



ATLASSIAN
JIRA







- What is JIRA
- JIRA Concepts
- Features
- Why JIRA
- Live Demonstration
- Q&A

What is JIRA?



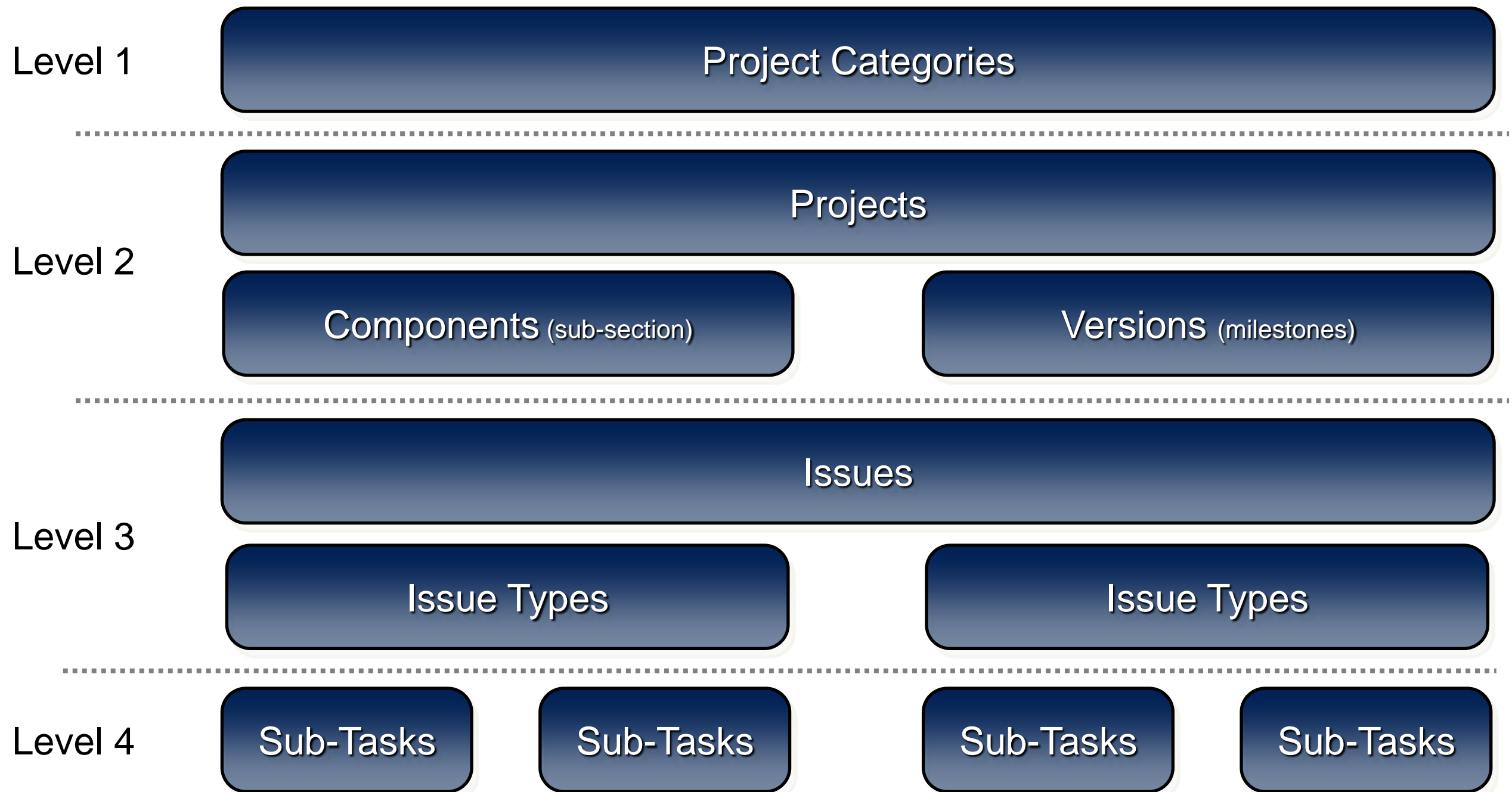
- JIRA lets you **prioritize, assign, track, report** and **audit** your 'issues', from software bugs and helpdesk tickets to project tasks and change requests
- More than just an issue tracker, JIRA is **an extensible platform** that you can customize to match your business processes
- JIRA **improves productivity** by cutting down on time wasted on tracking issues and coordination
- JIRA **improves quality** by ensuring all tasks are recorded down with all the details and followed up till completion

One application. Many uses.

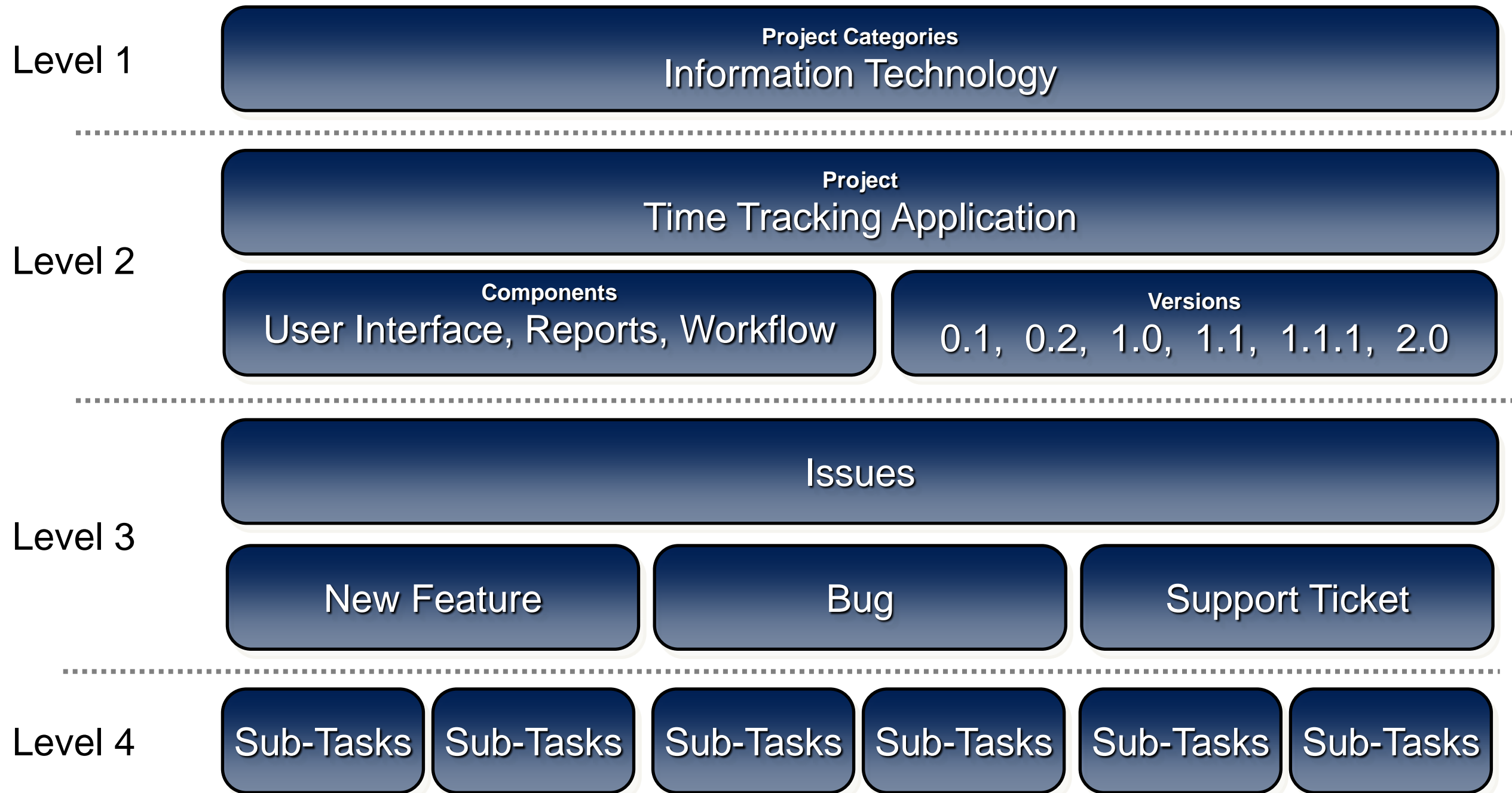
-  Bugs/Change Requests Tracking
-  Help-desk / Support / Customer Service
-  Project Management
-  Task Tracking
-  Requirements Management
-  Workflow / Process Management

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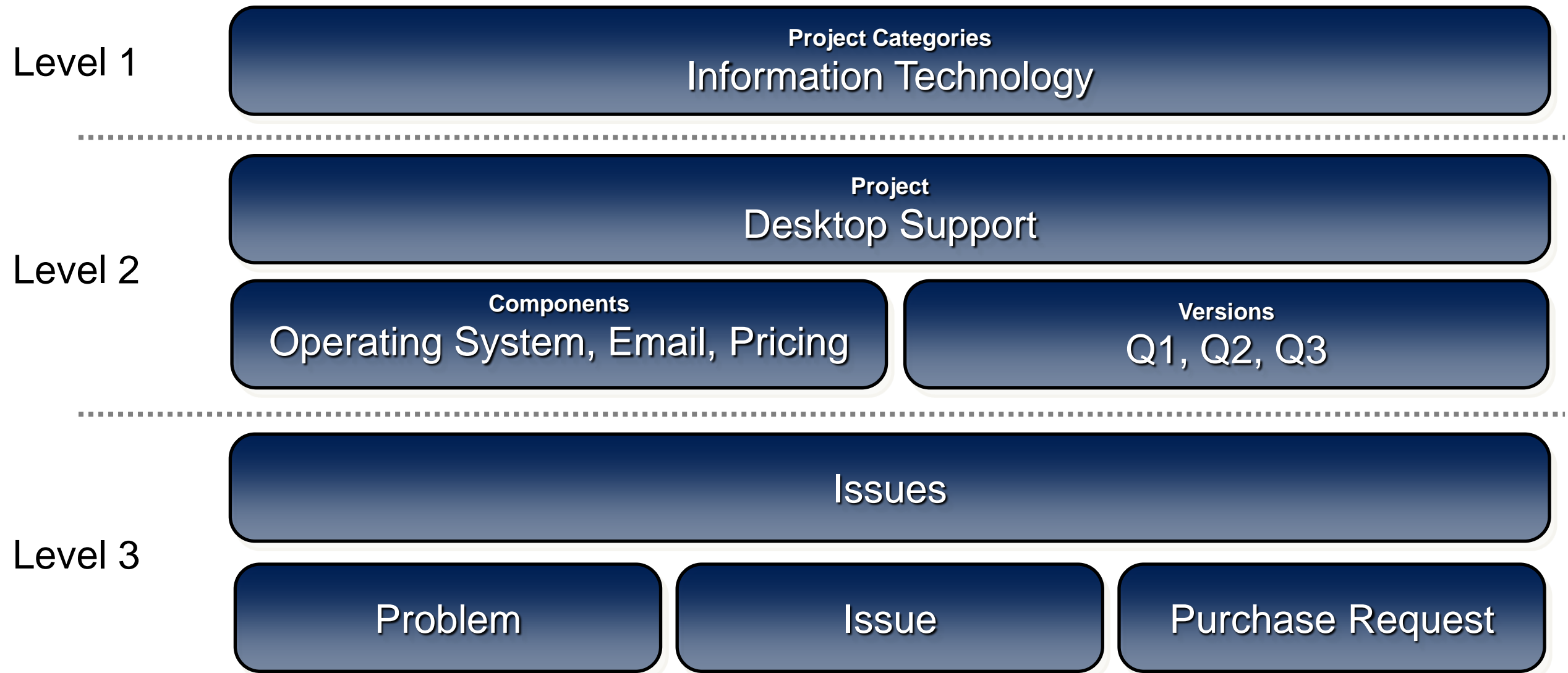
JIRA Concepts: Projects, Issues & Subtasks



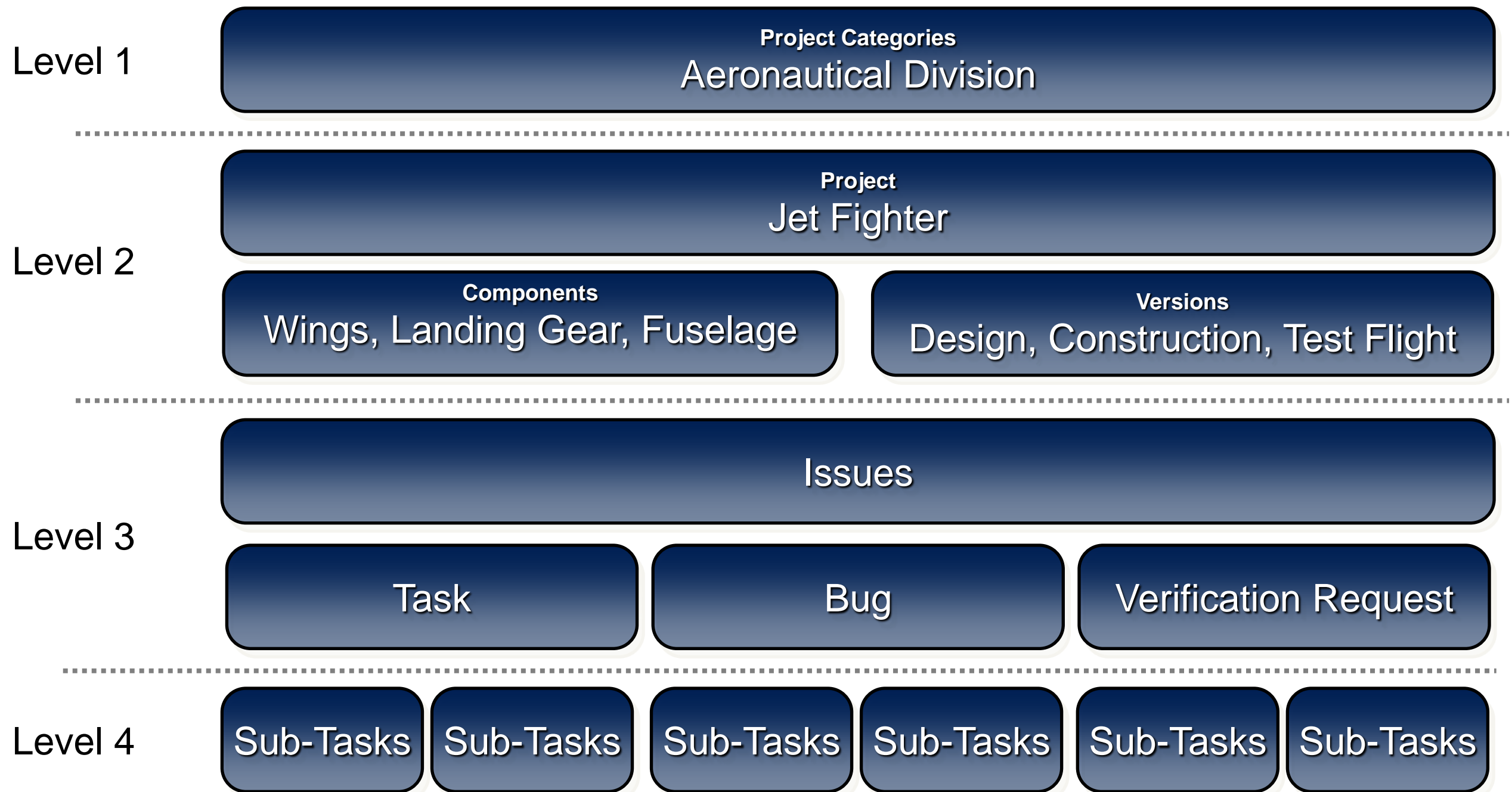
Example: A Software Development Project



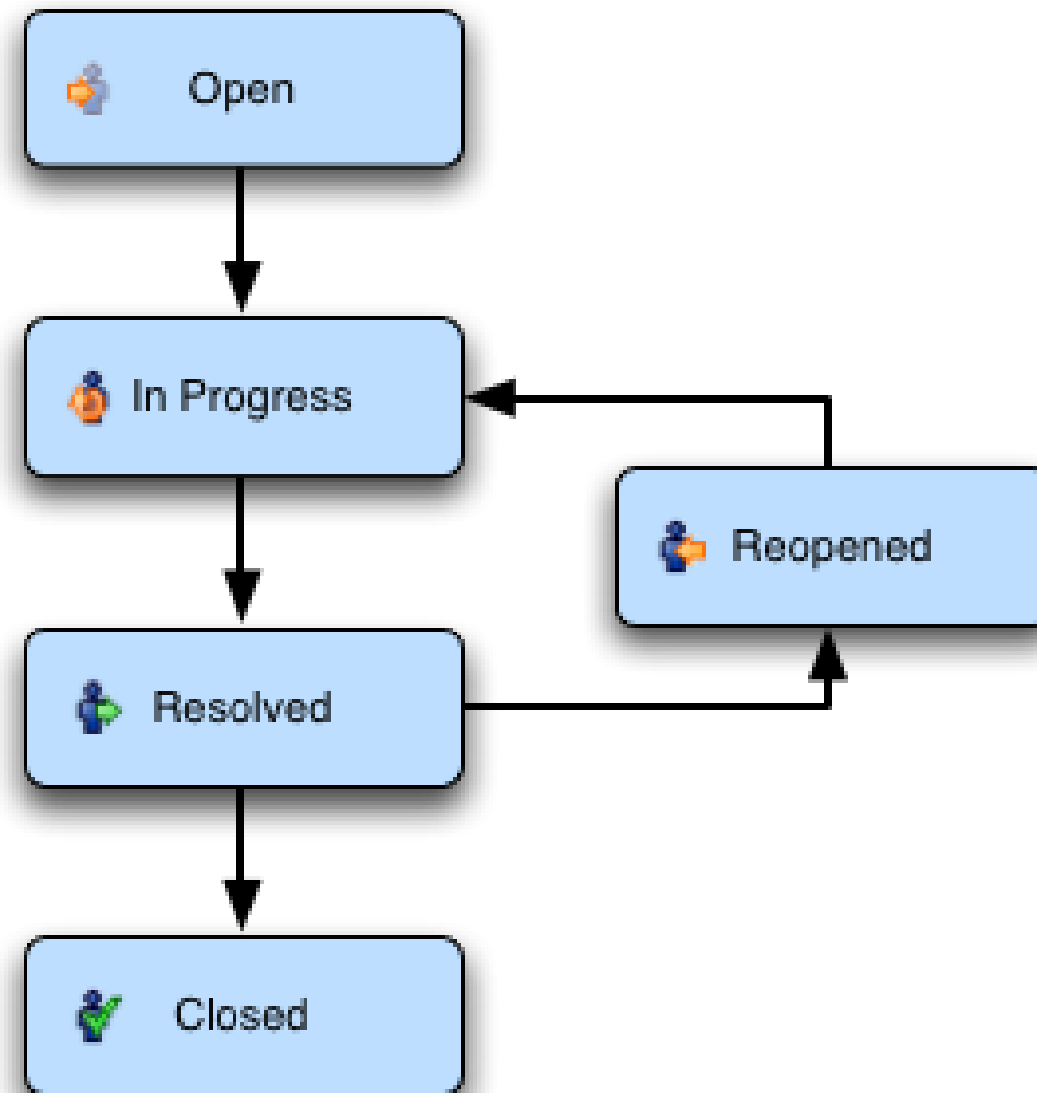
Example: A Helpdesk Environment



Example: An Aerospace Engineering Project



Customizable workflows to meet business needs



Agenda

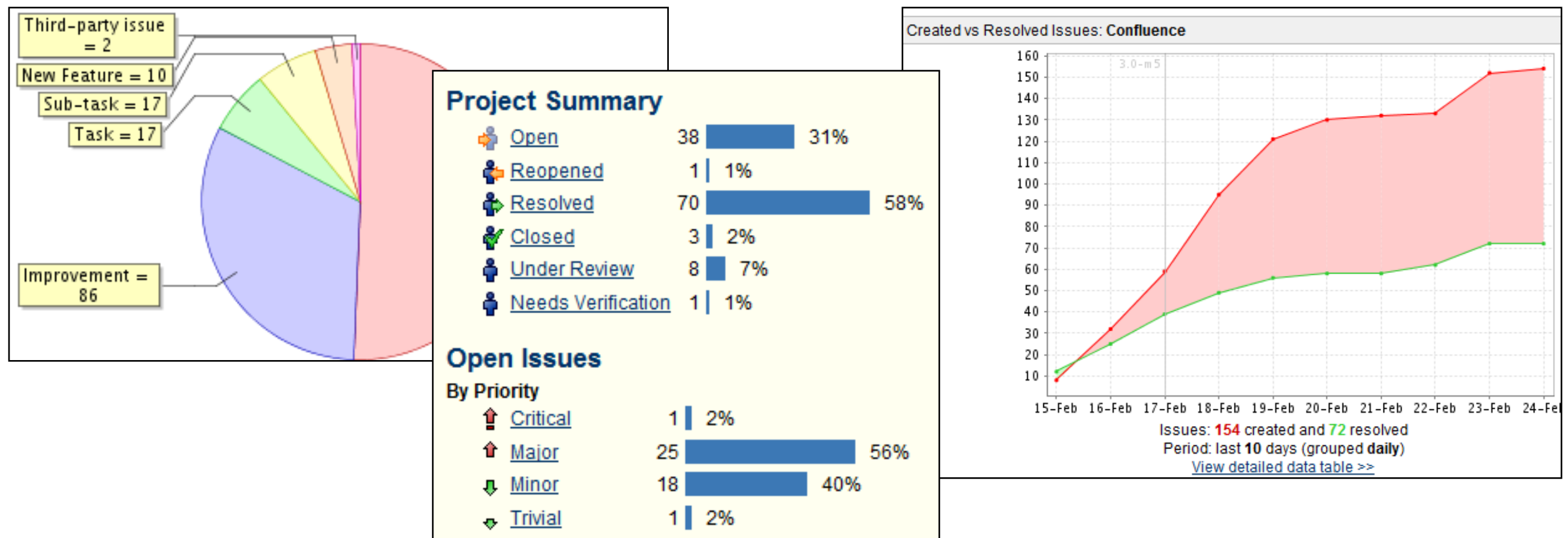


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- Creating tasks, bug reports, feature requests, helpdesk tickets, is a breeze
- No need to transcribe issues from emails to Excel worksheet anymore
- Issue can be easily created via
 - Web: Filling the form on the Web page
 - Email: Sending an email to a preconfigured email address
- Allows customizable items for different issues types

JIRA Features – Reports

- JIRA delivers real-time, relevant information in a convenient format
- JIRA enables the management to have clear visibility of the situation




Jira Features – Roadmaps

- JIRA enables you to know what is outstanding and when issues are scheduled to be resolved













Select: [Open Issues](#) **Road Map** [Change Log](#) [Popular Issues](#) [Labels](#) [Calendar](#) [Versions](#) [Components](#) [Builds](#) [FishEye](#) [Crucible](#)


Road Map

☐ [View personal road map](#)
☐ Scope: [next 3 versions](#) | all versions










 **2.8.1.4** (Release Notes)

Progress: 2 of 4 issues have been resolved

	CONFJIRA-119 UNRESOLVED	Progress Bar of Road Map portlet is broken into two rows		
	CONFJIRA-107 UNRESOLVED	jiraissues: Could not download[https://jira.mycompany.com/		
	CONFJIRA-116 FIXED	Links within Charting Portlet displaying results inside IFrame		
	CONFJIRA-115 CANNOT REPRODUCE	{jiraportlet} should use height: 100%		

 **2.8.8** (Release Notes)

Progress: 3 of 5 issues have been resolved

	CONFJIRA-119 UNRESOLVED	Progress Bar of Road Map portlet is broken into two rows		
	CONFJIRA-107 UNRESOLVED	jiraissues: Could not download[https://jira.mycompany.com/		
	CONFJIRA-116 FIXED	Links within Charting Portlet displaying results inside IFrame		

- JIRA enables you to receive the information you need, when you need it.
- Configurable email alerts as and when issues are updated
- Optional emails to remind on overdue tasks
- Subscribe to weekly/monthly reports on issue status

Jira Features – Powerful Search

- Find precisely what you are looking for in seconds
- Search can be saved as filters and reused
- Powerful and flexible searching
- Supports searching of customized fields too

<p>Project: All projects</p> <ul style="list-style-type: none">Atlassian Activity Stream PluAtlassian Log AnalysisAtlassian Maven PluginsAtlassian Plugin Developme <p>Issue Type: Any</p> <ul style="list-style-type: none">Standard Issue TypesBugImprovementNew FeatureSupport Request <p>▼ Text Search</p> <p>Query: <input type="text"/></p> <p>Query Fields: <input checked="" type="checkbox"/> Summary <input checked="" type="checkbox"/> Description <input type="checkbox"/> Comments <input type="checkbox"/> Environment</p>	<p>▼ Issue Attributes</p> <p>Reporter: Any User</p> <p>Assignee: Any User</p> <p>Status: Any</p> <ul style="list-style-type: none">OpenIn Progress <p>Resolutions: Any</p> <ul style="list-style-type: none">UnresolvedFixed <p>Priorities: Any</p> <ul style="list-style-type: none">BlockerCritical	<p>▼ Dates and Times</p> <p>Created After: <input type="text"/></p> <p>Created Before: <input type="text"/></p> <p>Created: From <input type="text"/> To <input type="text"/></p> <p>Updated After: <input type="text"/></p> <p>Updated Before: <input type="text"/></p> <p>Updated: From <input type="text"/> To <input type="text"/></p> <p>Due After: <input type="text"/></p> <p>Due Before: <input type="text"/></p> <p>Due Date: From <input type="text"/> To <input type="text"/></p>
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- **Secure** – JIRA provides fine-grained enterprise level security
- **Usable** – Intuitive interface designed with both business and technical users in mind
- **Track** – Keep track of all activities, changes and work logged against issues
- **Administration** – A low maintenance system with straightforward administration capability
- **Extensible** – With over 100 plugins contributed by the community
- **Open** – An open API, full source code access allow for further integration and customization of JIRA functionality

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Who uses JIRA



accenture



BBC



PRICEWATERHOUSECOOPERS

HSBC



SAMSUNG

Over **10,000** customers
in more than **90** countries



YAHOO!

Borland



CISCO



citigroup



NOKIA
Connecting People

3M

Novell



Disney



Top 10 reasons to use JIRA



- 1. Features you won't find elsewhere**
- 2. It ... just ... works**
- 3. Fair, upfront licensing policy**
- 4. Battle tested by the world corporations**
- 5. The information you need, when you need it**
- 6. Easily customizable and extensible**
- 7. Legendary service**
- 8. Jira runs anywhere**
- 9. Continually improving**
- 10. Recognized with many industry awards**



Gartner



“In about one week of use of your trial, we were able to increase productivity and responsiveness through our team by at least two-fold. We can’t live without it [JIRA] now.”

Charles DeLauder, American Apparel

“I just want to say though, we are absolutely impressed with the work you guys have done... Our project management lifeline exists in JIRA and without a doubt, it is one of the single most useful tools we have here.”

Aaron Godert of Cornell University

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