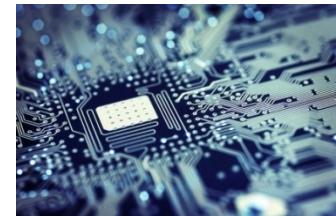


# Zeteo



## 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 Francisco.
- One of the fastest growing company.
- Over 25,000 Customers worldwide.
- Founded in 2002 > self funded > always profitable
- Highly Transparent 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

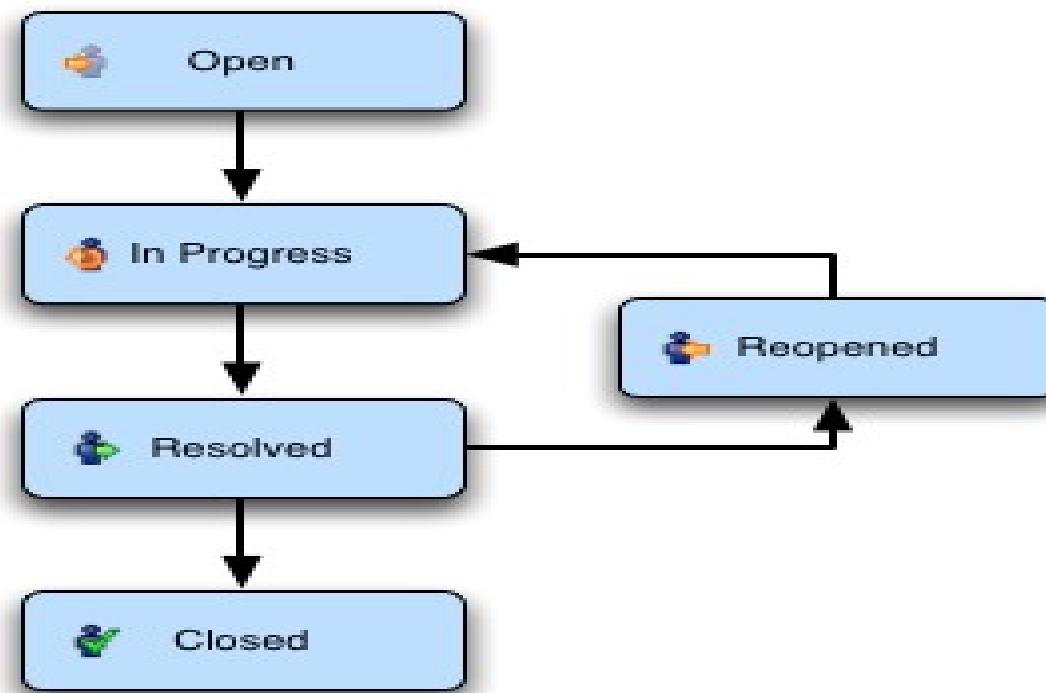
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# JIRA Concepts -Workflow

- 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?



accenture



BBC



PRICEWATERHOUSECOOPERS

HSBC

ABN AMRO



SAMSUNG

Sun  
microsystems

Raytheon

Borland

Pfizer

AMERICAN  
EXPRESS

cisco

bhpbilliton

KFC

vodafone

CITIGROUP

BOEING

NOKIA  
Connecting People

3M

Novell



JBoss  
a division of Red Hat

http://www.apache.org/

MIT

# 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:

ant t

Create Issue

Configure Fields ▾

Assign

Project \* IRKD

Issue Type \* Bug

- New Feature
- Task
- Improvement
- Epic
- Story

Summary \*

Description

Jay Se

Ruby

Vote fo

Stop w

terday

The screenshot shows a 'Create Issue' form with the following fields and values:

- Project:** IRKD
- Issue Type:** Bug (selected)
- Summary:** (empty)
- Description:** (empty)

A dropdown menu for 'Issue Type' is open, displaying the following options:

- New Feature (selected)
- Task
- Improvement
- Epic
- Story

# After Creating an Issue:

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

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**

**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 (rrayles)

Add Cancel

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# Questions ?



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