Zeteo

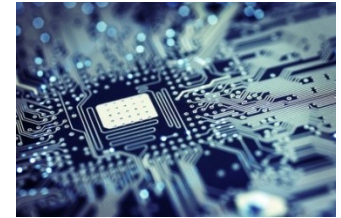# **JIRA for Issue Tracking**

Agenda:

- History

- What is JIRA

- JIRA Concepts

- Features

- Why JIRA

- Demonstration

- Q&A

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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

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One application. Many uses.

- Bugs/Change Requests Tracking

- Help-desk / Support / Customer Service

- Project Management

- Task Tracking

- Requirements Management
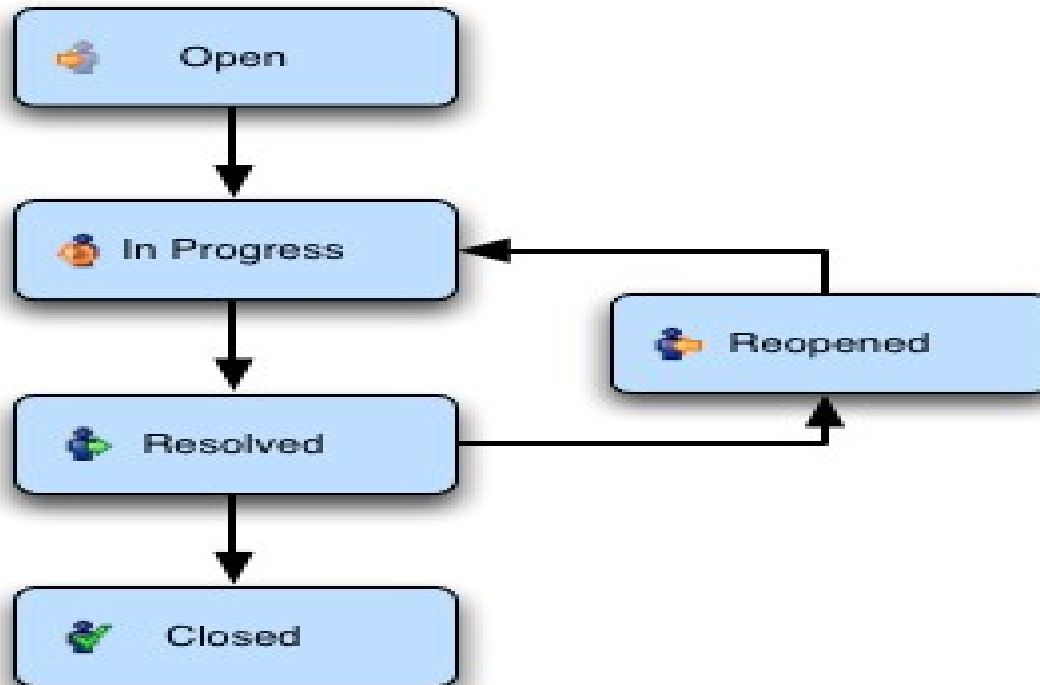
- Workflow / Process Management

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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

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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:

After Creating an Issue:

We can add comments:

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Questions ?

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