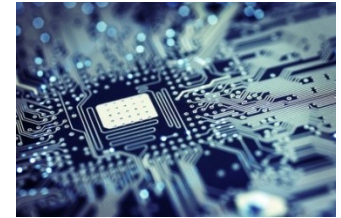


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## JIRA for Issue Tracking

# Agenda:

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



# History:

## Who Is Atlassian?

- Global Software Company
- Offices in Sydney, Amsterdam and San Fransisco.
- One of the fastest growing company.
- Over 25,000 Customers worldwide.
- Founded in 2002 > self funded > always profitable
- Highly Transperent and used for open source projects.

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# What is JIRA?

- JIRA is a software tool .
- 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

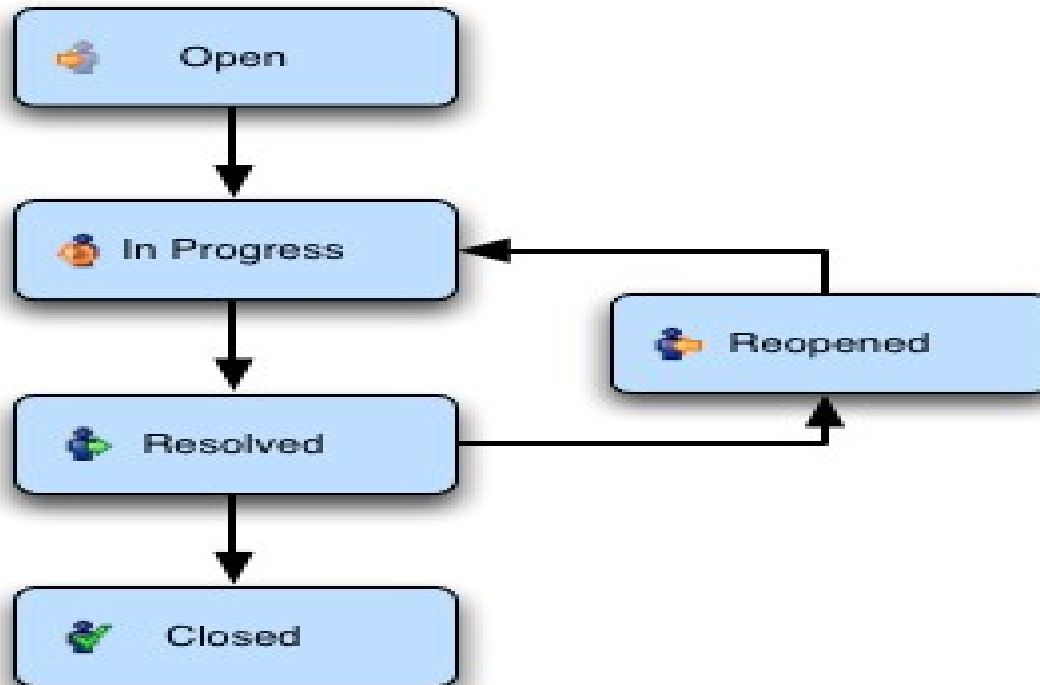
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# JIRA Concepts -Workflow

- Customizable workflows to meet business needs





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# JIRA Features–Issue Creation

- Creating tasks, bug reports, feature requests, helpdesk tickets
- 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–Notifications

- 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–Others

- 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
- 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?



# Top reasons to use JIRA

- Features you won't find elsewhere
- Fair, upfront licensing policy
- The information you need, when you need it
- Easily customizable and extensible
- Jira runs anywhere
- Continually improving
- Recognized with many industry awards

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# Create an Issue:


The screenshot shows a 'Create Issue' modal window. At the top right is a 'Configure Fields' button with a gear icon. The form fields are as follows:


- Project\***: A dropdown menu showing 'IRKD' with a blue icon.
- Issue Type\***: A dropdown menu with 'Bug' selected. The menu is open, showing the following options:
  - New Feature
  - Task
  - Improvement
  - Epic
  - Story
- Summary\***: A text input field.
- Description**: A larger text input area.


# After Creating an Issue:


Project: All ▾ Type: All ▾ Status: All ▾ Current User ▾ Contains text More ▾  Advanced


Order by Key ↑ ▾


 IRKD-36  
Bug: This feature could be better


 IRKD-37  
Story: As a user, I want to be able to work faster

 IRKD-38  
Task: Don't forget to try JIRA mobile

 IRKD-39  
Request: Help! I want to manage my work with JIRA

 IRKD / IRKD-37  
**Story: As a user, I want to be able to work faster**

 Edit

 Comment

Assign

More ▾


Open

In Progress


Workf

Details


Type:

 Story

Status:

 Open (View Workflow)

Priority:

 Major

Resolution:

Unresolved

Affects Version/s:

None

Fix Version/s:

None

# We can add comments:

**Activity**

All

Comments

Work Log

History

Activity


Source

Reviews

Commits

Builds


▼

 **Ruby Rayles** added a comment - 2 minutes ago

Would you please look into this, [Jay Sonman](#)

Comment

On it. Thanks, @ruby|

 **Ruby Rayles** - [cbang@atlassian.com](mailto:cbang@atlassian.com) (rrayles)

Add

Cancel

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# Questions ?



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