Exploring Tasks in Jira

In Jira, an issue is a generic term that represents a unit of work to be completed or a task tracked within a project. Issues can represent various types of work items, such as bugs, tasks, features, user stories, improvements, or any other actionable item that requires attention.

Depending upon the description an issue is divided in different categories. These help in more organized workflow of a team.

Multiple issue types enable efficient searching and sorting of the tasks undertaken by the team, allowing for the tracking of progress on specific tasks.

Detailing Major Types of Issues

Following are the major types of issues in Jira:

- **Parent issue**: It is an issue that comprises another issue. For instance, a story is made up of subtasks.
- **Child issue**: It is an issue that sits below another issue. For instance, a subtask belongs to a task.

Describing Hierarchy Levels of Issue Types

There are issue type hierarchy levels in Jira. Following are the major three levels of issue type hierarchy:
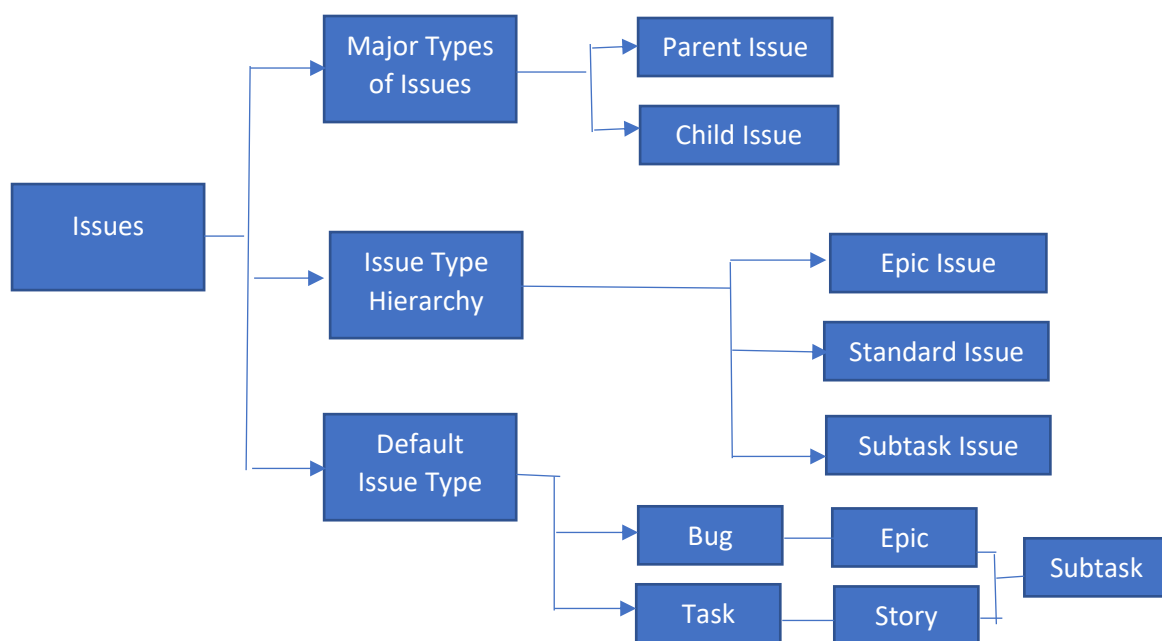
- **Epic issues**: These issues are bigger pieces of work which can comprise smaller issues. These include high-level initiatives in Jira.
  For software teams, epic issues may be development of a new feature.
- **Standard issues**: These issues represent regular business tasks. These are where daily work is discussed and carried out by the team.
  For software team, standard issues (such as bugs or stories) estimate and track end goal in the team's software.
- **Subtask issues**: These help in breaking a standard issue into smaller chunks.

Detailing Default Issue Types

Each Jira product comes with default issue types. The following are some of these:

- **Bug**: Represents a problem or defect in the software that needs to be fixed.
- **Task**: Represents a piece of work to be completed, often with a clear goal but not tied to a specific user story or requirement.
- **Story**: Represents a user requirement or feature from the perspective of the end user. It is the smallest unit of work.
- **Epic**: Represents a large body of work that can be broken down into smaller tasks or stories.
- **Subtask**: Represents a smaller, actionable task that is part of a larger parent issue.

Overall, issues in Jira serve as the primary units of work and collaboration within a project, helping teams to track, prioritize, and resolve tasks efficiently.

Closing an Issue or Task in Jira

User has to close a task in Jira to let the assignee know about its completion. As mentioned in the below flow chart, a user can close the task in the desired project under issues. User needs to select the issue that he/she needs to close. The **To Do** drop-down menu has the option of **Done**, which closes the issue/task in Jira.