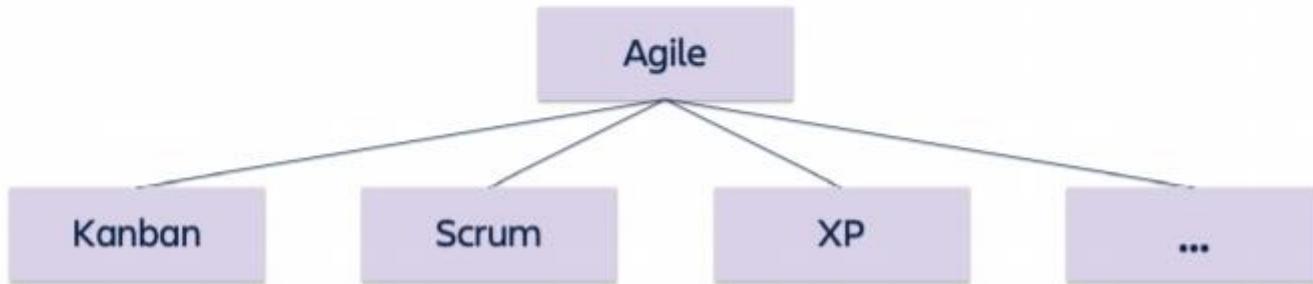
Topics

- Kanban method overview
- Improving flow
- Pull VS Push
- Separate Backflow



Agile methods

- Agile is a way of thinking (mindset) and working
- An agile method (or framework) is an approach to implementing agile
- Common agile methods include kanban and scrum
 - Each embody core principles of agile
 - These are often combined



What is kanban method?

- An agile method used to manage a continuous queue of work items
- Commonly used ideas:
 - Visualize work
 - Remove process bottlenecks to Improve "flow" of value
 - Limit work in progress/ smolt batch size
 - Pull work rather than push (where It makes sense)
 - Continuously prioritize work Items

Why choose the kanban method

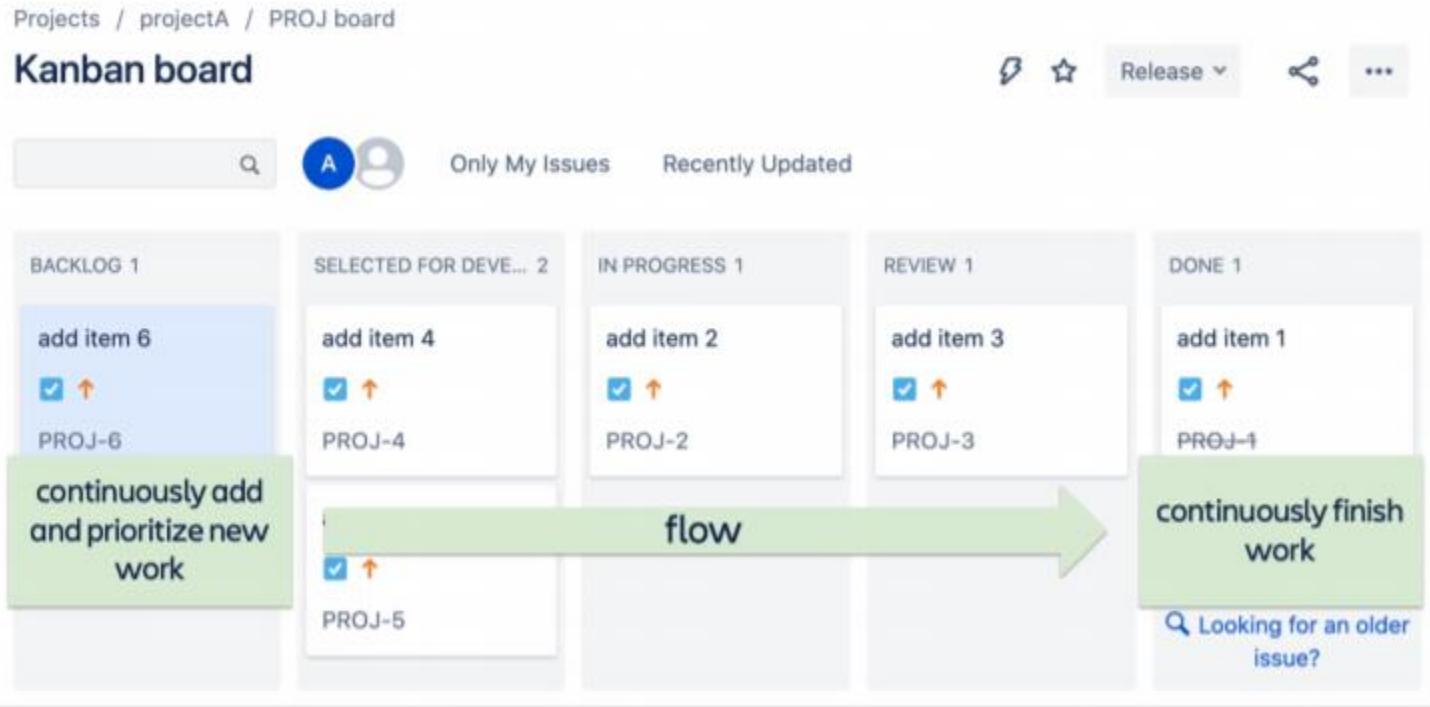
- Very Lightweight and efficient
- Evolutionary approach of transforming to agile
- Works well If the workflow is service-oriented
- operations
- support
- maintenance development
- new hire funnel
- Supports multi-team and multi-project workflows

Topics

- Kanban method overview
- Improving flow
- Pull VS Push
- Separate Backflow



Continuous flow of work items



Improving flow- limit work in progress (WIP)

- How?
Specify the minimum and/or maximum number of uses allowed in certain project board columns
- Why?
Better flow
Limits waste
Promotes teamwork

Column under minimum limit

Projects / projectA / PROJ board

Kanban board

Only My Issues Recently Updated

BACKLOG 2	SELECTED FOR DEVE... 1	IN PROGRESS 1	REVIEW 1	DONE 1
add item 5 PROJ-5	add item 4 PROJ-4	add item 2 PROJ-2	add item 3 PROJ-3	add item 1 PROJ-1

We're only showing recently modified issues.

Looking for an older issue?

Column over maximum limit

Projects / projectA / PROJ board

Kanban board

The screenshot shows a Jira Kanban board with the following columns and items:

- BACKLOG 1**:
 - add item 6 (PROJ-6)
 - add item 5 (PROJ-5)
- SELECTED FOR DEVEL... 2**:
 - add item 4 (PROJ-4)
 - add item 3 (PROJ-3)
- IN PROGRESS 0**: None
- REVIEW 3**:
 - add item 1 (PROJ-1)
 - add item 2 (PROJ-2)
 - add item 3 (PROJ-3)A red arrow points down to the "REVIEW 3" column header, which has a red border and the text "Max 2".
- DONE 0**: None

Filter options at the top: Only My Issues, Recently Updated.

Release dropdown: Release ▾

Search bar:

Information on the right: We're only showing recently modified issues. [Looking for an older issue?](#)

What should WIP limits be set to?

- Could start with no WIP limits
- Add WIP limits as the process shows problems
- Could set WIP limits to discourage multitasking
- Could set WIP limits on steps that the team neglects

Projects / projectA / PROJ board

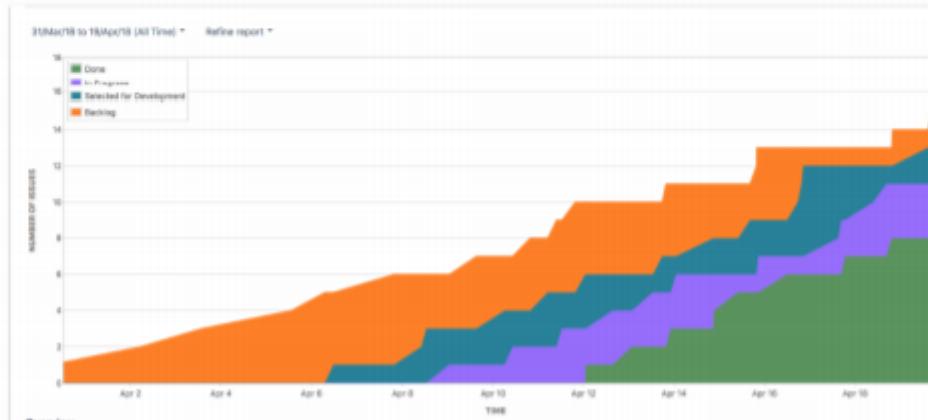
Kanban board

Only My Issues Recently Updated

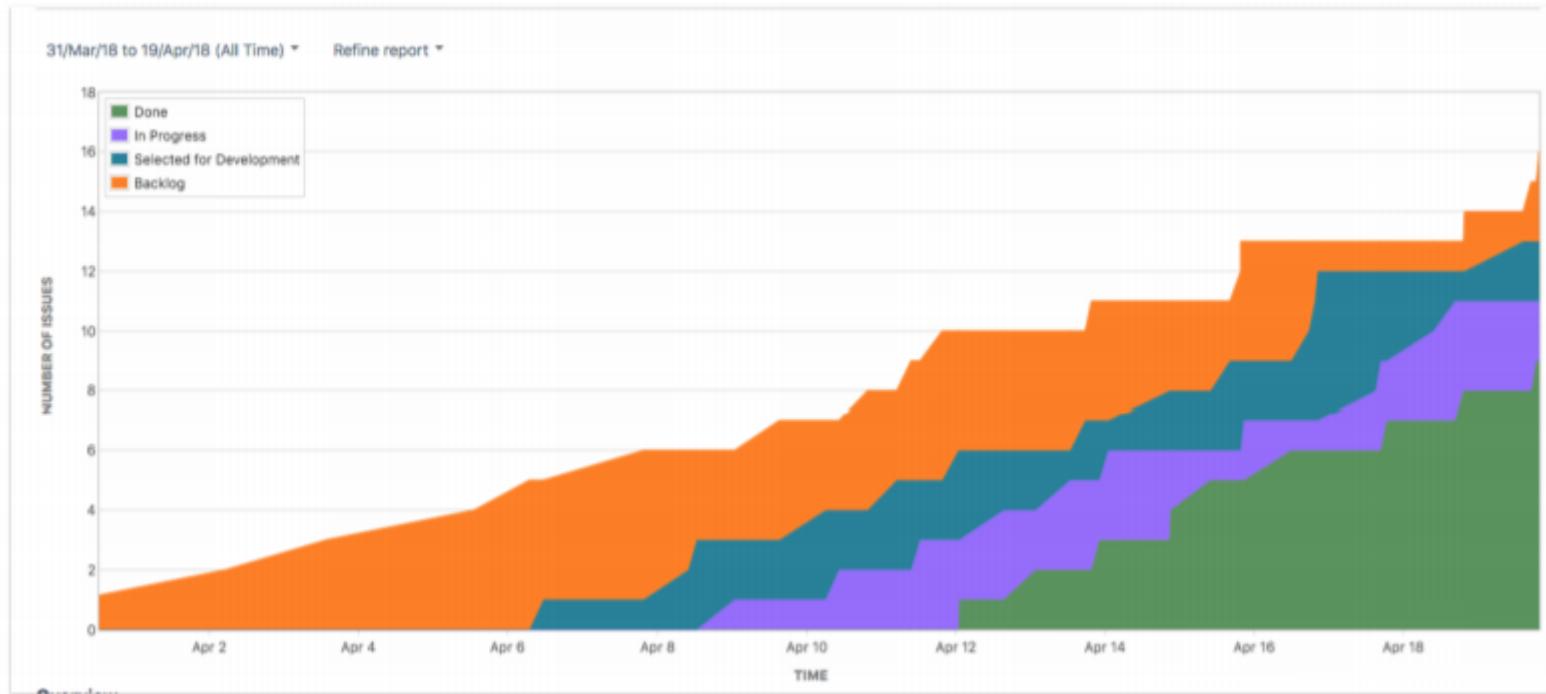
BACKLOG 1	SELECTED FOR DEVELOP... 2 Min 2	IN PROGRESS 1	REVIEW 2 Max 2	DONE 6
add item 6 PROJ-6	add item 4 PROJ-4	add item 3 PROJ-3	add item 1 PROJ-1	We're only showing recently modified issues. Looking for an older issue?
	add item 5 PROJ-5		add item 2 PROJ-2	

What agile reports

- Visualize the work
- Promote transparency
- Aid troubleshooting and continuous improvement
- Aid planning and estimating



Cumulative flow



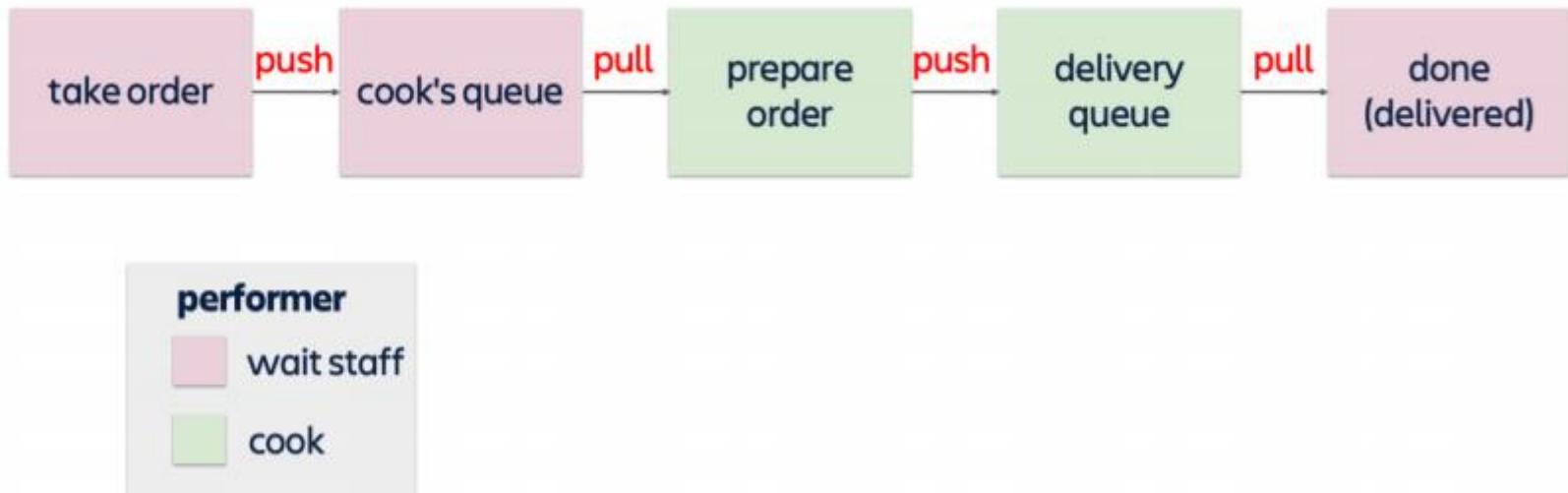
Topics

- Kanban method overview
- Improving flow
- Pull VS Push
- Separate Backflow



Pull vs Push in process steps

Performers either push work to the next step or pull from the previous step



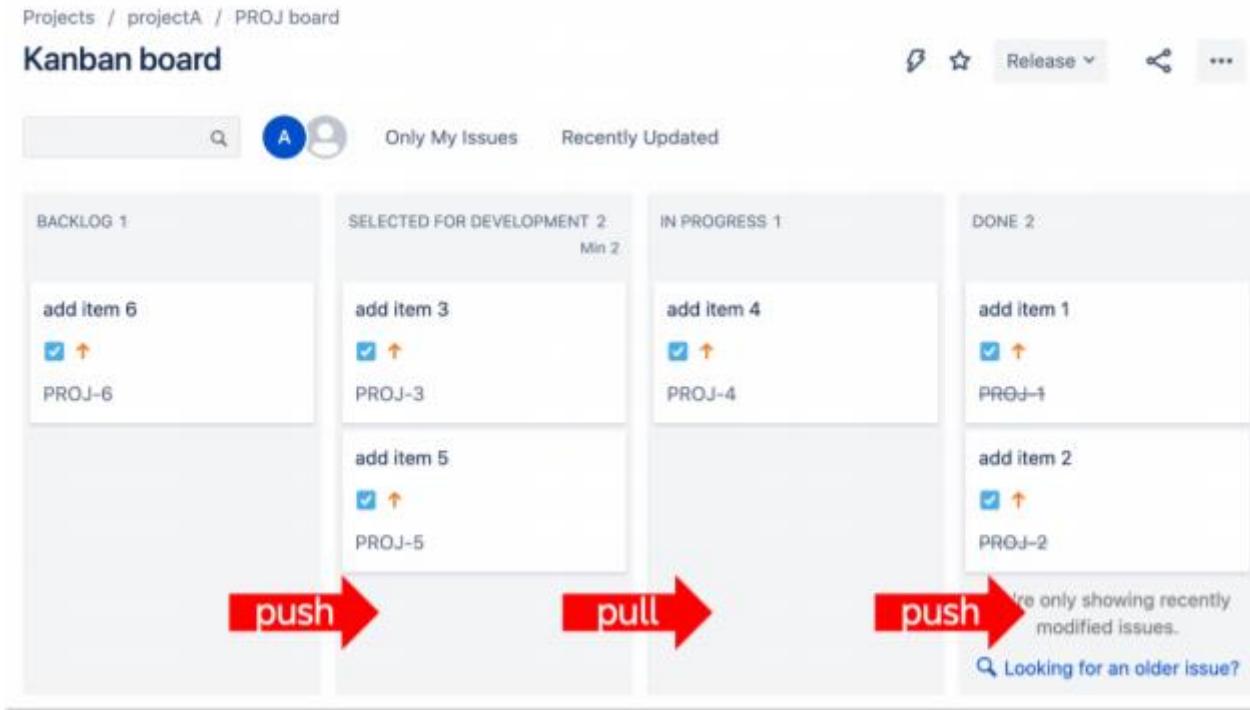
Pull vs Push

Projects / projectA / PROJ board

Kanban board

Release   

Only My Issues Recently Updated



BACKLOG 1	SELECTED FOR DEVELOPMENT 2	IN PROGRESS 1	DONE 2
add item 6  PROJ-6	add item 3  PROJ-3	add item 4  PROJ-4	add item 1  PROJ-1
	add item 5  PROJ-5		add item 2  PROJ-2

push pull push

We're only showing recently modified issues.
Looking for an older issue?

Adding queues to enabled pull (1 of 2)

Projects / projectA / PROJ board

Kanban board

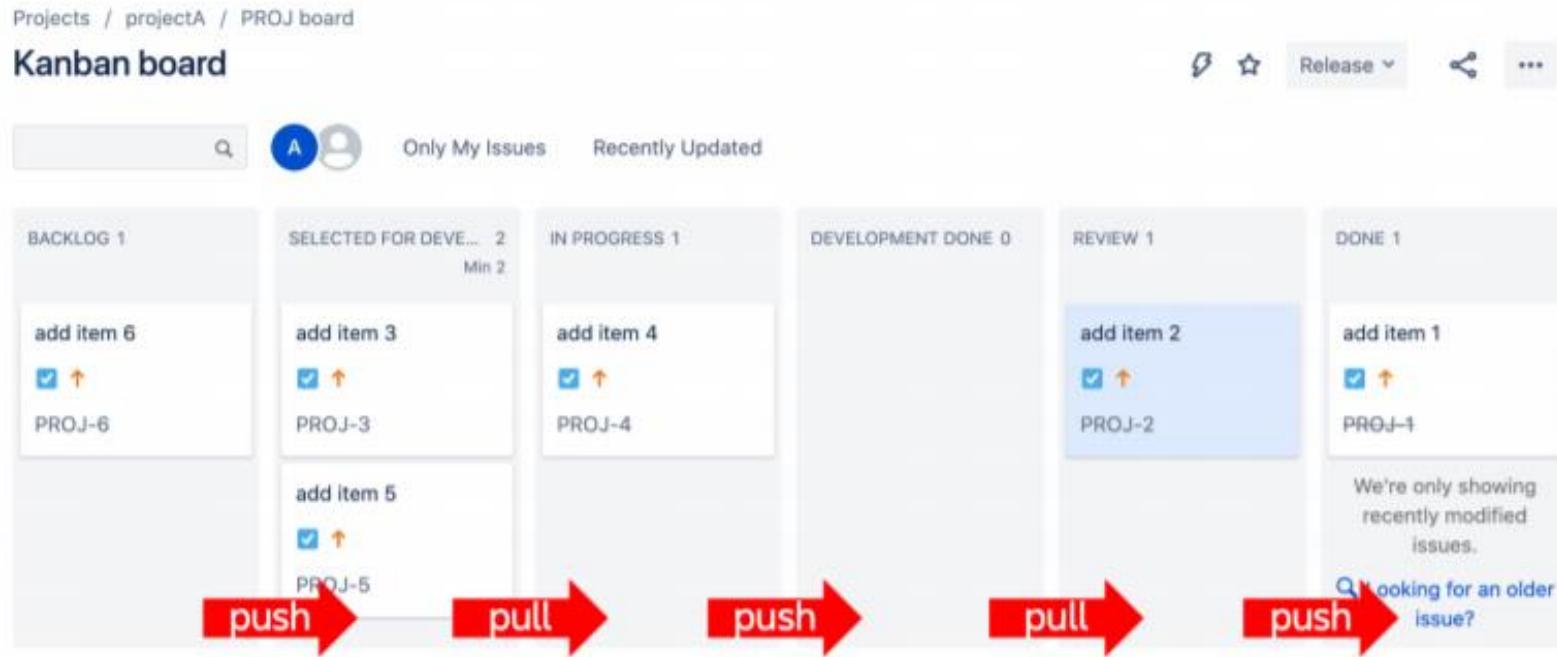
Release    

Only My Issues Recently Updated

BACKLOG 1	SELECTED FOR DEVEL... 2 Min 2	IN PROGRESS 1	REVIEW 1	DONE 1
add item 6   PROJ-6	add item 3   PROJ-3	add item 4   PROJ-4	add item 2   PROJ-2	add item 1   PROJ-1
add item 5  PROJ-5				We're only showing recently modified issues.  Looking for an older issue?

Adding queues to enabled pull (2 of 2)



Why Pull ?

- Empowers the team - team members select work, they are not assigned work
- Maintains a sustainable pace

Projects / projectA / PROJ board

Kanban board

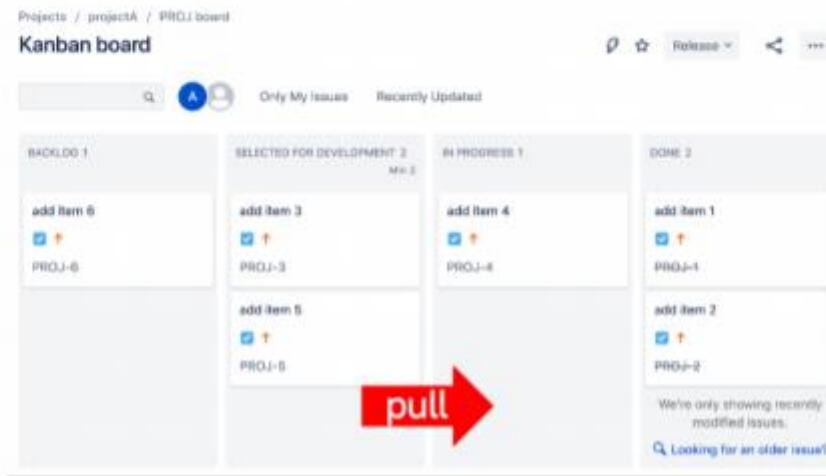
Only My issues Recently Updated

BACKLOG 1	SELECTED FOR DEVELOPMENT 2	IN PROGRESS 1	DONE 3
add item 6 PROJ-6	add item 3 PROJ-3	add item 4 PROJ-4	add item 1 PROJ-1
	add item 5 PROJ-5		add item 2 PROJ-2

pull

We're only showing recently modified issues.

Looking for an older issue?



Topics

- Kanban method overview
- Improving flow
- Pull VS Push
- Separate Backflow



Separate Backflow

Projects / projectA / PROJ board

Kanban board

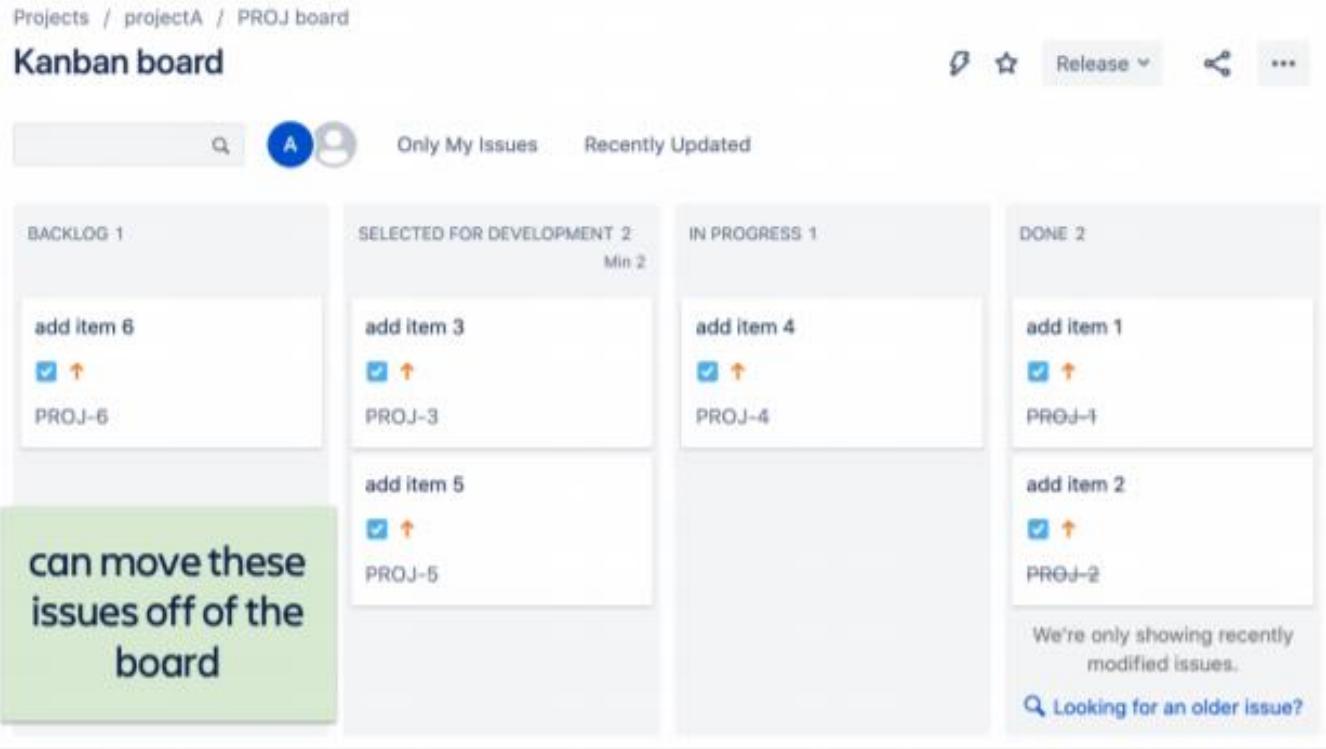
Only My Issues Recently Updated

BACKLOG 1	SELECTED FOR DEVELOPMENT 2	IN PROGRESS 1	DONE 2
add item 6 <input checked="" type="checkbox"/> <input type="button" value="↑"/> PROJ-6	add item 3 <input checked="" type="checkbox"/> <input type="button" value="↑"/> PROJ-3	add item 4 <input checked="" type="checkbox"/> <input type="button" value="↑"/> PROJ-4	add item 1 <input checked="" type="checkbox"/> <input type="button" value="↑"/> PROJ-1
	add item 5 <input checked="" type="checkbox"/> <input type="button" value="↑"/> PROJ-5		add item 2 <input checked="" type="checkbox"/> <input type="button" value="↑"/> PROJ-2

can move these issues off of the board

We're only showing recently modified issues.

Looking for an older issue?



Why a Separate Backflow?

- Simplicity - separates the planning of issues from the project board
- The team can focus on work items that are ready to be worked on

Projects / projectA / PROJ board

Kanban board

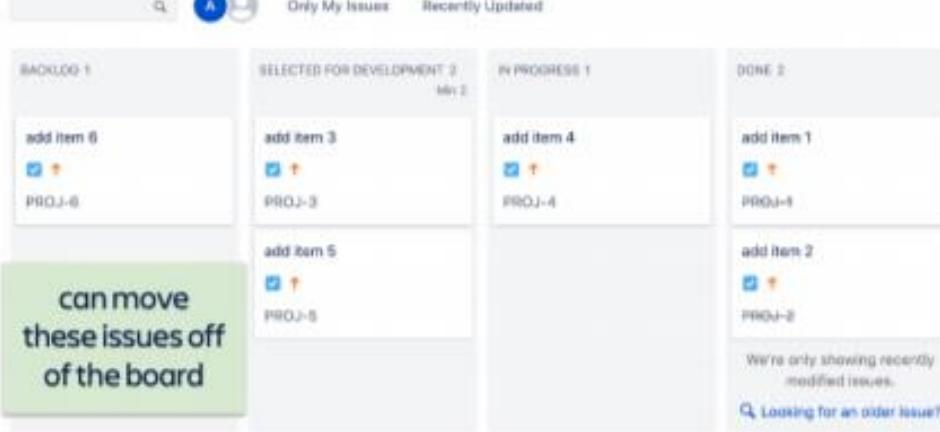
Only My Issues Recently Updated

BACKLOG 1	SELECTED FOR DEVELOPMENT 3	IN PROGRESS 1	DONE 2
add item 6 PROJ-6	add item 3 PROJ-3	add item 4 PROJ-4	add item 1 PROJ-1
	add item 5 PROJ-5		add item 2 PROJ-2

can move these issues off of the board

We're only showing recently modified issues.

Looking for an older issue?



Managing a Separate Backflow

The screenshot shows a Jira project interface for 'projectA' under 'PROJ board'. A red arrow points to the 'Backlog' option in the left sidebar, which is currently selected. The main view displays two sections of the backlog:

- Selected for Development**: Contains 2 issues:
 - add item 3 (PROJ-3)
 - add item 5 (PROJ-5)
- Backlog**: Contains 1 issue:
 - add item 6 (PROJ-6)

At the bottom of the backlog section, there is a link to '+ Create issue'.

Takeaways

- Kanban Is a lightweight agile method
- A board should have a continuous flow of Issues moving from backlog to done columns
- Work in progress Limits can improve the flow of value by focusing team
- In Jira, the backlog can be separated from the board, simplifying the board and allowing separate backlog work

Lean and Agile Principals



What will you learn?

- Identify reasons the Toyota Production System Is studied today
- identify kanban objects
- Describe benefits of using kanban objects
- Identify kanban systems
- Describe Lean principles
- Describe agile principles
- Compare Lean and agile principles

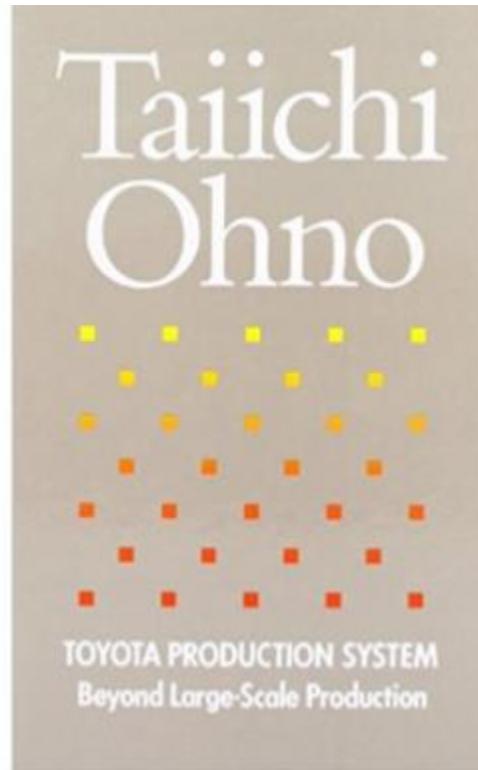
Topics

- Toyota production system
- Toyota kanban
- Lean principles
- Agile manifesto
- Lean vs Agile



Toyota production system

- Written in 1978, English translation in 1988
- Describes what is now sometimes called "lean thinking" or "lean management"
- Many agile principles are similar



Toyota simplified history

- "Catch up with America in three years."
- Focus was to eliminate waste and increase productivity
- Embraced ideas from Ford, but used a more "agile" approach

"I would like to emphasize that (the Toyota Production System) was realized because there were always clear purposes and needs."

Taichi Ohno

Toyota Production System: Beyond Large-Scale Production

Lean principles apply broadly

"I am confident (the Toyota Production System) will reveal its strength as a management system..."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production
preface to the English edition (1988)

Topics

- Toyota production system
- **Toyota kanban**
- Lean principles
- Agile manifesto
- Lean vs Agile



What is kanban?

- Kanban - an object that controls the flow of work
- The idea came to Toyota from supermarkets
 - Instead of push, order when inventory is low (pull)
 - This matches the supply and demand
 - An empty box is a "kanban" - a signal to order more

"From the supermarket, we got the idea of viewing the earlier process in a production line as a kind of store."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Other examples of kanbans



guest check



coffee cup



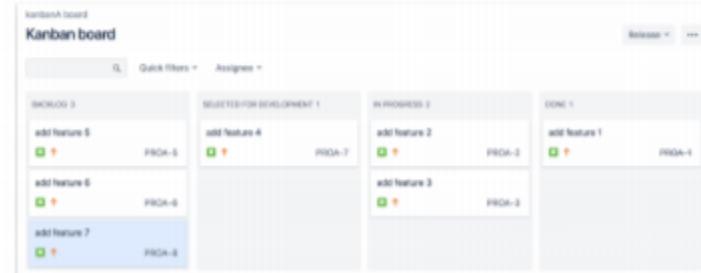
Jira issue

Kanban systems

"The Toyota Production System is the production method and the kanban system is the way it is managed."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production



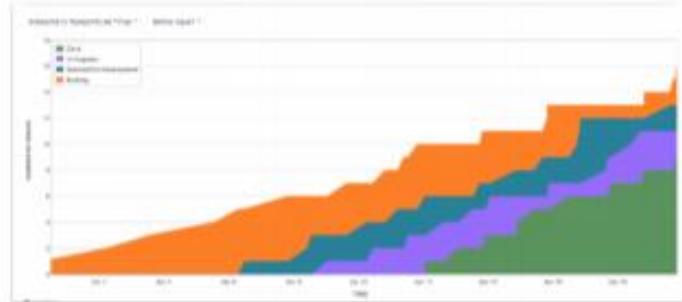
Benefits of kanban system

- Visualizes work
- Simple
- Reliable
- Efficient
- Eliminates waste
- Identifies bottlenecks/easy to improve



Summary – kanban defintions

- Kanban token - An object that controls the flow of work
- Kanban system - A system that controls the flow of work using kanbans
- Kanban method - A lightweight agile method



Topics

- Toyota production system
- Toyota kanban
- **Lean principles**
- Agile manifesto
- Lean vs Agile



Why principles?

"With a better tool, we can get wonderful results. But if we use it incorrectly, the tool can make things worse."

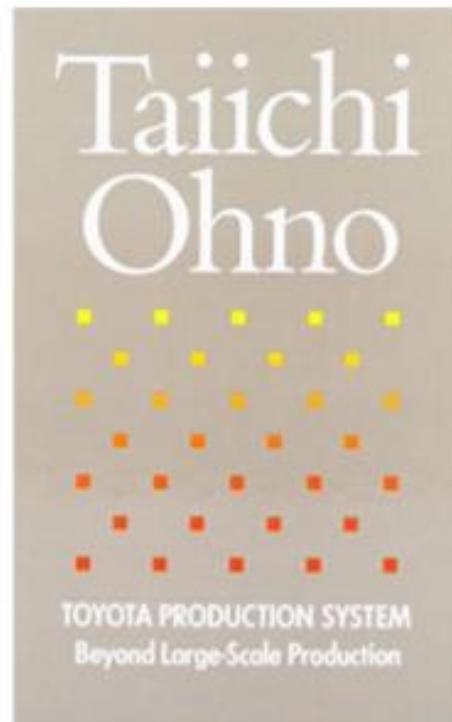
"We should not forget to always use the principles..."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Lean principles

1. Empower the team
2. Visualize work
3. Embrace the scientific method
4. Improve the "flow" of value
5. Build quality in



Empower the team

"...Operators acquire a **broad spectrum** of production skills... and **participate in** building up a total system in the production plant. In this way, the individual can **find value in working.**"

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Empower the team – teamwork

"A championship team combines good teamwork with individual skill."

"In modern industry, harmony among people in a group, as in teamwork, is in greater demand than the art of the individual craftsman."

Taichi Ohno

Toyota Production System: Beyond Large-Scale Production

Visualize work

- Visual control- Toyota uses kanbans to signal and control the work
- Andon board- An information board that shows any existing problems

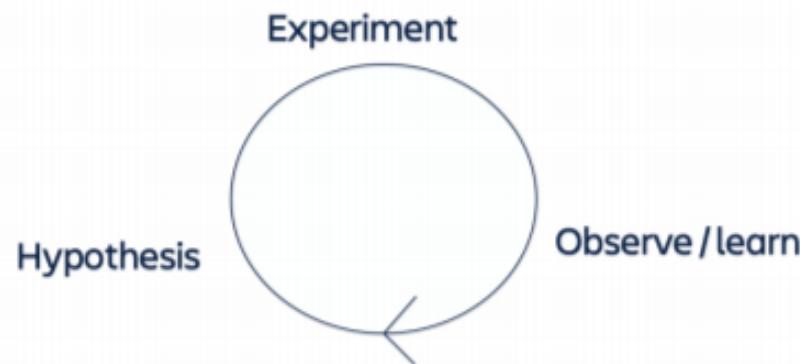
"When one looks up, the andon (the line stop indication board) comes into view, showing the location and nature of trouble situations at a glance."

Taichi Ohno

Toyota Production System: Beyond Large-Scale Production

Embrace the scientific method

1. Create a hypothesis
2. Build an experiment
3. Observe/learn from the results
4. Repeat/iterate



Embrace the scientific method

"The Toyota Production System has been built on the practice and evolution of this scientific approach."

"Progress can not be generated when we are satisfied with existing situations."

"... the new market demanded a constantly improving automobile."

Taiichi Ohno
Toyota Production System: Beyond Large-Scale Production

Embrace the scientific method-embrace change

"As long as we can not accurately predict the future,
our actions should change to suit changing situations.
In industry, it is important to enable people to cope
with change and think flexibly."

"Build a fine-tuning mechanism into the business so
that change will not be felt as change."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Improve the flow- limit work in progress / small batch size

"Reducing the number of kanban increases their sensitivity."

"People prefer working with large quantities. It is easier than having to work hard and learn from producing small quantities."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Improve the flow - map the value stream

- Draw the current state
- Draw the desired future state
- Iterate toward the future state

Improve the flow – pull work

"The conventional way was to supply materials from an earlier process to a later process. So, I tried thinking about the transfer of materials in the reverse direction."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Improve the flow – eliminate waste

"The basis of the Toyota Production System is the absolute elimination of waste."

"The vicious cycle of waste generating waste hides everywhere..."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Improve the flow – reduce setup times

"Our production slogan is 'small lot sizes and quick setups'."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Improve the flow – automate what should be automated

"With computers available, it is a waste to perform calculations by hand."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Summary – ways to improve the flow of value

1. Limit work in progress / small batch size
2. Map the value stream
3. Pull work
4. Eliminate waste
5. Reduce setup times
6. Automate what should be automated

"Look straight at the reality."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Build quality in

"...produce quality products 100 percent of the time..."

Taiichi Ohno

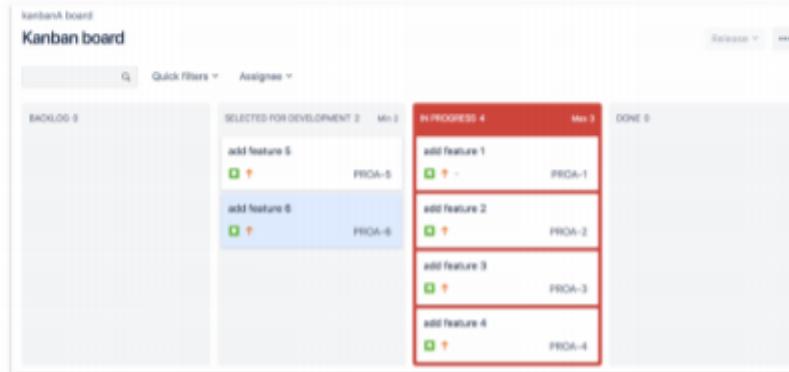
Toyota Production System: Beyond Large-Scale Production

Build quality in-the process should identify problems

"...distinctions between normal and abnormal operations must be clear and countermeasures (solutions) always taken to prevent recurrence."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production



Build quality in-fix problems when they are discovered

"Correct a mistake immediately-to rush and not to take time to correct a problem causes work loss later."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Example-fix problems when they are discovered



“Because a device that could distinguish between normal and abnormal conditions was built into the machine, defective products were not produced.”

Taiichi Ohno
Toyota Production System: Beyond Large-Scale Production

Build quality in- identify and fix the root cause

"By asking why five times and answering it each time, we can get to the real cause of the problem, which is often hidden behind more obvious solutions."

Taiichi Ohno

Toyota Production System: Beyond Large-Scale Production

Example: asking “why” to find the root cause and solution

Problem: The orbiter crashed into the planet.

Question: Why did the orbiter crash into the planet?

Answer: Because it didn't have the proper trajectory on approach.

Question: Why didn't it have the proper trajectory on approach?

Answer: Because the thrusters did not work properly.

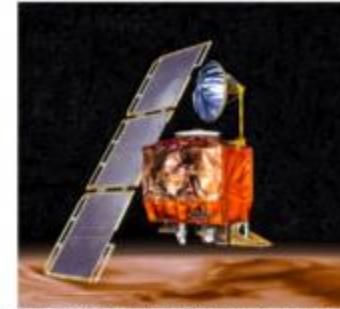
Question: Why didn't the thrusters work properly?

Answer: Because the acceleration data in the software was inaccurate.

Question: Why was the acceleration data inaccurate?

Answer: Because one team used metric units and the other used English units.

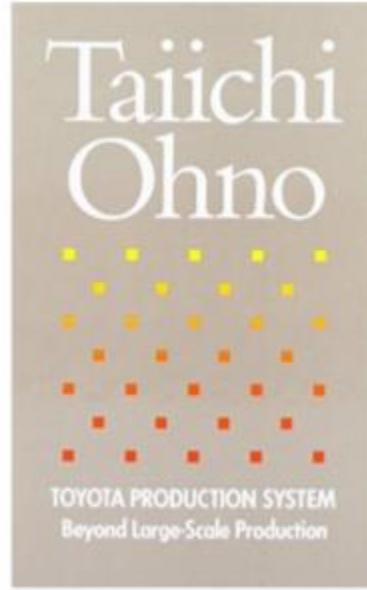
Solution: Standardize on a single system of measurement. Ensure pre-launch tests fail in similar circumstances.



<https://commons.wikimedia.org/w/index.php?curid=3>

Lean principles

1. Empower the team
2. Visualize work
3. Embrace the scientific method
 - a. Continuously learn and improve
 - b. Embrace change
4. Improve the "flow" of value
 - a. Limit work in progress / small batch size
 - b. Map the value stream
 - c. Pull work
 - d. Eliminate waste
 - e. Reduce setup times
 - f. Automate what should be automated
5. Build quality in
 - a. The process should identify problems
 - b. Fix problems when they are discovered
 - c. Identify and fix the root cause



Topics

- Toyota production system
- Toyota kanban
- Lean principles
- **Agile manifesto**
- Lean vs Agile



Manifesto for Agile software development

We are uncovering better ways of developing software by doing it and helping others do it. Through this work we have come to value:

- **Individuals and interactions** over processes and tools
- **Working software** over comprehensive documentation
- **Customer collaboration** over contract negotiation
- **Responding to change** over following a plan

That is, while there is value in the items on the right, we value the items on the left more.

Kent Beck	James Grenning	Robert C. Martin
Mike Beedle	Jim Highsmith	Steve Mellor
Arie van Bennekum	Andrew Hunt	Ken Schwaber
Alistair Cockburn	Ron Jeffries	Jeff Sutherland
Ward Cunningham	Jon Kern	Dave Thomas
Martin Fowler	Brian Marick	

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but only in its entirety through this notice.

<https://agilemanifesto.org>

Agile manifesto values statements-takeaway principles

1. Empower the team
 - "Individuals and interactions over processes and tools"
2. Embrace change
 - "Responding to change over following a plan"
3. Partner with the customer
 - "Customer collaboration over contract negotiation"
4. Plan, develop and deliver incrementally
 - "Working software over comprehensive documentation"

Principle behind the Agile Manefesto

Principles behind the Agile Manifesto

We follow these principles:

- Our highest priority is to satisfy the customer through early and continuous delivery of valuable software.
- Welcome changing requirements, even late in development. Agile processes harness change for the customer's competitive advantage.
- Deliver working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter timescale.
- Business people and developers must work together daily throughout the project.
- Build projects around motivated individuals. Give them the environment and support they need, and trust them to get the job done.

Principle and ideas from the Agile Manifesto

- 1. Empower the team**
 - a. Select motivated individuals
 - b. Teams should self-organize
 - c. Collaborate to create shared understanding
- 2. Embrace change**
 - a. Partner with the customer
 - b. Obtain fast feedback
 - c. Continuously inspect and adapt
- 3. Plan, develop and deliver incrementally**
 - a. Prefer conversations for conveying information
 - b. Continuously refactor to maintain agility
 - c. Maintain a sustainable pace
 - d. Completed work items are the primary measure of progress
- 4. Focus on value**
 - a. Eliminate waste
 - b. Continuously strive for simplicity
 - c. Don't compromise on quality

Topics

- Toyota production system
- Toyota kanban
- Lean principles
- Agile manifesto
- **Lean vs Agile**



Lean vs Agile

- **Lean**
 - Used at MIT by John Krafcik (1988)
 - Described the ideas of the Toyota Production System
 - Applies to any type of project
- **Agile**
 - Used by the participants who created the Agile Manifesto (2001)
 - Described a lightweight alternative to waterfall software development
 - Applies to any type of project
- The terms are often used interchangeably
- Can think of lean as more “foundational” than agile – you can be lean and use waterfall project management

Lean and Agile principles

Lean

1. Empower the team
2. Visualize work
3. Embrace the scientific method
 - a. Continuously learn and improve
 - b. Embrace change
4. Improve the "flow" of value
 - a. Limit work in progress / small batch size
 - b. Map the value stream
 - c. Pull work
 - d. Eliminate waste
 - e. Reduce setup times
 - f. Automate what should be automated
5. Build quality in
 - a. The process should identify problems
 - b. Fix problems when they are discovered
 - c. Identify and fix the root cause

Agile

1. Empower the team
 - a. Select motivated individuals
 - b. Teams should self-organize
 - c. Collaborate to create shared understanding
2. Embrace change
 - a. Partner with the customer
 - b. Obtain fast feedback
 - c. Continuously inspect and adapt
3. Plan, develop and deliver incrementally
 - a. Prefer conversations for conveying information
 - b. Continuously refactor to maintain agility
 - c. Maintain a sustainable pace
 - d. Completed work items are the primary measure of progress
4. Focus on value
 - a. Eliminate waste
 - b. Continuously strive for simplicity
 - c. Don't compromise on quality

Combined Lean and Agile principles

- 1. Empower the team**
 - a. Select motivated individuals
 - b. Teams should self-organize
 - c. Collaborate to create shared understanding
- 2. Visualize work**
- 3. Experiment using the scientific method**
 - a. Continuously learn and improve
 - b. Embrace change
 - c. Partner with the customer
 - d. Continuously inspect and adapt
- 4. Plan, develop and deliver incrementally**
 - a. Prefer conversations for conveying information
 - b. Continuously refactor to maintain agility
 - c. Maintain a sustainable pace
 - d. Completed work items are the primary measure of progress
 - e. Obtain fast feedback
- 5. Improve the "flow" of value**
 - a. Limit work in progress / small batch size
 - b. Map the value stream
 - c. Pull work
 - d. Eliminate waste
 - e. Reduce setup times
 - f. Automate what should be automated
 - g. Continuously strive for simplicity
- 6. Build quality in**
 - a. Don't compromise on quality
 - b. The process should identify problems
 - c. Fix problems when they are discovered
 - d. Identify and fix the root cause

Scrum Overview 1- Artifacts



What will you learn?

- Define scrum
- Describe an increment
- Identify scrum artifacts
- Define velocity

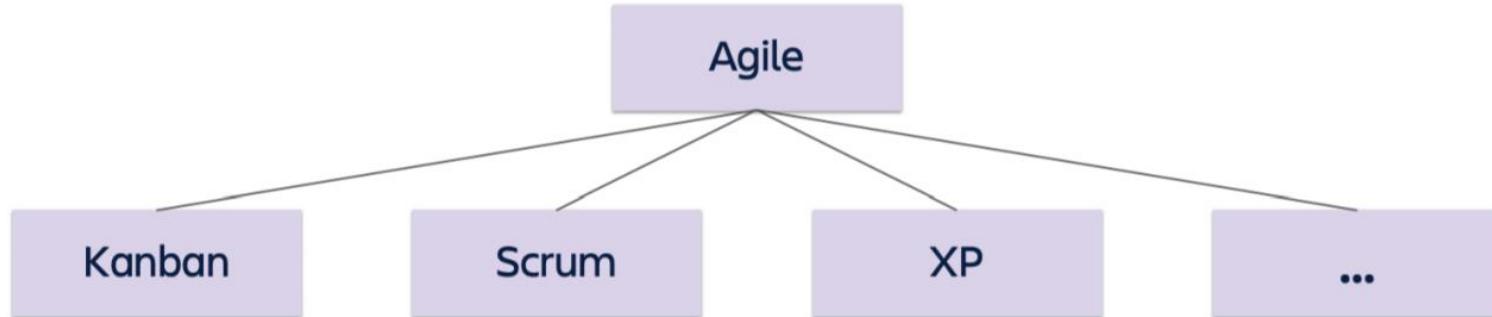
Topics

- What is scrum?
- Scrum Artifacts

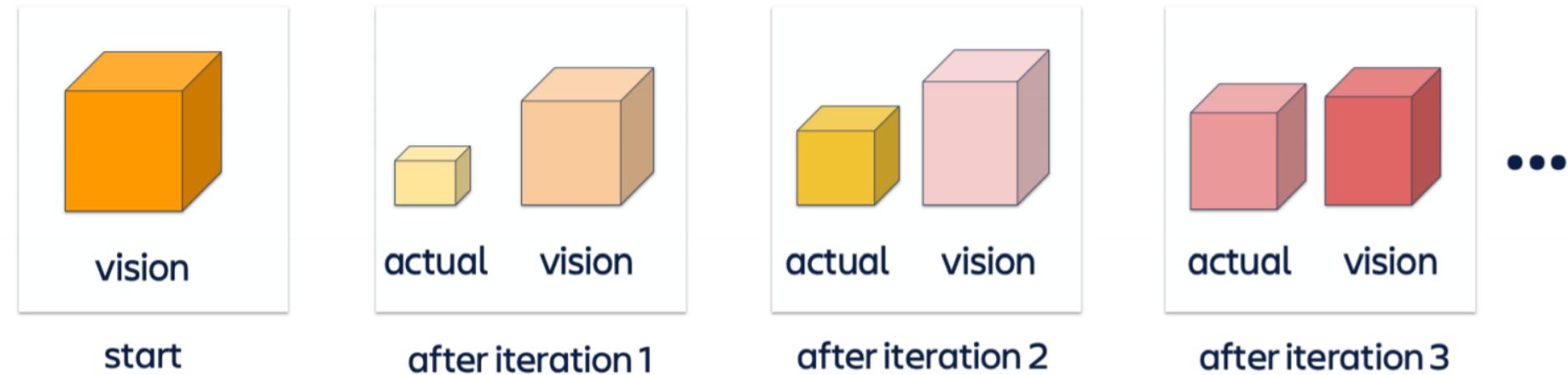


What is scrum?

- "Scrum is a framework for developing, delivering, and sustaining complex products."
Scrum Guide 2017
 - <https://www.scrum.org/resources/scrum-guide>
- A way of achieving agility

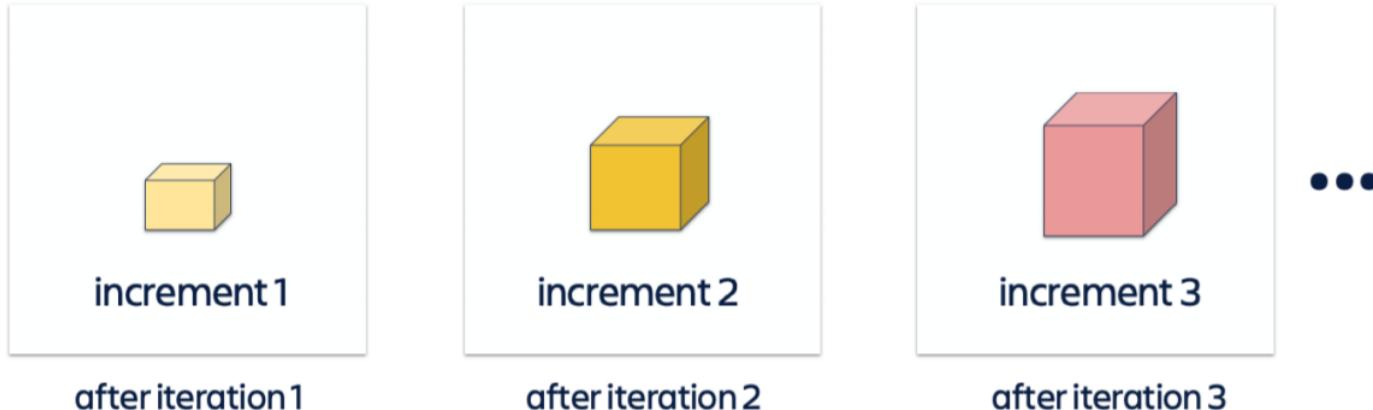


Continuous learning



Increment

- A usable product that may be given to the customer
- Meets the organization's "definition of done"
- Contains the work of the current iteration, as well as all prior iterations



Sprint

A time-boxed period used to work on an increment of the product

- Usually 1-4 weeks (typically 2 weeks)



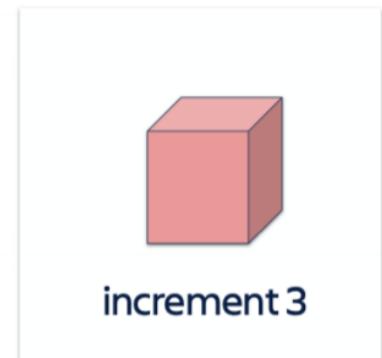
increment 1

after sprint 1



increment 2

after sprint 2



increment 3

after sprint 3

• • •

Parts of the scrum framework

- **Artifacts**- product backlog, sprint backlog, sprint goal, sprint board, reports
- **Roles** - product owner, scrum master, development team members, stakeholders
- **Events/Meetings/Ceremonies** - sprint, sprint planning meeting, daily standups, sprint review, sprint retrospective

Topics

- What is scrum?
- Scrum Artifacts



Scrum Artifacts

- Artifacts:
 - Product backlog
 - Sprint backlog
 - Sprint goal
 - Sprint board
 - Reports
- Provide project transparency
- Enable shared understanding
- Enable inspection and adaptation

Projects / projectB / PRJ board

Backlog

The screenshot shows a digital backlog interface. At the top, there is a search bar and a user icon labeled 'A'. Below the header, the word 'Backlog' is displayed next to '3 issues'. On the left side, there are navigation tabs for 'VERSIONS' and 'EPICS'. The main area lists three backlog items, each with a green icon and the text 'add item 1', 'add item 2', and 'add item 3'. The third item, 'add item 3', is highlighted with a blue background. At the bottom right, there is a button labeled '+ Create issue'.

Backlog	3 issues
add item 1	
add item 2	
add item 3	

+ Create issue

Product Backlog

- An ordered, ever-changing to do list for the project
- Can include features, improvements, bug fixes, etc.
- Issues near the top should include more detail
- Modifying the product backlog is called product backlog refinement

Projects / projectB / PRJ board

Backlog

Share ...

Only My Issues Recently Updated

SEARCH A 8

Backlog 3 issues Create sprint ...

VERSIONS	ISSUES	SPRINTS
	add item 1	PRJ-1 ↑ -
	add item 2	PRJ-2 ↑ -
EPICS	add item 3	PRJ-3 ↑ -

+ Create issue

Creating a sprint with Jira

Projects / projectB / PRJ board

Backlog

Share ...

Only My Issues Recently Updated

A

PRJ Sprint 1 0 issues

Start sprint Linked pages 0 ...

VERSIONS

EPICS

Plan your sprint
As a team, agree on what work needs to be completed, and drag these issues to the sprint.

+ Create issue

0 issues Estimate 0

Backlog 3 issues

Create sprint ...

PRJ-1 ↑ -

PRJ-2 ↑ -

PRJ-3 ↑ -

add item 1

add item 2

add item 3

+ Create issue

Sprint Backlog

- A subset of the product backlog
- The list of issues to be completed in the sprint
- Includes the plan on how to accomplish the work of the issues
- Can fully emerge during the sprint

Projects / projectB / PRJ board

Backlog

Share ...

Only My Issues Recently Updated

PRJ Sprint 1 2 issues

Start sprint Linked pages 0 ...

VERSIONS EPICS

sprint backlog

Issue	Priority	Value
add item 1	PRJ-1 ↑	1
add item 2	PRJ-2 ↑	2

+ Create issue

2 issues Estimate 3

PRJ Sprint 2 3 issues

Backlog 1 issue

Create sprint ...

Issue	Priority	Value
add item 3	PRJ-3 ↑	3

+ Create issue

Estimation-story point

- Story points are a relative measure of the amount of work (effort) required to complete the story
- Used to help decide how many stories can be completed in the sprint

The screenshot shows a Jira backlog board for projectB. The board has two main sections: 'PRJ Sprint 1' and 'Backlog'. In 'PRJ Sprint 1', there are two issues: 'add item 1' (PRJ-1, 1 point) and 'add item 2' (PRJ-2, 2 points). In the 'Backlog', there is one issue: 'add item 3' (PRJ-3, 3 points). A sidebar on the right shows a summary of 'Story Points' with a value of 1.

Sprint / Backlog	Issue	Project	Story Points
PRJ Sprint 1	add item 1	PRJ-1	1
	add item 2	PRJ-2	2
Backlog	add item 3	PRJ-3	3

Story Points
1

Sprint Details

Start sprint

2 issues will be included in this sprint.

Sprint name: *
PRJ Sprint 1

Duration: *
2 weeks

Start date: *
01/Jul/20 4:38 PM 

End date: *
15/Jul/20 04:38 PM 

Sprint goal:

Sprint Goal

- Represents the objective of the sprint's increment
- Is reached by completing the sprint backlog
- Does not change during the sprint
- The sprint is a success if the sprint goal is reached

Start sprint

2 issues will be included in this sprint.

Sprint name: * PRJ Sprint 1

Duration: * 2 weeks

Start date: * 01/Jul/20 4:38 PM 

End date: * 15/Jul/20 04:38 PM 

Sprint goal:

Create the first product increment.

Why have a sprint goal

1. Provides coherence to the product increment
2. Enables flexibility with the sprint backlog

Start sprint

2 issues will be included in this sprint.

Sprint name: * PRJ Sprint 1

Duration: * 2 weeks

Start date: * 01/Jul/20 4:38 PM 

End date: * 15/Jul/20 04:38 PM 

Sprint goal:

Create the first product increment.

 Create the first product increment.

Start Cancel

Sprint board

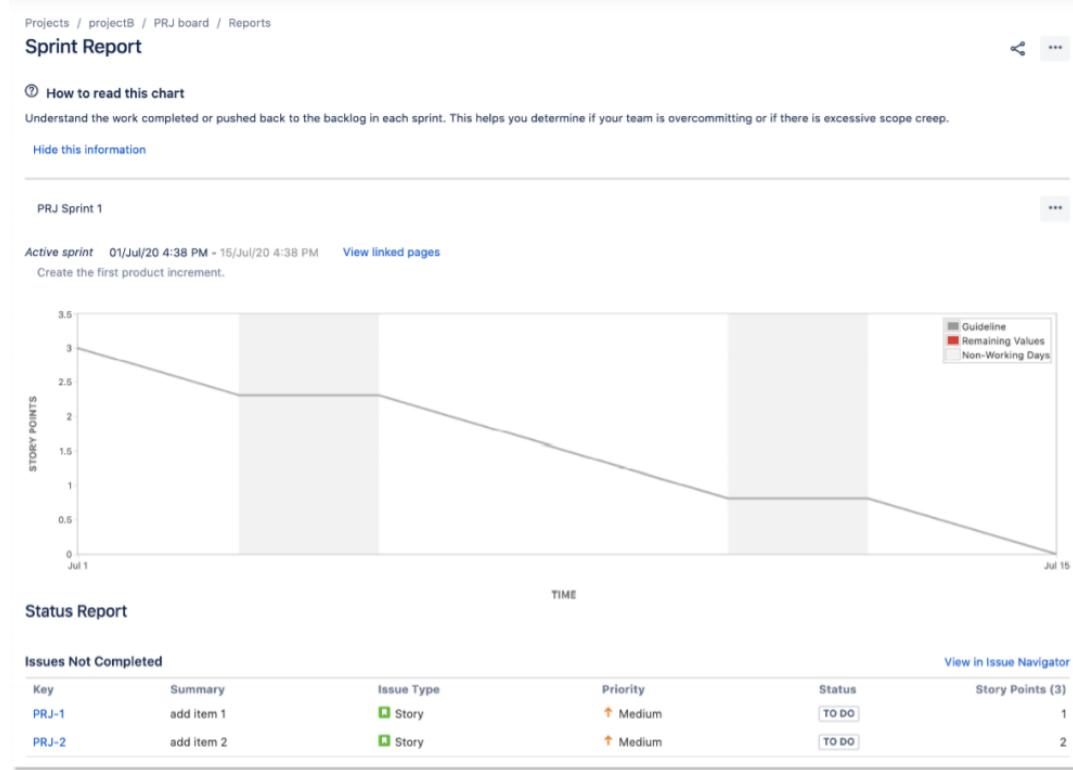
Only contains issues from the sprint backlog

The screenshot shows a Jira project interface for 'projectB'. The left sidebar contains navigation links like 'PRJ board', 'Backlog', 'Active sprints', and 'Reports'. The main area displays a 'PRJ Sprint 1' board with three columns: 'TO DO', 'IN PROGRESS', and 'DONE'. Under 'TO DO', there are two items: 'add item 1' and 'add item 2'. Each item has a green checkmark icon, an orange up arrow icon, a grey circular button with the number '1' or '2', and the identifier 'PRJ-1' or 'PRJ-2' respectively. At the top right, there are buttons for 'Complete sprint', a share icon, and a more options icon. The top navigation bar shows 'Projects / projectB / PRJ board'.

Scrum Reports – Burndown chart



Scrum Reports – Sprint Report



Velocity

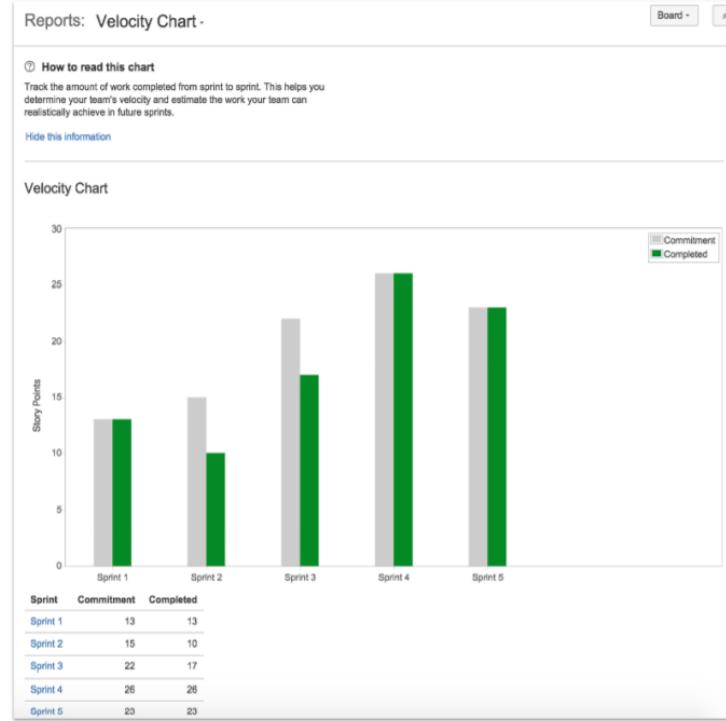
Represents the rate at which the team accomplishes work

- Usually it is the number of story points completed per sprint
- In this example, the velocity is 3 story points per sprint



Scrum Reports – Velocity Charts

Shows the estimated and actual velocity of the team over time



Takeaways

- Scrum is an agile framework
- An increment is a potentially shippable portion of the project that meets the "definition of done"
- A sprint is a time-boxed period in which an increment is created
- Scrum artifacts provide project transparency, enable shared understanding, and enable inspection and adaptation
- Artifacts include the product backlog, the sprint backlog, the sprint goal, sprint boards and reports
- Velocity is the rate at which the team accomplishes work, usually in story points per sprint

Congratulations on completing the course!

