

# JIRA INTEGRATION

## USING JIRA WITHOUT USING JIRA

by Mike Leonard

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# WHO AM I?

- Software Developer - Oracle, Java, XML, Python
- Work for Fivium
- User (and lover) of Atlassian Products


# INTRODUCTION

- Overview of externally available tools
  - Issue Collector
  - APIs
  - Webhooks
- Examples of how they can be used
- Automate where possible
- Q&A

# JIRA ISSUE COLLECTOR

- Introduced in JIRA 5.1
- The easiest way to use JIRA without using JIRA
- Why is it good?
  - Allows user feedback directly into JIRA from your system
  - Save you creating your own feedback form functionality
  - Avoids losing information in emails
- User accounts not required but can be used seamlessly

# JIRA ISSUE COLLECTOR



[Home](#) [New](#) [Configuration](#)

Mike Leonard  
Help • Log Out


Search

[+ Create](#) Start type

Results

Key	Title
TESTTEST01	Applications
NOV2012	Applications
TESTAUG2013	August 2013
ABCAUG2012	Applications
SPPTH2013	System Test
SPCBR20131	Trial Run


Feedback Form

 Please provide your feedback below:

Summary\*

Description

Attach file [Choose Files](#) No file chosen

 We've currently got you logged in as [Mike Leonard](#). This feedback will be created using this user unless this is not you.

Submit

Close

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Provide Feedback

# CONFIGURATION

## Add Issue Collector

Name\*

Description

Issue Type\*  ?

Feedback will be created as Issues of this Issue Type

Reporter

Start typing to get a list of possible matches.

Reporter for the issue. Used unless a reporter is matched to a JIRA user with create issue permissions.

Match Reporter? ☐ Always use Issue Reporter  
☒ Attempt to match user session of submitter or submitter email address

Collect Browser Info ☒ Collect browser type, screen resolution, and the URL where the feedback was created

## Trigger

Trigger Text\*

Trigger Style ☐ Prominent  
☒ Subtle  
☐ Vertical  
☐ Custom

Trigger Preview



# CONFIGURATION

# EMBEDDING IN A SYSTEM

Just copy paste code to your web system

## Congratulations!

You have successfully configured a new Issue Collector.

### Embedding the Issue Collector


☒ Embed in HTML ☐ Embed in JavaScript

Installation instructions: Embed the below code in the HTML code of the target website.

```
<script type="text/javascript"
src="https://fivium.atlassian.net/s/d41d8cd98f00b204e9800998ecf8427e/en_US-
mlnajt-
1988229788/6252/194/1.4.7/_/download/batch/com.atlassian.jira.collector.plugin.jira
-issue-collector-plugin:issuecollector/com.atlassian.jira.collector.plugin.jira-issue-
collector-plugin:issuecollector.js?collectorId=7642a729"></script>
```



# EXAMPLE



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Submit

Close

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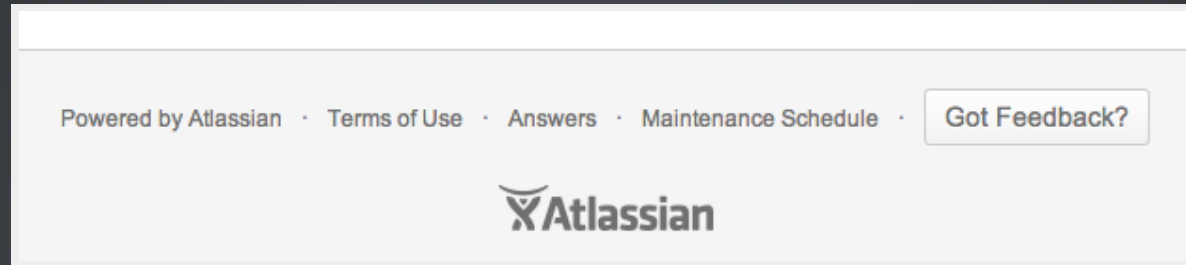
Provide Feedback

# EXAMPLE


[Click here](#)

# ATLASSIAN USE IT

Its exactly how Atlassian include their own feedback



# ATLASSIAN USE IT

 Dashboards ▾ Agile

Quick Search

?

Log In

## System Dashboard

Introduction

Welcome to JIRA  
New to JIRA? Click here for more information.



Login

### JIRA Feedback

Thanks for giving feedback. We read all of it which helps us improve the product. If you leave your email, we can reach out if we need more information, however we can't respond to everyone. If it's urgent, please contact Atlassian Support instead at <http://support.atlassian.com>.

Summary\*

Description

Name

Email

Submit Close

Atlassian JIRA (v6.1.2#6157-sha1:98c7292) · About JIRA · Report a problem · [Got Feedback?](#)

Powered by a free Atlassian JIRA evaluation license. Please consider purchasing it today.

# WEB SERVICE APIS

- Application Programming Interface
- Web services
- Why are they good?
  - Pretty much an API available for every operation within JIRA
  - Push/pull data
  - Allows for full automation/integration
- SOAP/XML-RPC - Deprecated in JIRA 6.0
- REST - Introduced in JIRA 4.2
- Fantastic documentation
- Libraries available (official java, 3rd party .NET, python, etc)
- Available self hosted and on demand but need to be enabled

# EXAMPLE - TRANSITIONING WORKFLOW

- Push workflow
- Jenkins CI
- Replicating functionality found in Bamboo but its FREE!
- Free Jenkins plugin available

# EXAMPLE - TRANSITIONING WORKFLOW

## Rapid Board - Workflow

The screenshot displays a JIRA Rapid Board interface. The top navigation bar includes the JIRA logo, a menu icon, and links to Dashboards, Projects, Issues, Agile, and Capture. A 'Create Issue' button and a 'Quick Search' field are also present. Below the navigation bar, the board is titled 'Board' and includes tabs for Plan, Work, Report, and Board. The current sprint is '2014 Enhance 1'. Quick filters for 'Only My Issues' and 'Recently Updated' are available. The board is organized into five columns: 'To Do', 'In Progress', 'Code Review', 'Ready for Build', and 'Done'. Each column contains a list of issues. The 'To Do' column has one issue with a 3h estimate. The 'Code Review' column has one issue with a 3h estimate. The 'Ready for Build' column has four issues with estimates of 0m, 7h 45m, 0m, and 4h. The 'Done' column has one issue with a 0m estimate. A vertical scrollbar is visible on the right side of the board.

**Board**

SPRINT: 2014 Enhance 1

QUICK FILTERS: Only My Issues Recently Updated

**To Do**

- SE...-1118  
3h

**In Progress**

**Code Review**

- SE...-1118  
3h

**Ready for Build**


- SE...-1118  
0m
- SE...-1118  
7h 45m
- SE...-1118  
0m
- SE...-1118  
4h




**Done**

- SE...-1118  
0m

# EXAMPLE - TRANSITIONING WORKFLOW

## Jenkins Plugin

 **Jira Issue Updater**

Jira SOAP URL	<input type="text" value="https://augdemo.atlassian.net/rpc/soap/jirasoapservice-v2"/>	
Jira Username	<input type="text" value="jenkins"/>	
Jira Password	<input type="password" value="....."/>	
JQL for selecting issues to be updated	<input type="text" value='project="AUGDEMO" and status="Ready for Build" and fixVersion="\$VERSION_NAME"'/>	
Name of the workflow action to be executed	<input type="text" value="Built"/>	
Jira comment to be added	<input type="text" value="Added to build number \$BUILD_NUMBER."/>	

Delete



# EXAMPLE - TRANSITIONING WORKFLOW

## Jenkins Comment in JIRA

**Activity**

All

Comments


Work Log

History

Activity

Transitions

Commits

▼  Jenkins added a comment - 10/Feb/14 4:58 PM


Added to build number 12.

# EXAMPLE - RELEASE NOTES

- All information is in JIRA - automate the generation of release notes
- Release notes functionality does exist within JIRA - but its not great
- Open source
  - GitHub
  - Highly customisable via templates
  - Designed for CI

# EXAMPLE - RELEASE NOTES

Provide custom changelog field in JIRA




 AUGDEMO / AUGDEMO-117

## Fix SQL date parsing issue in report REPORT-MANAGE-1

EditCommentAssignMore

Loop TransitionBegin TestingClose (Testing Not Req...Admin

### Details

Type:	 New Feature	Status:	<b>AWAITING TESTING</b> (View Workflow)
Priority:	 Major	Resolution:	Unresolved
Affects Version/s:	r2.10.019.1	Fix Version/s:	<a href="#">r2.10.020</a>
Component/s:	<a href="#">Reporting</a>		
Labels:	None 		
Changelog Description:	Fixed an issue in the management report where dates were not being displayed correctly.		

# EXAMPLE - RELEASE NOTES

Example of HTML output.

## Release Notes

12-02-2014 - **r2.10.020.1**

*Production Support 03*

### **New Feature**

[AUGDEMO-118]: Emails are now sent to system administrators when new users are created.

12-02-2014 - **r2.10.020**

*Production Support 03*

### **New Feature**

[AUGDEMO-115]: KPI Report

[AUGDEMO-116]: Ability to add and remove users.

[AUGDEMO-129]: Ability to comment on users within the system.

### **Improvement**

[AUGDEMO-120]: System colour scheme now meets WCAG AA contrast requirements.

### **Bug**

[AUGDEMO-117]: Fixed an issue in the management report where dates were not being displayed correctly.

# EXAMPLE - RELEASE NOTES

Multiple formats.

```
=====
12-02-2014 r2.10.020.1 - Production Support 03
=====
- [SEWPAC-118] (New Feature) Emails are now sent to system administrators when new users are created.

=====
12-02-2014 r2.10.020 - Production Support 03
=====
- [SEWPAC-115] (New Feature) KPI Report
- [SEWPAC-116] (New Feature) Ability to add and remove users.
- [SEWPAC-117] (Bug) Fixed an issue in the management report where dates were not being displayed correctly.
- [SEWPAC-120] (Improvement) System colour scheme now meets WCAG AA contrast requirements.
- [SEWPAC-129] (New Feature) Ability to comment on users within the system.
```

# EXAMPLE - BACKEND WORKFLOW

- Use JIRA as a backend workflow engine
- Build an application (not in JIRA)
- Configure JIRA workflow
- Use the APIs to integrate

# WEBHOOKS

- Introduced in JIRA 5.2
- Send data to a URL
- Event driven
- Why are they good?
  - No need to write complex integration code
  - No need to poll for changes
- Available self hosted and on demand
- Configured through JIRA front end



# CONFIGURATION

Name \*

URL \*

Exclude details ☐ Exclude issue details from the POST to URL

JQL ☒

[Syntax help](#)

JQL Filter for issue events that would trigger the webhook.

Events ☐ All issue events

☒ Issue Created

☒ Issue Deleted

☒ Issue Updated

☐ Worklog Updated

[Cancel](#)



# EXAMPLE - RECRUITMENT/SCREENING

- Using JIRA for recruitment
- Issue an assessment to an applicant for screening
- Not possible to create assessments within JIRA
- Use the web service API to record assessment scores in JIRA

# CONCLUSION

- Issue Collector, APIs, Webhooks
- Easy to use and fully featured
- Limitless possibilities for integration
- Automate where possible

# ANY QUESTIONS?

Slides available at:

**[HTTP://GOO.GL/A3YZ6V](http://goo.gl/A3YZ6V)**