

Scientific Research Corporation

*Technical Publications
Department*

Jira Software

Issue & Project Tracking

08 December 2021



Agenda

- » New Department Name
- » New Department Process
 - Workflow Diagrams
- » What is Jira?
- » Why Implement Jira?
- » Jira Basics
 - Jira 'Issues' (Projects, Epics, Stories, Subtasks)
 - Issue Details
 - What is a Kanban Board in Jira?
 - The 3 Main Steps in Jira
 - How to View Your Assignments

New Department Name

Technical Publications Department

- » The name of our department is changing from “*TO Department*” to “*Technical Publications Department*”.
- We don’t only work on Air Force Technical Orders; the T-6 CSR contract has Army (TM) and Navy (NAVAIR) numbers in addition to Air Force (TO) numbers.
- If we receive future opportunities to work on commercial publications, our department name and processes will now be structured to handle this.
- Our department’s ISO process is currently being updated to accommodate any type of publication (which we must have completed by January due to ISO recertification on the 17th).

New Department Process

New Process

- » The Technical Publications Department has an NEW process that we will follow from this point forward.
- » It's important to learn the new process diagrams (slides 8 & 9) to see who gets work when and at what stage. It's also imperative to understand the process in order to know how to navigate and use Jira.
- » The Tech Pubs Department's updated process is based on Dave's experience from working at other businesses where the primary effort was technical publications. This process is also based on being able to work remotely.
- » As always, processes can change and we should continually look for ways to improve how we perform our jobs; with that said, if anything starts to cause a bottleneck or we see a problem with how publications are flowing, we can make the required changes to our process.

Diagram Acronyms (for next two slides)

- » **TL** – Task Lead
- » **TW** – Technical Writer
- » **ENG** – Engineer
- » **CXS** – Corrections
- » **WC** – Writer's Copy
- » **ILLUS REQ** – Illus Request

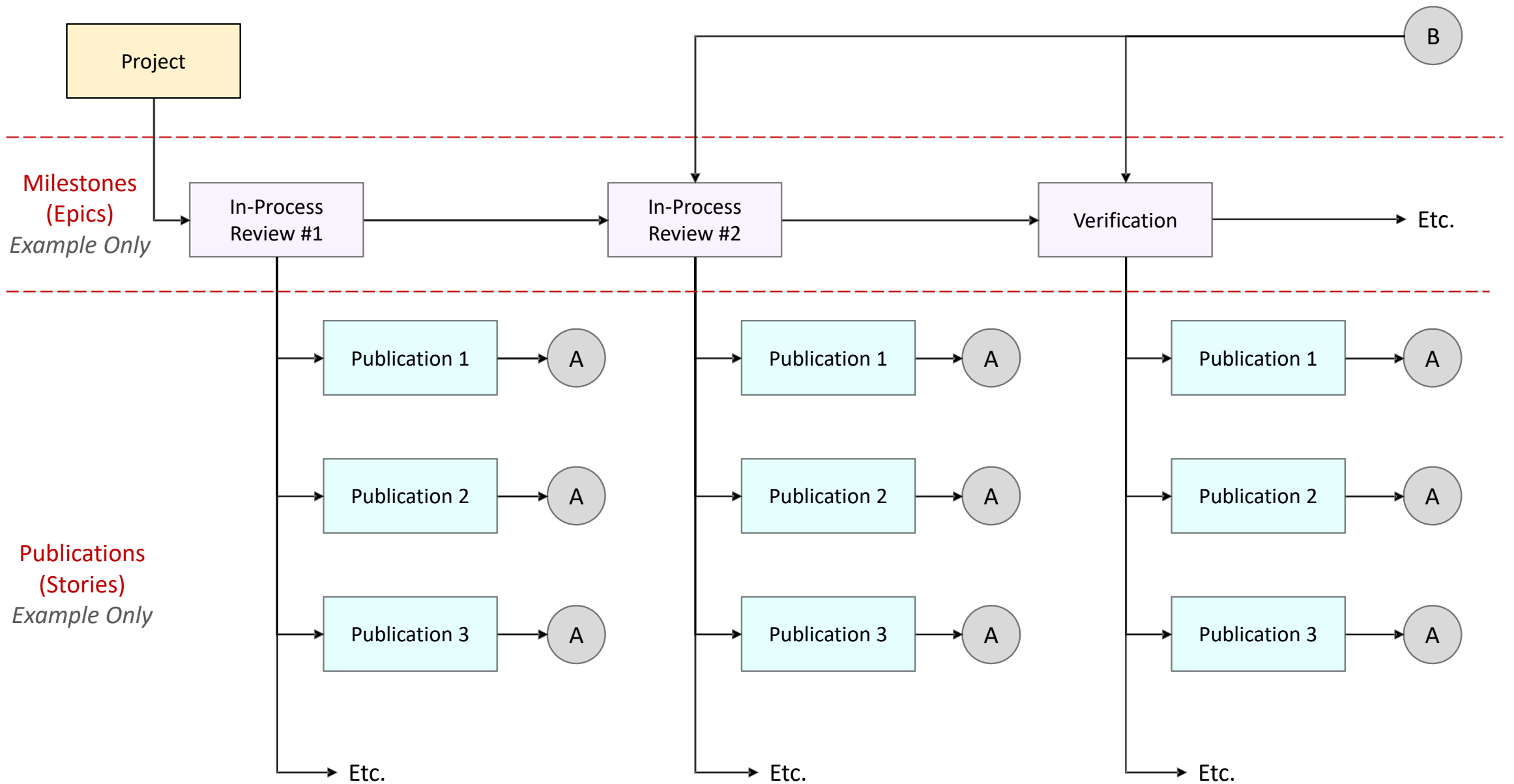


Diagram 1: Workflow Process (Milestones & Publications)
(This has not changed)

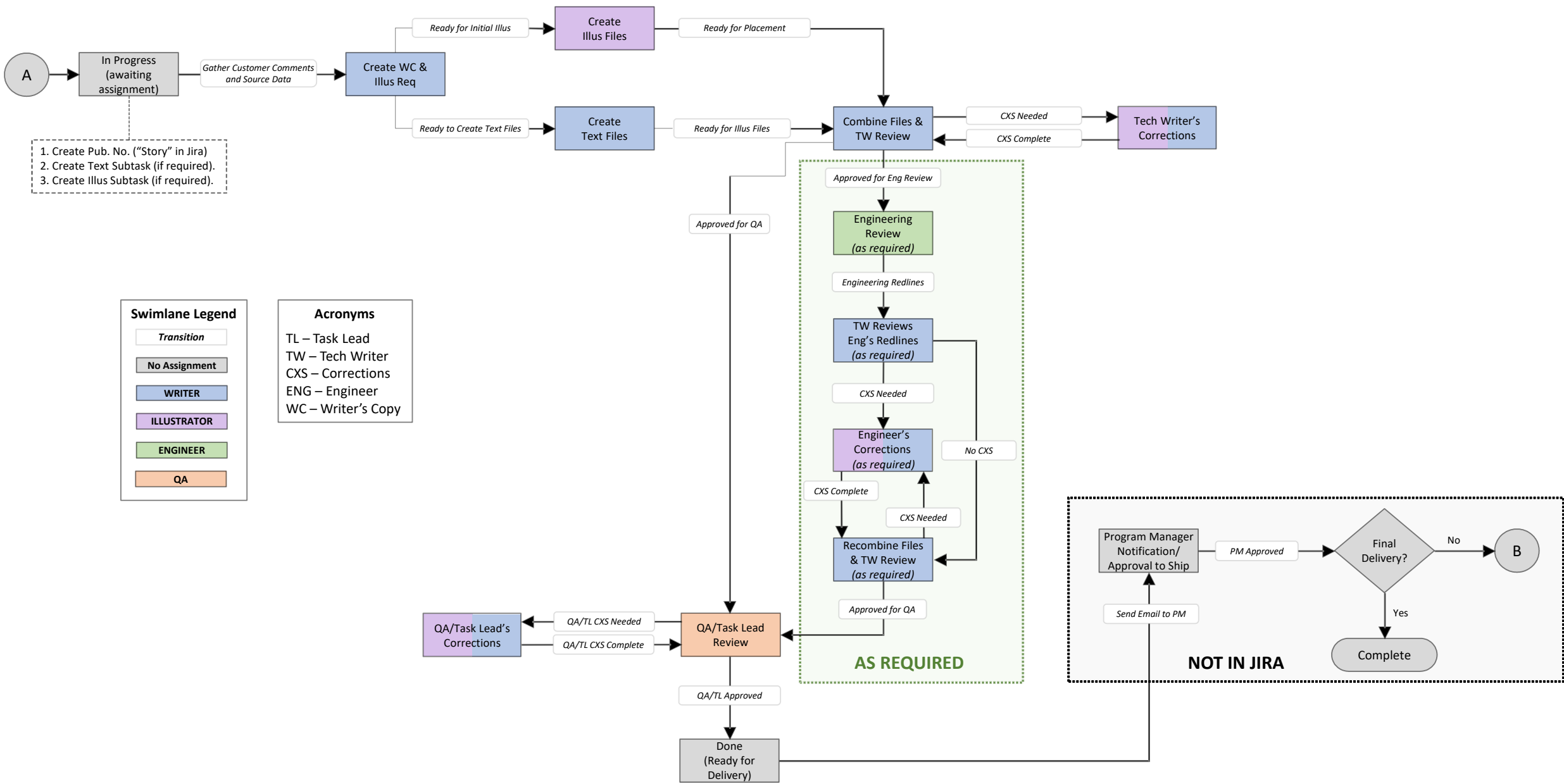


Diagram 2: Workflow Process
(This process is NEW)

What is Jira?

About Jira

- » Jira is a software application used for issue tracking and project management. The tool, developed by Atlassian, has become widely used by agile development teams to track bugs, stories, epics, and other tasks (*discussed in more detail later*).
- » There are 3 suites, but “Jira Software” is the suite we will be using:
 - **Jira Software** is a project management platform geared towards software development teams. It’s used for tracking bugs, adding new features, and assigning/following tasks.
- » Although Jira was originally developed for software development teams and project management, we have found it to be very useful for tracking our technical publications department’s workflow!

Why Implement Jira?

Pros and Cons of Implementing Jira

» Pros:

- Eliminates the need to write a ton of emails each day to notify each other when work is ready or completed.
- Eliminates the need to have spreadsheets to track our work, dates, names, deliveries, etc.
- Automates our process, which is beneficial for ISO certification.
- Shows all Publications on a digital 'board' that represents what step in the process each Publication is in (will also show dates, personnel, descriptions, etc).
- Allows us to follow our process and perform our jobs without the use of folders or paperwork, which permits us to work remotely if needed.

» Cons:

- There is a learning curve; however, we are here to offer help and answer any questions you may have.
- **Jira has to be implemented in our department before January's Re-Certification ISO Audit on 17 January 2022.**

Jira Basics

Jira 'Issues' (Projects, Epics, Stories, & Subtasks)

- » Every object created in Jira is called an **“Issue”**.
- » Each project has three types of Issues: Epics, Stories, and Subtasks.
 - **Projects** will be our **Contract Names** (e.g., A-10 HRDS, T-6 CSR, etc.)
 - **Epics** will be our **Delivery Milestones** (e.g., 40% IPR, IPR #2, Verification, Final, etc.)
 - **Stories** will be each of our **Publication Numbers** (e.g., TO 1A-10CB-2-1)
 - **Subtasks** will be the tasks used to create each Publication, which are **“Text”**, **“Illus”**, and **“Combined”**
(these are explained in more detail later)
- » The next slide shows an outline representation of how these Issues are related.

Jira 'Issues' (continued)

A-10 HRDS (OA06)	Project
IPR #1	Epic
TO 1A-10C-2-5	Story
Illus	Subtasks
Text	
Combined	
TO 1A-10C-2-6	Story
Illus	Subtasks
Text	
Combined	
IPR #2	Epic
TO 1A-10C-2-5	Story
Illus	Subtasks
Text	
Combined	

Each **Epic** refers to the different milestones for a contract. They are named according to what the customer refers to as a delivery (e.g., "IPR #1", "40% IPR", or "Verification").

Each TO/Pub is referred to as a **Story**.

Subtasks:

'Illus' refers to the initial Illustration Request files.

'Text' refers to the text portion of the Writer's Copy without the illustrations being inserted yet (e.g., FrameMaker files).

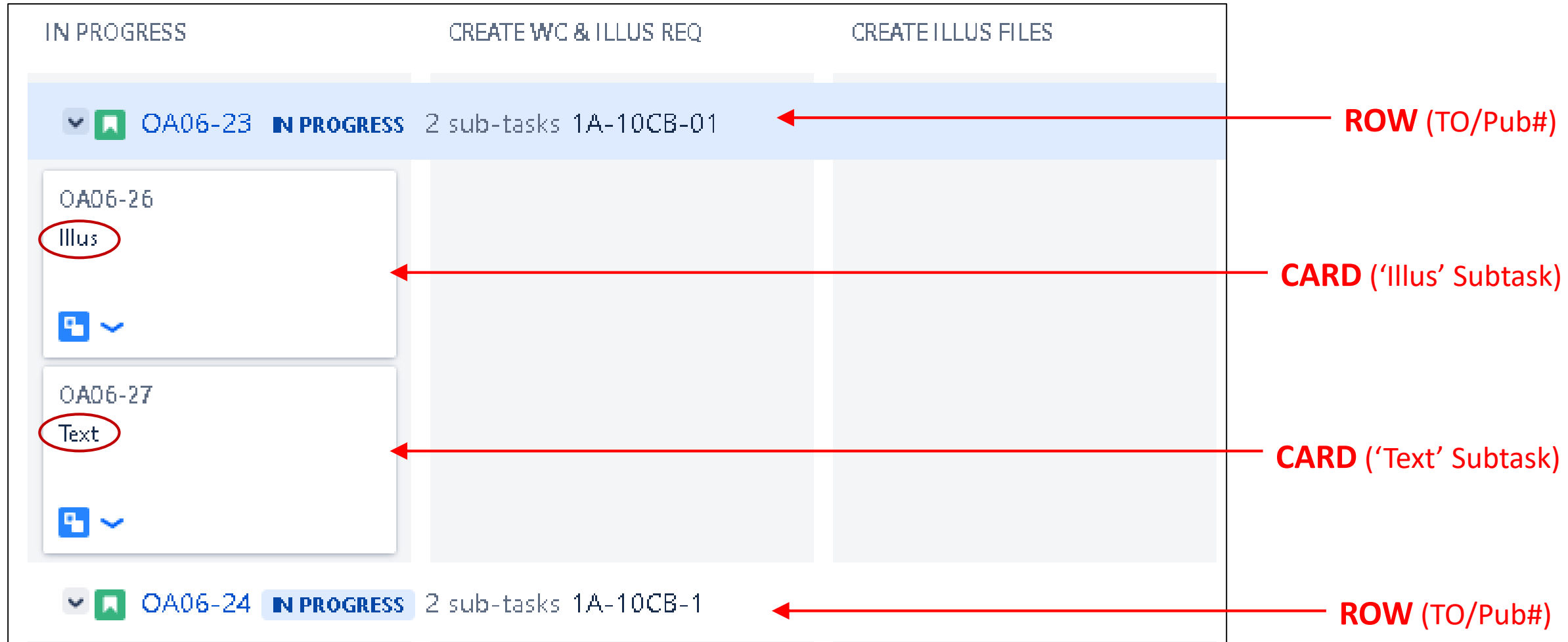
'Combined' refers to the PDF of the text files after the illustrations have been inserted.

T-6 CSR (N710)	Project
40% IPR	Epic
TO 1T-6ABD-2-1	Story
Illus	Subtasks
Text	
Combined	

Stories & Subtasks in Jira

- » The two main Issue types that Illustrators and QA will be working with are **Stories** (which are the TO/Pub#'s).
- » Each Story (TO/Pub#) will have **Subtasks** that are linked to it. These subtasks are named **Text**, **Illus**, and **Combined**.
 - **Text** and **Illus** subtasks are first created so that Text and Illustrations can be worked simultaneously (and reside in different steps in our process at different times). Once the Writer inserts the completed illustrations into the text files, the subtask **Illus** will be considered “Done”, and the **Text** subtask will be *renamed* to **Combined**. The **Combined** subtask will then be sent throughout the rest of the process (Engineering, QA, etc.).
- » In Jira each Story (TO/Pub#) will be displayed as a **ROW** (*see next slide*).
- » In Jira each Subtask (Text, Illus, and Combined) under each TO/Pub# will be displayed as a **CARD** (*see next slide*).

Example of Stories & Subtasks in Jira (Rows & Cards)



How to View Details of an Issue

The screenshot displays the Jira Software interface for the Technical Publications Department. At the top, there are quick filters for 'Only My Issues' and 'Recently Updated'. Below this, a Kanban board is visible with columns for 'IN PROGRESS', 'CREATE WC & ILLUS REQ', 'CREATE ILLUS FILES', 'CREATE TEXT FILES', 'COMBINE & TW REVIEW', and 'TW'S CXS'. The 'IN PROGRESS' column contains three cards: 'OA06-23 IN PROGRESS 2 sub-tasks 1A-10CB-01', 'OA06-24 IN PROGRESS 2 sub-tasks 1A-10CB-1', and 'OA06-25 IN PROGRESS 2 sub-tasks 1A-10CB-2'. The card 'OA06-23' is selected, and its details are shown in a right-hand panel. This panel includes a header with the issue key 'A-10 HRDS / OA06-23' and a sub-task '1A-10CB-01'. It also features a 'Dates' section with 'Created: 11/Nov/21 1:23 PM' and 'Updated: 1 week ago 3:59 PM'. The 'Issue Links' section shows 'is blocked by' with two links: 'OA06-26 Illus' and 'OA06-27 Text', both in 'IN PROGRESS' status. The 'Description' section contains the title 'LIST OF APPLICABLE PUBLICATIONS' and a link 'W:\TO_Share\WIP\OA06 - A10 HRDS\WIP (TO FOLDERS)\1A-10CB-01'. A red box highlights the right-hand details panel, and a red arrow points from the text 'Story (TO/Pub#) has been selected, which will then display the right-hand Details panel' to the selected card in the Kanban board.

QUICK FILTERS: [Only My Issues](#) [Recently Updated](#)

IN PROGRESS CREATE WC & ILLUS REQ CREATE ILLUS FILES CREATE TEXT FILES COMBINE & TW REVIEW TW'S CXS

OA06-23 IN PROGRESS 2 sub-tasks 1A-10CB-01

OA06-26 Illus

OA06-27 Text

OA06-24 IN PROGRESS 2 sub-tasks 1A-10CB-1

OA06-28 Illus

OA06-29 Text

Story (TO/Pub#) has been selected, which will then display the right-hand Details panel

A-10 HRDS / OA06-23

1A-10CB-01

[Assign to me](#)

Dates

Created: 11/Nov/21 1:23 PM

Updated: 1 week ago 3:59 PM

Issue Links

is blocked by

OA06-26 Illus IN PROGRESS

OA06-27 Text IN PROGRESS

Description

Title: LIST OF APPLICABLE PUBLICATIONS

Link: W:\TO_Share\WIP\OA06 - A10 HRDS\WIP (TO FOLDERS)\1A-10CB-01

Details of an Issue (1 of 3)

Details - Status: Shows the current swimlane/column this issue resides in.

Details - Epic Link: If the selected issue is a Story (TO/Pub#), it will show what Epic it is linked to (in this case, “IPR #2”). If a subtask had been selected, this area will say “None” because they do not link to Epics.

Dates: Date the issue was created and the date it was last updated.

A-10 HRDS / OA06-23
1A-10CB-01

Details

Status: **IN PROGRESS**
(View Workflow)

Priority: **Low**

Component/s: **None**

Labels: **TO**

Affects Version/s: **None**

Fix Version/s: **None**

Epic Link: **IPR #2**

People

Reporter: **Hall, Kellie**

Assignee: **Unassigned**
[Assign to me](#)

Dates

Created: 11/Nov/21 1:23 PM

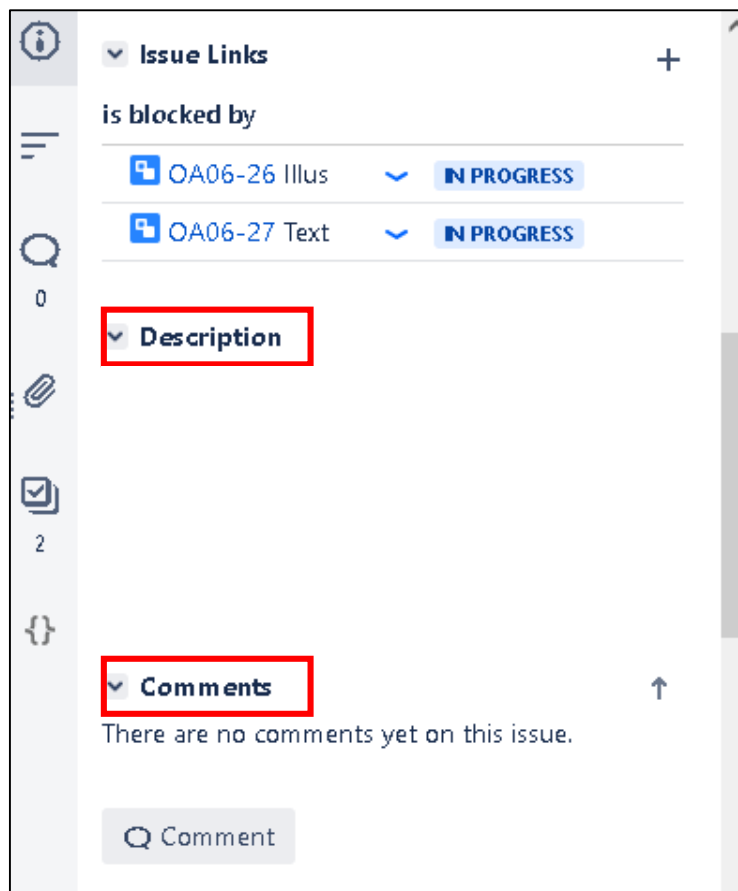
Updated: 1 week ago 3:59 PM

People - Reporter: The person that creates the issue (usually the Writer).

People - Assignee: The person that the issue is currently assigned to (when this is changed to someone else, it will trigger an email to be sent to that person notifying them that they have an assignment). If no one has been assigned yet, it will read “Unassigned”. Stories (TO/Pub#) will be Unassigned because only Subtasks will have Assignees.

Details of an Issue (2 of 3)

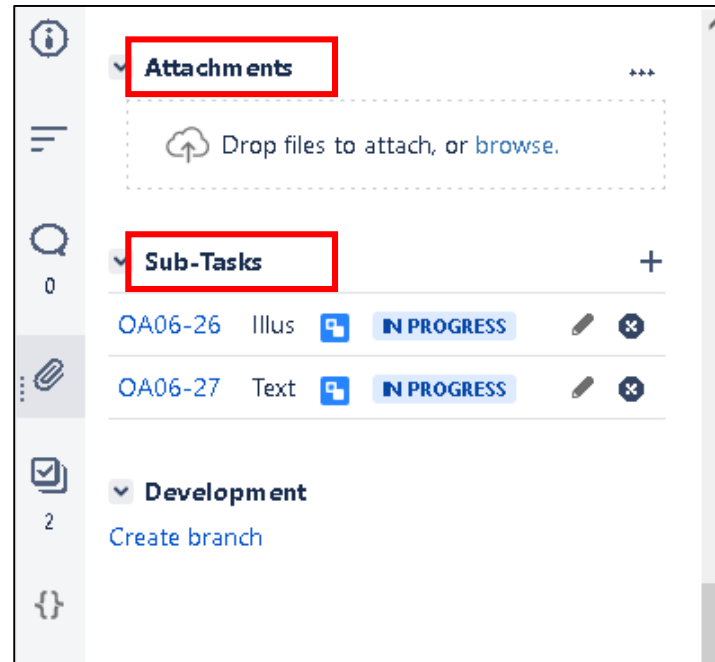
Description: If a Subtask had been selected (e.g., *Illus*, *Text*, or *Combined*) instead of a Story (TO/Pub#), it would show each time it was modified: the date it was worked, the name of who worked it, and a short description of who they sent it to and why (this info is filled in by who worked on it - you will see how to add an entry to the Description in the Jira Instructions).



Comments: Please do not add comments because this feature is not being used at this time.

Details of an Issue (3 of 3)

Attachments: The only attachments we plan to upload at this time are the Illus Requests. If you have an Illus Request ready for you, the file to download will be located here. (Illus Requests will also still be found in the Writer's Copy folders.)



Sub-Tasks: For Stories (TO/Pub#), this will show the subtasks that are linked to it, which in this case will be *Illus* and *Text*. If a subtask had been selected, such as *Illus*, *Text*, or *Combined*, the **Sub-tasks** area would not appear because subtasks can't contain other subtasks.

What is a Kanban Board in Jira?

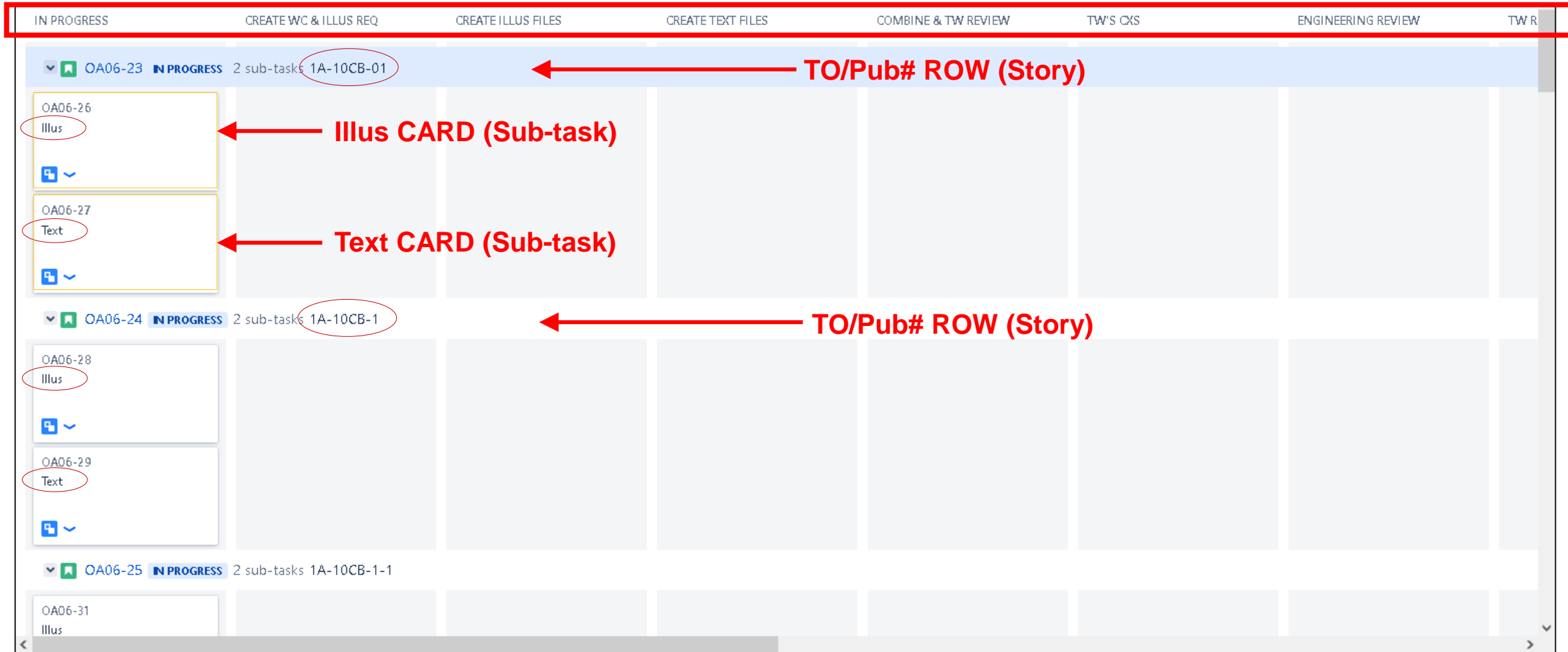
- » The word Kanban means “Sign Board”. It was first developed by showing a board with various columns referred to as ‘swimlanes’. Each swimlane represented a step in the process. A sticky note (for instance, with a TO/Pub# written on it) would move from swimlane to swimlane showing which process it is currently in (e.g., ‘Create Illus Files’, ‘Tech Writer’s Corrections’, etc.).
- » Our Kanban boards will have 13 swimlanes that a Subtask (Illus, Text, or Combined) can reside in:

- **IN PROGRESS**
- **CREATE WC & ILLUS REQ**
- **CREATE ILLUS FILES**
- **CREATE TEXT FILES**
- **COMBINE & TW REVIEW**
- **TW’S CXS**
- **ENGINEERING REVIEW**
- **TW REVIEWS ENG REDLINES**
- **ENG’S CXS**
- **RECOMBINE & TW REVIEW**
- **QA/LW REVIEW**
- **QA/LW’S CXS**
- **DONE**

A summary of these columns/swimlanes and what they mean can be found in the “Jira Software Instructions”

Example: Kanban Board for A-10 HRDS

SWIMLANES (Column Names)



Example: Kanban Board for A-10 HRDS (Zoomed In)



The 3 Main Steps in Jira

- » There are three main steps you will perform in Jira when you complete your work:
 1. Move the Sub-Task (“Card”) to the next appropriate Swimlane (Column).
(Based on who it goes to next according to the process workflow diagram.)
 2. Add an Entry to the Description section of the Subtask.
(Follow steps found in the Jira Instructions. This will keep a log of the work performed on that TO/Pub# .)
 3. Change the Assignee to the person that the job goes to next.
(This will trigger an email to be sent to that person notifying them that they have a new assignment.)

How to View Your Assignments

» There are several ways to view what issues have been assigned to you:

- On the top ribbon in Jira, click the **Issues** drop-down and select [My Open Issues](#). Your assigned issues will be listed on the left. Click on the individual issue for more details.

-OR-

- From the Kanban board, next to “QUICK FILTERS”, click the toggle link [Only My Issues](#). This will show all issues assigned to you in “board view” so you can see what swimlane they all reside in. (All other issues that are not assigned to you will disappear.)

-OR-

- Click the link in the email you receive when an issue has been assigned to you, and it will lead you straight to that issue’s details.

-OR-

- Use the Search tool at top right of the Jira screen to search for any TO/Pub# within that project or search for a particular issue key (e.g., OA06-27).