

## Jira Agile Project (Kanban Workflow Management)

Completed a hands-on guided project focused on Agile task coordination using Jira Software. Created and configured a new Kanban project, defined issues and epics, applied WIP limits to control task load, mapped custom workflows and transitions, collaborated with team members, and built a visual roadmap to track progress. The project reinforced real-world skills in issue tracking, team coordination, and structured project planning relevant to ITSM and SOC operations.

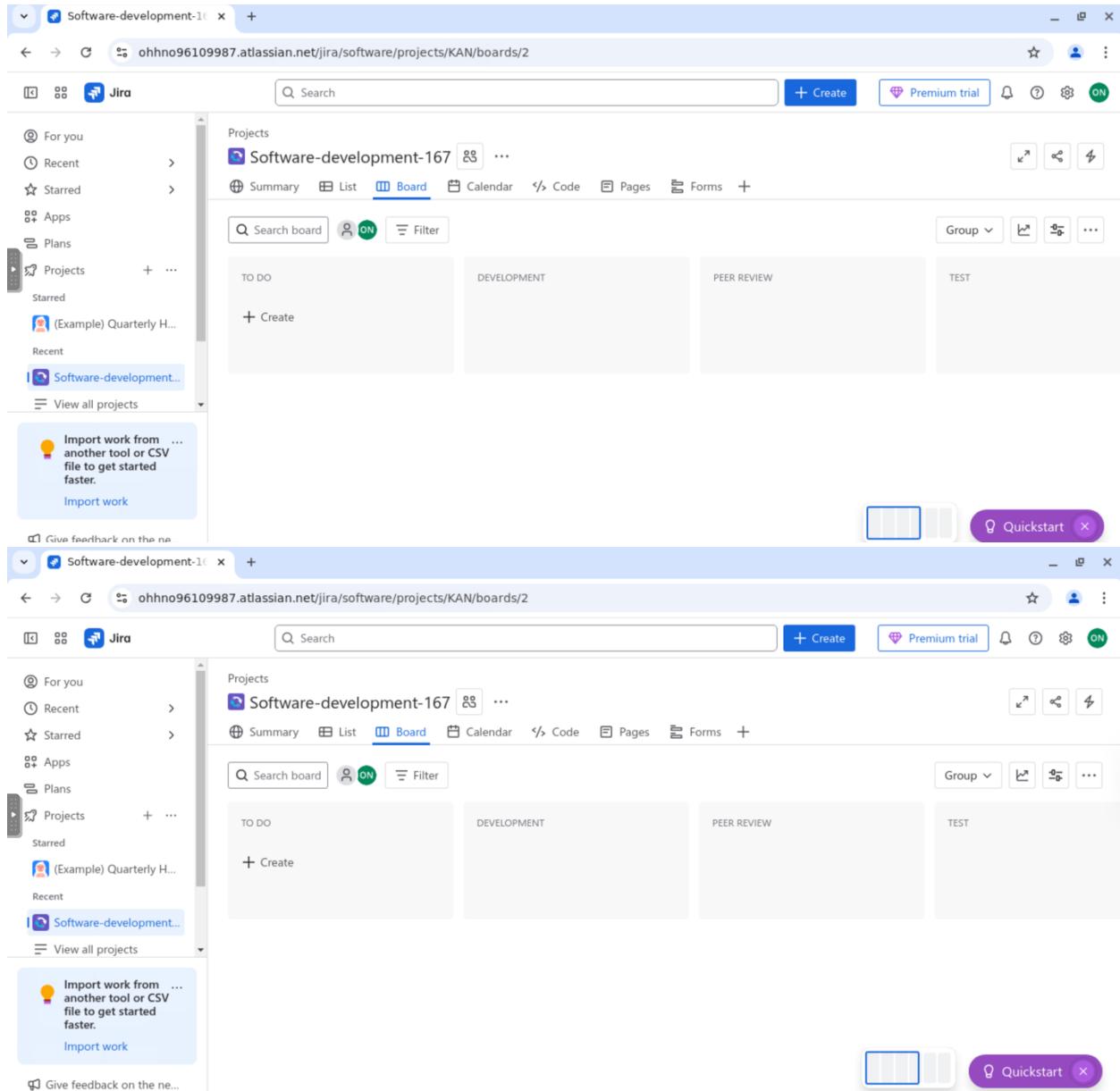
### Project Steps

Step 1: Create New Jira Project

Selected the Kanban template to simulate Agile workflows.

#### **Step 2: Configure Kanban Board**

Adjusted columns for To Do, In Progress, Done.



The image shows two nearly identical screenshots of the Jira software development board interface, stacked vertically. Both screenshots are for the project "Software-development-167".

The interface includes a left sidebar with navigation links: "For you", "Recent", "Starred", "Apps", "Plans", "Projects", "Starred", "Recent", and "View all projects". A "Software-development..." item is highlighted in the sidebar.

The main area displays the "Board" view for the project. At the top, there are tabs for "Summary", "List", "Board" (which is selected), "Calendar", "Code", "Pages", "Forms", and a "+" button. To the right of the tabs are icons for "Group", "Group (grid)", "Group (list)", and "More".

The board itself is divided into four columns: "TO DO", "DEVELOPMENT", "PEER REVIEW", and "TEST". Each column has a "Create" button at the top. Below the columns, there is a "Search board" field, a user icon with "ON", and a "Filter" button.

A callout box on the left sidebar provides instructions: "Import work from ... another tool or CSV file to get started faster." and "Import work".

At the bottom of the interface, there is a "Give feedback on the ne..." link and a "Quickstart" button.

Configure work item - Sof

ohhno96109987.atlassian.net/jira/software/projects/KAN/settings/issuetype/10009

Project settings

Software-development-167

Software project

Details

Access

Notifications

Automation

Fields

Work types

Epic

Import work from another tool or CSV file to get started faster.

Import work

Give feedback on the n...

Incident

An IT-related event requiring attention.

Description fields

Summary (REQUIRED)

Description

Context fields

Status

Assignee

Give feedback

Discard Save changes

Fields

Search fields in this project

Type to search

System fields

Environment

Original estimate

Time tracking

Create a field

Need to add a global field?

Go to the Fields page

Configure work item - Sof

ohhno96109987.atlassian.net/jira/software/projects/KAN/settings/issuetype/10009

Project settings

Software-development-167

Software project

Automation

Fields

Work types

Features

Board

Toolchain

Apps

Issue type updated

"Incident" has been successfully updated.

Back to project

Give feedback

Discard Save changes

Incident

An IT-related event requiring attention.

Description

Context fields

Status

Due date

Give feedback

Discard Save changes

Create a field

Drag a field type to one of the sections on the left to create a custom field for this work type.

Aa Short text	≡ Paragraph	📅 Date
🔢 Number	⌚ Time stamp	🏷️ Labels
dropdown	checkbox	👤 People
dependent...	url	

Need to add a global field?

### Step 3: Create Issues and Tasks

Added multiple tasks and linked subtasks to epics.

Software-development-167

ohhno96109987.atlassian.net/jira/software/projects/KAN/boards/2

For you

Recent

Starred

Apps

Plans

Projects

Starred

(Example) Quarterly ...

Recent

Software-develop...

Import work from ...

Import work

Give feedback on the n...

Software-development-167

ohhno96109987.atlassian.net/jira/software/projects/KAN/boards/2

For you

Recent

Starred

Apps

Plans

Projects

Starred

(Example) Quarterly ...

Recent

Software-develop...

Import work from ...

Import work

Give feedback on the n...

Search

+ Create

Premium trial

ON

Software-development-167

Board

Summary List Board Calendar Code Pages Forms

Search board...

Filter

Group

Quickstart

TO DO 6

Dialer

KAN-1

Call history

KAN-2

Contacts (Add)

KAN-3

Contacts (read)

DEVELOPMENT

PEER REVIEW

TEST

TO DO 6

Contacts (read)

KAN-4

Speed dial

KAN-5

Add favorites

KAN-6

+ Create

DEVELOPMENT

PEER REVIEW

TEST

Software-development-167

Projects

Software-development-167

Summary List Board Calendar Code Pages Forms

Search board... Filter

Group

TO DO 3

- Contacts (read) KAN-4
- Speed dial KAN-5
- Add favorites KAN-6

DEVELOPMENT 2

- Call history KAN-2
- Contacts (Add) KAN-3

PEER REVIEW 1

- Dialer KAN-1

TEST

Import work from another tool or CSV file to get started faster.

Import work

Give feedback on the n...

Quickstart

## Step 4: Set WIP Limits

Implemented WIP limits to improve focus and flow control.

The image displays two screenshots of the Jira software development interface. The top screenshot shows the 'Column limit' dialog box, which is a modal window with a title 'Column limit'. It contains a message: 'We'll highlight this column if the number of work items in it passes this limit.' Below this is a 'Maximum work items' field with the placeholder 'No limit set'. There are three buttons: 'Cancel', 'Save', and a large 'OK' button. The background shows a board with columns 'TO DO', 'IN PROGRESS', 'REVIEW', and 'TEST'. The 'TO DO' column has 3 items, and the 'REVIEW' column has 1 item. The bottom screenshot shows the 'Timeline' tab for the project 'Software-development-167'. The timeline is displayed as a grid with columns for 'June' and 'July'. Under the 'July' column, there are three tasks: 'KAN-12 Phone Manager', 'KAN-11 Email Manager', and 'KAN-10 Social networking'. Each task has a checkbox and a small icon. To the right of the timeline, there is a 'Description' section with a placeholder 'Add a description...', a 'Child work items' section with a 'Create suggested work items' button, and a list of 'KAN-12' sub-items including 'KAN-12 Dialer'. The bottom left of the timeline grid has buttons for 'Today', 'Weeks', 'Months' (which is selected), and 'Quarters'.

## Step 5: Build Epics

Grouped tasks under high-level epics for clear goal tracking.

Software-development-167 x +

ohhno96109987.atlassian.net/jira/software/projects/KAN/boards/2/timeline?selectedissue=KAN-12

Jira

Search

+ Create Premium trial

Projects

Software-development-167

Summary List Board Calendar Code Pages Forms Timeline

Search

Epic Status category

KAN-10 Social networking

KAN-11 Email Manager

KAN-12 Phone Manager

Create suggested work items Suggest

0% Done

Summary P... A... Status

1 Dialer PEER REVIEW

2 Call history DEVELOPMENT...

3 Contact s (Add) DEVELOPMENT...

Search by work item key or summary

Import work from ... another tool or CSV file to get started faster.

Import work

Give feedback on the new...

Software-development-167

Summary List Board Calendar Code Pages Forms Timeline

Search board... Filter Group

TO DO 3

Contacts (read)

KAN-4

Speed dial

KAN-5

Add favorites

KAN-6

DEVELOPMENT 2

Call history

PHONE MANAGER

KAN-2

Contacts (Add)

PHONE MANAGER

KAN-3

PEER REVIEW 1

Dialer

PHONE MANAGER

KAN-1

+ Create

TEST

Qu

Projects

Software-development-167

Board

TO DO DEVELOPMENT 2 OF 2 PEER REVIEW 1 OF 1 TEST

KAN-12 Phone Manager (3 work items) TO DO

Call history: KAN-2, KAN-3

Dialer: KAN-1

## Step 6: Manage Workflow Transitions

Customized task states and transitions to reflect real operations.

Configure Workflow - Soft

ohhno96109987.atlassian.net/jira/software/projects/KAN/settings/issuetypes/10008/workflow

Workflow for Software-development-167

Add status Add Transition Add Rule

Show transition labels

Transition

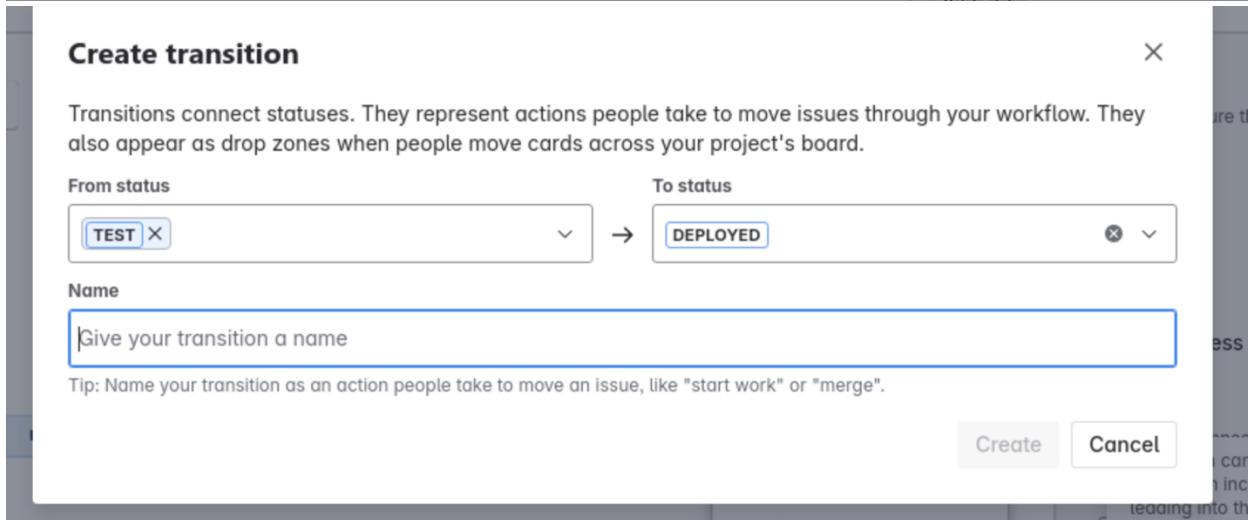
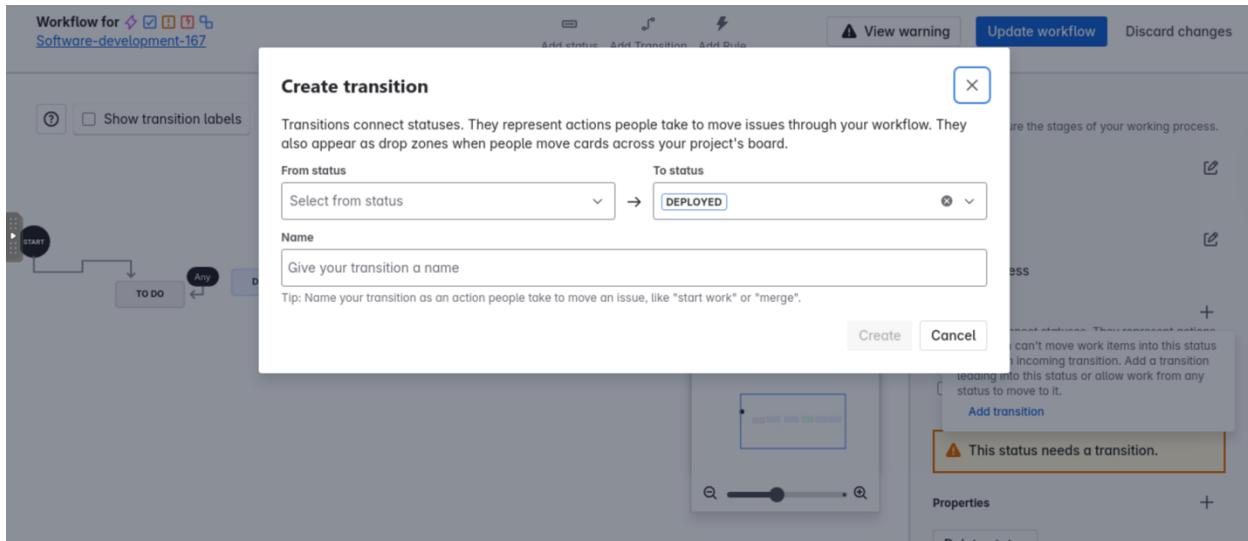
Transitions connect statuses as actions that move work through your flow.

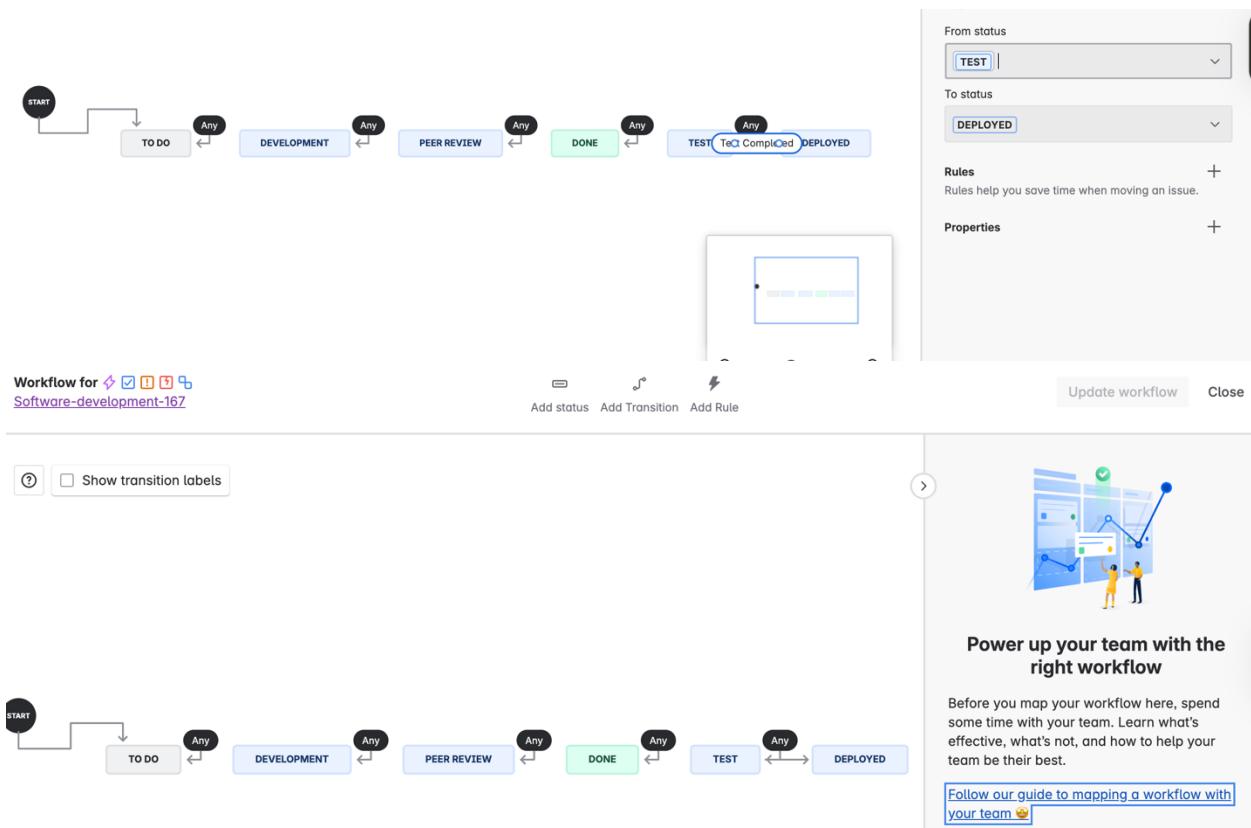
Name: Create

Path: To status: TO DO

Rules: Rules help you save time when moving on issue.

Properties: 1





## Step 7: Add Team Members

Simulated collaboration by assigning issues and enabling visibility.

Projects

Software-development-167

Summary List

Search box

TO DO 3

Contacts (read)

KAN-4

Speed dial

KAN-5

Add favorites

KAN-6

Create

Add people to Software-development-167

Names or emails \*

nepaliaarush46@gmail.com

add more people...

or add from

Google Slack Microsoft

Role

Member

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Cancel Add 1 person

Timeline

TEST 1

W 1

WAGER

Call history

PHONE MANAGER

KAN-2

Admin ohno96109987 Overview Directory Apps Security Billing Settings

Search

Users

Groups

Managed accounts

Admin / ohno96109987

## Users

Users are anyone who's invited to your organization. Manage app access for your users individually or go to user access settings to control other ways users can get access to your apps. [Go to user access settings](#)

**TOTAL USERS** 2 **ACTIVE USERS** 2 **ORGANIZATION ADMINS** 1

Search by name or email... Role App access Status

Showing results 1-20

User	Status	Last seen	Actions
AN Arush Nepali nepaliaarush46@gmail.com	INVITED	Invited 1 minute ago	...
ON Ohh No ohno961@gmail.com · Organization admin	INVITED	Invited 2 hours ago	...

Results per page: 20

for you

Recent

Starred

Apps

Plans

Projects

Starred

(Example) Quarterly H...

Recent

Software-development...

View all projects

Teams

More

Software-development-167

Summary List Board Calendar

Timeline

Add to starred

Add people

Save as project template ENTERPRISE

Set project background

Project settings

Archive project

Delete project

Software project Team-managed

TEST 1

Call history PHONE MANAGER

KAN-4

KAN-5

KAN-6

Speed dial

Add favorites

+ Create

DEVELOPERS

CONTACTS

PHOTO

TEST

Call history PHONE MANAGER

KAN-2

Project settings

Software-development-167 Software project

Details

**Access**

Notifications

Automation

Fields

Work types

Features

Board

Toolchain

Apps

Projects / Software-development-167 / Project settings

## Access

Add people Manage roles

### Project access

Open Change project access

Anyone with access to the "ohhno96109987" Jira site can search for, view, create and edit this project's issues.

Name	Email	Role	Action
AN Aarush Nepali	-	Member	Remove
ON Ohh No	ohhno961@gmail.com	Administrator	Remove

⚡ KAN-10



1



...



Add a description...

## Confluence content ⓘ

..

Project plan

[TRY TEMPLATE](#)

### Your pinned fields

^

Assignee ✘



Unassigned

[Assign to me](#)

### Details



^

### Labels

None

-

Add a description...

## Confluence content ⓘ

Project plan

TRY TEMPLATE

### Your pinned fields

#### Assignee

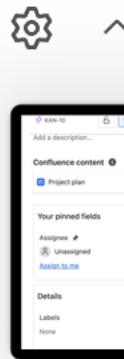
ON Ohh No

### Details

#### Labels

None

#### Parent



## Step 8: Build and Manage Roadmap

Used Jira's roadmap tool to plan timelines and visualize execution.

## Software-development-167

⊕ Summary List Board Calendar </> Code Pages Forms Timeline +

Q Search ti... ON Epic Status category

	May
<input type="checkbox"/> KAN-10 Social networking	
<input type="checkbox"/> KAN-11 Email Manager	
<input type="checkbox"/> >  KAN-12 Phone Manager	

+ Create Epic

Today Weeks Months Quarters >

KAN-12

**Details**

Parent  
None

Team  
None

Due date  
 May 11, 2025

Start date  
May 02, 2025

Development

Create branch

Create commit