

# JIRA

## Lesson 03: Introduction to JIRA

# Lesson Objectives

In this lesson, you will learn :

- Overview of JIRA
- Features of JIRA
- Use of JIRA
- JIRA set-up
- JIRA Users
- JIRA Software Workflow
- Basics concepts of JIRA
  - Issue
  - Project
  - Workflow
  - Components and Versions
- Issue Types
- Issue Type Schemes
- Issue Workflow
- Issue Attributes & Priorities





## 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 used 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.



## 1.2: JIRA Features

# Jira Features

- 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 is multi-lingual tool – English, French, German, Japanese, Spanish, etc
- JIRA supports MySQL, Oracle, PostgreSQL and SQL server in the backend.
- Customize to fit your style of Agile development
- JIRA enables clear visibility of situation to the management
- JIRA uses JQL (Jira Query Language) similar to SQL which gives great way to make detailed filters that can be used for follow-up and analysis.



## 1.2: JIRA Features

# Jira Core Features

- Boards
- Business Project Template
- Task Details
- Notifications
- Basic and Advanced Search
- Reports
- Scale with Team Growth
- Add-Ons
- Multilingual
- Mobile App



## 1.2: JIRA Features

### Use of Jira

- Bugs, Issues and Change Request Tracking
- Project Management
- Task Tracking
- Requirement Management.
- Workflow and Process management
- Help desk, Support and Customer Services to create tickets and track the resolution and status of the related tickets.
- JIRA helps us prioritize, assign, monitor, track, report and audit your issues
- Example issues: software bugs, help desk tickets, project tasks , change requests, etc.



## 1.2: JIRA Set-Up

# Options for JIRA set-up

1. Server – On premise installations
2. Data Center – larger installations for larger organizations
3. Cloud – most suitable for beginners to learn and do few demos.



## 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

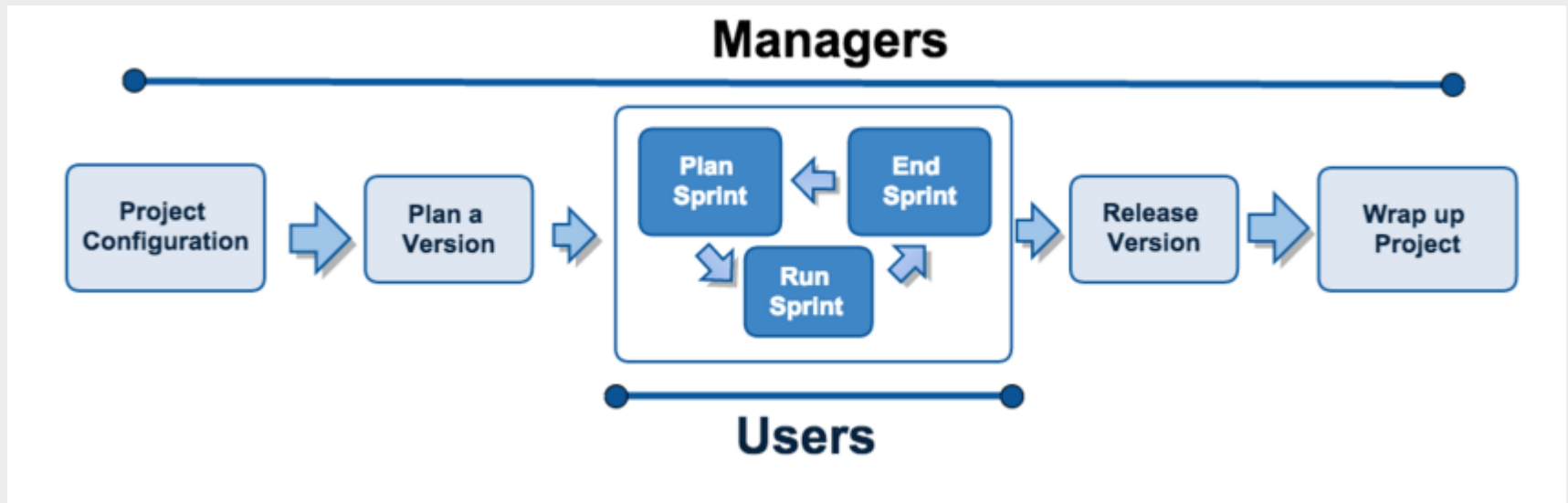




## 1.4: JIRA Software Workflow

# JIRA Software Workflow

JIRA software workflow:





## Basic Concepts of JIRA

### Issue:

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

### Project:

- Project is a collection of issues. All issues are logged under a Project.

### Workflow:

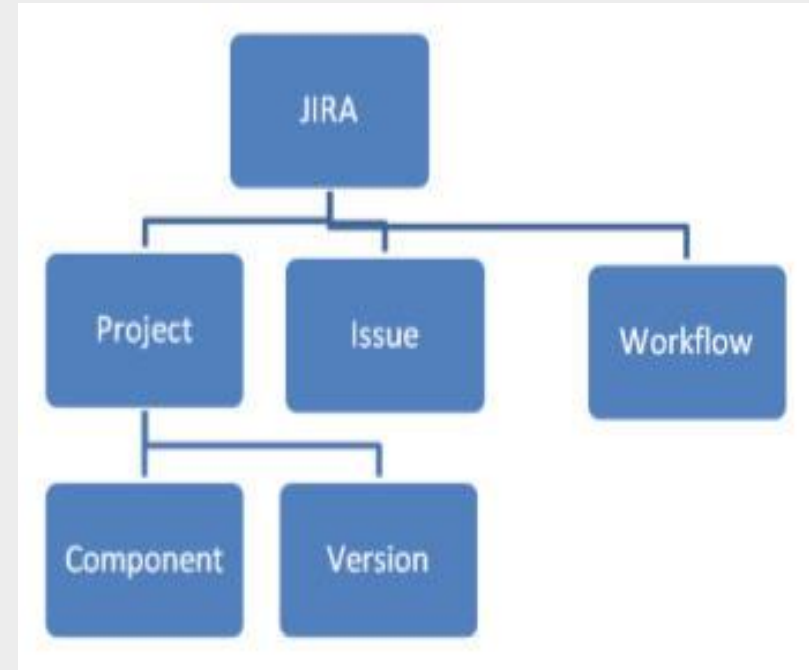
- is the series of steps an issue goes through starting from creation to completion.

### Components:

- Every project has multiple components. Components have issues. Components 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



## 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

Under Issues, there are few useful features like :

- Issue Types
- Workflows
- Screens
- Issue Attributes

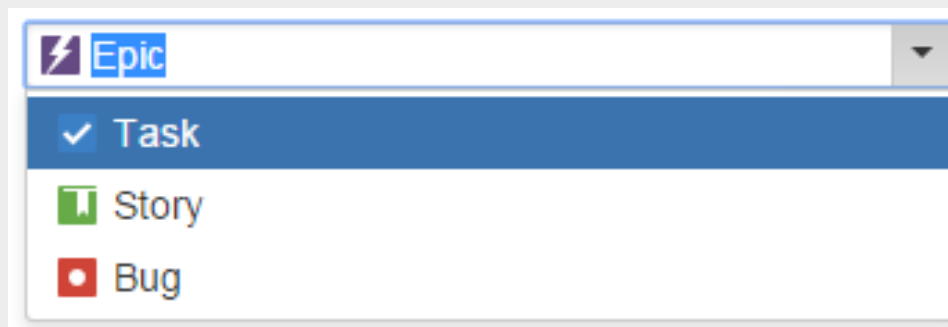
## 1.6: JIRA Software

### Issue Types

Issue Type displays all types of items that can be created and tracked via JIRA.

Following are the default Issue types available in Atlassian JIRA :

- 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 Types Schemes

There are two types of Issue types schemes in JIRA, one is

- **Default Issue Type Scheme:** In default issue type scheme all newly created issues will be added automatically to this scheme
- **Agile Scrum Issue Type Scheme:** Issues and project associated with Agile Scrum will use this scheme

Apart from these two issue type schemes, you can also add schemes manually as per requirement.



## 1.6: JIRA Software Issue Workflow

A JIRA workflow is the set of *statuses* and *transitions* that an issue goes through during its lifecycle.

JIRA workflow comprises of :

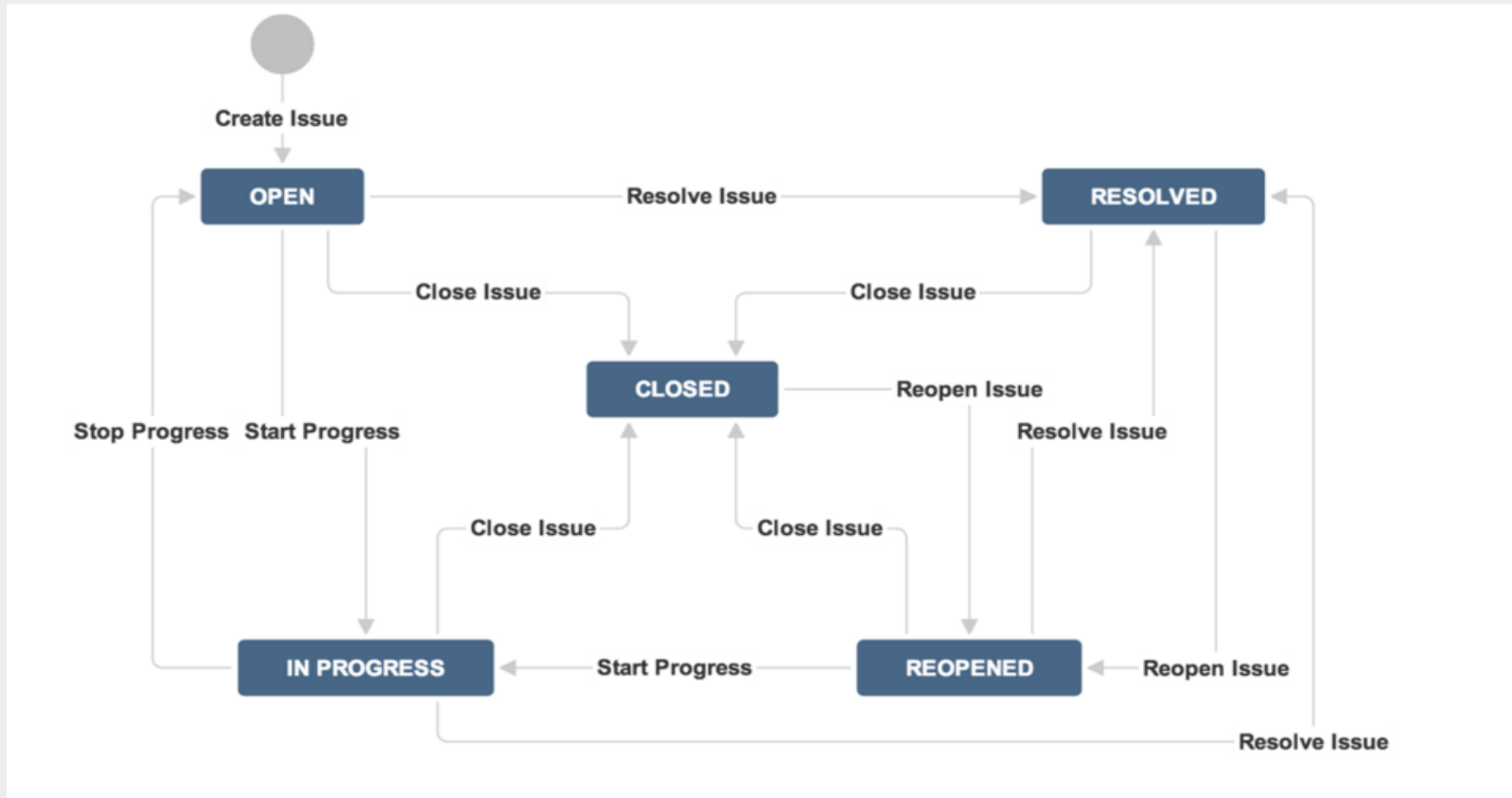
- **Statuses**
- **Transitions**
- **Assignee**
- **Resolution**
- **Conditions**
- **Validators**
- **Properties**



## 1.6: JIRA Software Issue Workflow

JIRA workflow encompasses five main stages once the issue is created :

- **Open issue, InProgress issue, Resolved issue, ReOpened issue, Close issue.**





## 1.6: JIRA Software Issue Attributes

Issue Attributes comprises of :

- Statuses
- Resolutions
- Priorities





## 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.

A screenshot of a JIRA priority dropdown menu. The menu is open, showing a list of priority levels. The current selection is 'Medium', which is highlighted in blue. The list includes 'Highest', 'High', 'Medium', 'Low', and 'Lowest'. Each item is preceded by an upward arrow (red for 'Highest', 'High') or a downward arrow (green for 'Low', 'Lowest').

Priority Level
Highest
High
Medium
Low
Lowest



## 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



## 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.
- Subtask issues are useful for splitting up a parent issue into a number of smaller tasks that can be assigned and tracked separately. It addresses issues more comprehensively and segregates the task into smaller chunks of task to do.

Comment	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		

# Summary



JIRA is a Application Lifecycle Management Tool

Jira Components:

- Issues
- Projects
  - Components
  - Versions
- Workflow

JIRA Software

JIRA Issues





## 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

