



Atlassian JIRA Training

Dattatray Borude

Atlassian Tools Expert - September 2020

Agenda

1. Atlassian Overview
2. JIRA Family Products
3. JIRA Navigations
4. JIRA Permissions and Issue Level Security
5. Issue Attributes
6. Searching For Issue
7. Dashboard and Report
8. How to manage Agile project using JIRA
9. JIRA Plugins
10. JIRA Support Team Tasks

Atlassian Overview

Software

Marketing

HR

Legal

Operations

IT

Finance

Incident Response`

Atlassian

Software company



ATLASSIAN



atlassian.com

Atlassian Corporation Plc is an Australian software company that develops products for software developers and project managers.

[Wikipedia](#)

Stock price: [TEAM](#) (NASDAQ) US\$181.29 +5.51 (+3.13%)

25 Sep, 4:00 pm GMT-4 - Disclaimer

Founded: 2002, [Sydney, Australia](#)

Revenue: 160 crores USD (July 2020)

Headquarters: [Sydney, Australia](#)

Founders: [Mike Cannon-Brookes](#), [Scott Farquhar](#)

CEO: [Mike Cannon-Brookes](#) (2002–), [Scott Farquhar](#) (2002–)

Subsidiaries: [Mindville](#), [iFountain](#), [LLC](#), [AgileCraft LLC](#), [MORE](#)

Atlassian Products

Software
Marketing
HR
Legal
Operations
IT
Finance
Incident Response

Atlassian offer three **hosting options** for products* :
Cloud, Server, and Data Center`

PLAN, TRACK, & SUPPORT

Jira Software

Project and issue tracking

Jira Service Desk

IT service desk and customer service

Jira Ops

Modern incident management

Jira Core

Essential business management

Statuspage

Incident communication

Opsgenie

Alerting and on-call management

COLLABORATE

Confluence

Document collaboration

Trello

Collaborate visually on any project

CODE, BUILD, & SHIP

Bitbucket

Git code management

Sourcetree

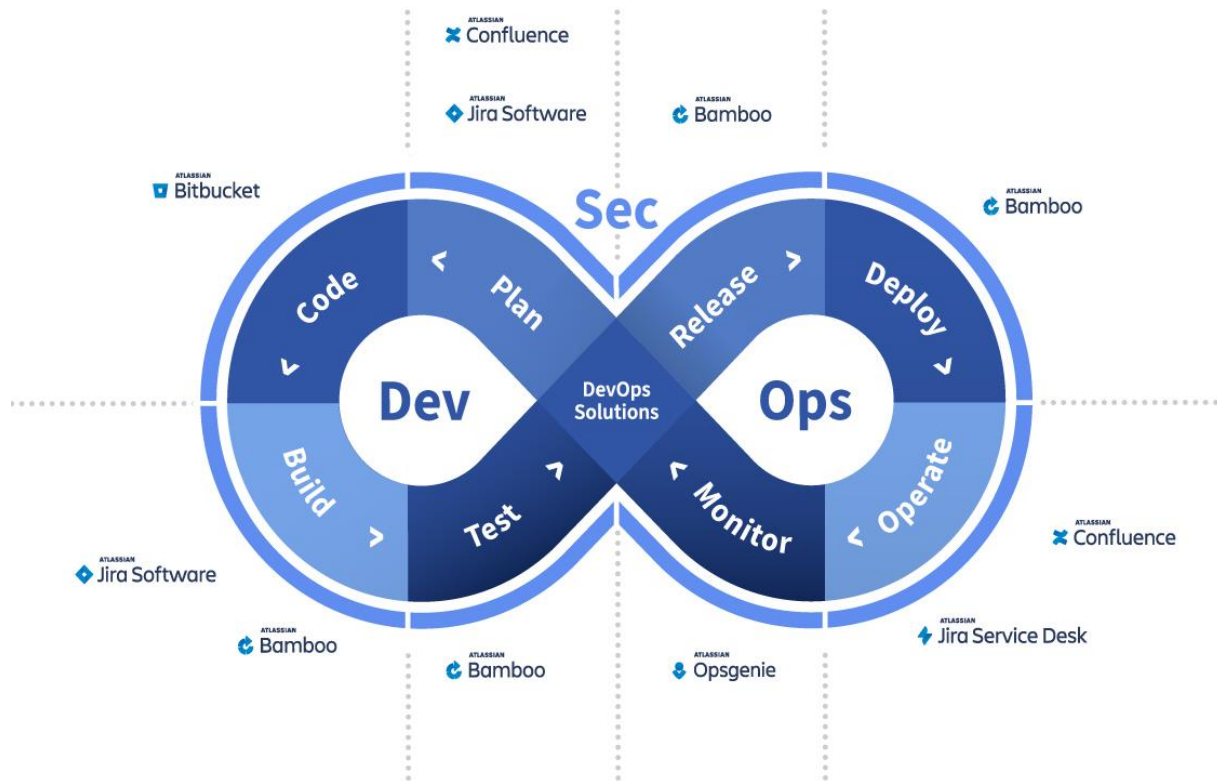
Git and Mercurial desktop client

Bamboo

Integration and release management

Atlassian Products and DevOps

Atlassian products are fit in DevOps Cycle as well....



JIRA Overview

Jira is a web application written in Java. It is deployed as a standard Java WAR file into a java Servlet Container such as Tomcat.

Jira Software is part of a family of products designed to help teams of all types manage work. Originally, Jira was designed as a bug and issue tracker. But today, Jira has evolved into a powerful work management tool for all kinds of use cases, from requirements and test case management to agile software development.

- **Bug Tracking**
- **Issue Tracking**
- **Incident Management**
- **Project Management**
- **Much more.....**

“ You can decide how you are working as a team first and then let Jira work around you. ”

JIRA Family Products

JIRA Core

- Use Jira Core to keep things moving in any operational process
 - Ad Delivery
 - Infrastructure Maintenance
 - Manufacturing
 - Medical Research
 - Construction.. More..
- **Default Product - internal teams to track and work on projects/issues together**

JIRA Software

- JIRA Core + advanced Software/Project/Product Management
- Plan, track and release world-class software.
- The #1 software development tool used by Software Development, Agile teams
 - Product Owners
 - Development Teams
 - Scrum Masters
- **Software Development + Scrum - Agile/Kanban methodology.**

JIRA Service Desk

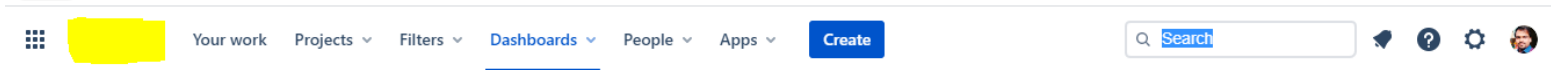
- Give your customers an easy way to ask for help and your agents a faster way to deliver it.
 - IT HelpDesk
 - ITSM
 - Customer Support
 - Enterprise Service Management
 - Service Request Management
 - Change Management.. More
- **Designed specifically for end-users to submit tickets to a help desk team**

JIRA Navigation – Hands-on

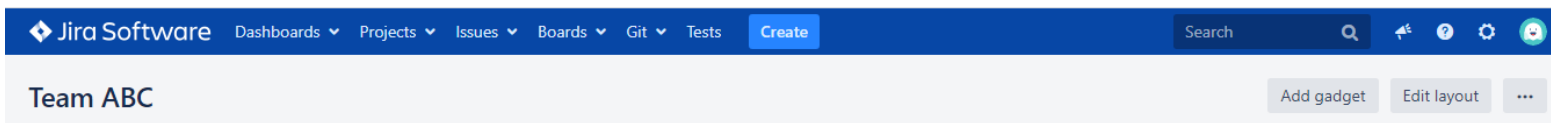
How to get to specific JIRA screens and functions

- Navigate to User and Administration Console
 - Navigating to a Project Summary Page
 - Navigating to the Admin Projects Menu (JIRA Admin)
 - Navigating to the Admin Issues Menu (JIRA Admin)
 - Navigating to the Admin Add-ons Menu (JIRA Admin)
 - Navigating to the Admin System Menu (JIRA Admin)
 - Navigating to the Admin User Management Menu (JIRA Admin)

JIRA Cloud



JIRA Server

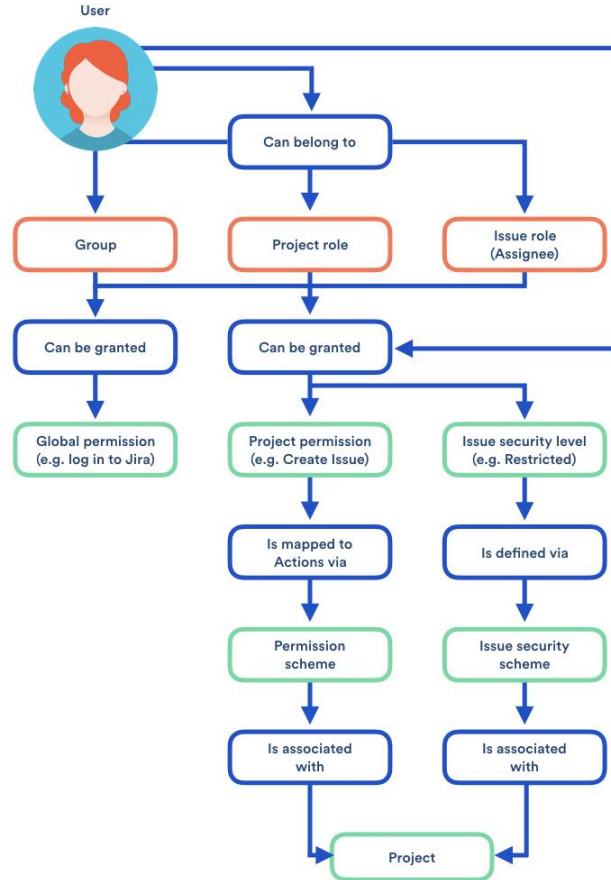


JIRA Permissions

Jira is very secure. It has multiple security layers.

JIRA Cloud and Server have similar permissions.

- **Application**
- **Project**
- **Issue level security**
- **Script/behavior/Workflow Level**



JIRA Issue Level Security – Hands-on

- Issue security levels are created within issue security schemes & let you control who can view an issue.
- When an issue security scheme is associated with a project, its security levels can be applied to issues in that project.
- Sub-tasks will also inherit the security level of their parent issue.

A security level's members may consist of:

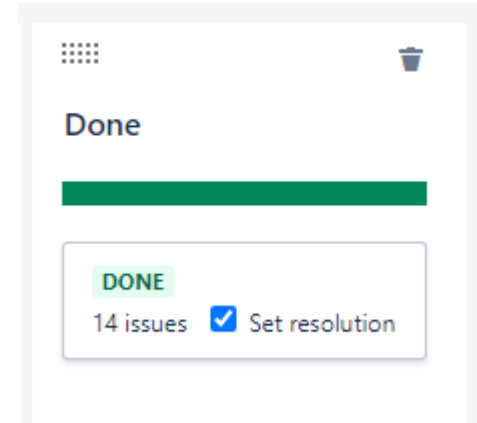
- Individual users
- Groups
- Project roles
- Issue roles such as 'Reporter', 'Project Lead', and 'Current Assignee'
- 'Anyone' (e.g.. to allow anonymous access)
- A (multi-)user or (multi-)group picker custom field.

Note : If the reporter of an issue does not have the 'Set Issue Security' permission, the issue will be set to the default security level.

JIRA Attributes

JIRA Issue Attributes :

- **Statuses** - current place in the project's workflow
 - Example : Open, In progress, Done
- **Resolutions** - It specifies the reason an issue is closed
 - Example : Done, Won't do, Duplicate
- **Priorities** - An issue's priority indicates its relative importance
 - Example : Low, Medium, High



Close Issue

Closing an issue indicates that there is no more work to be done on it, and that it has been verified as complete.

Resolution

Fix Version/s

Assignee

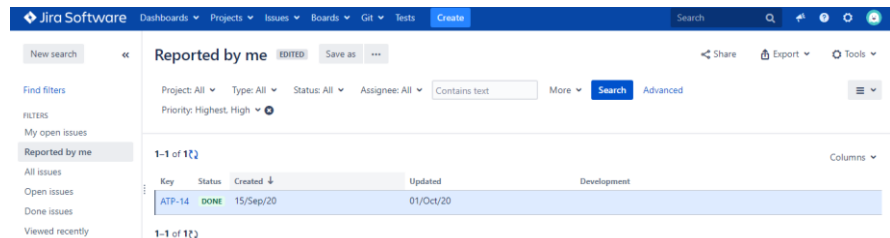
Time Spent (eg. 3w 4d 12h)

Date Started

Searching For Issue - Filter

Any user can search for issues, although they will only see issue results from projects where they can view issues (i.e. 'Browse Project' permission).

- **Basic Search**
- **Advanced Search [JQL]**

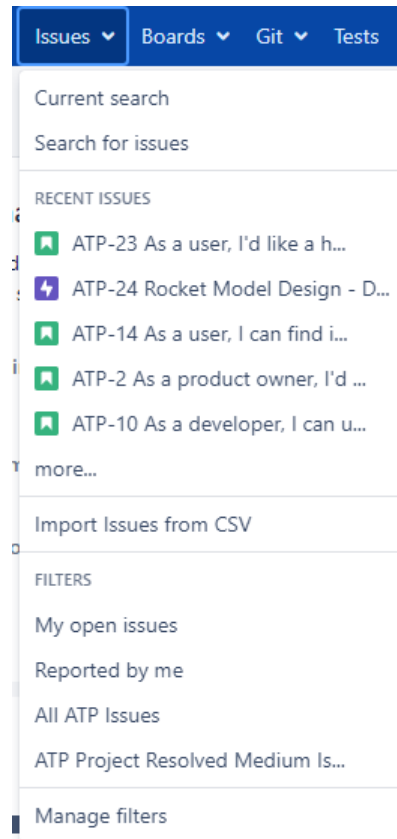


You can save issue searches as filters. Filters let you:

- Share and email search results with your colleagues, as well as people outside of your organization
- Have search results emailed to you according to your preferred schedule
- View and export the search results in various formats (for example, RSS or Excel)
- Display the search results in a report format
- Display the search results in a dashboard gadget
- **Use filter in the JIRA Agile Boards**

Searching For Issue – Filter – Hands-on

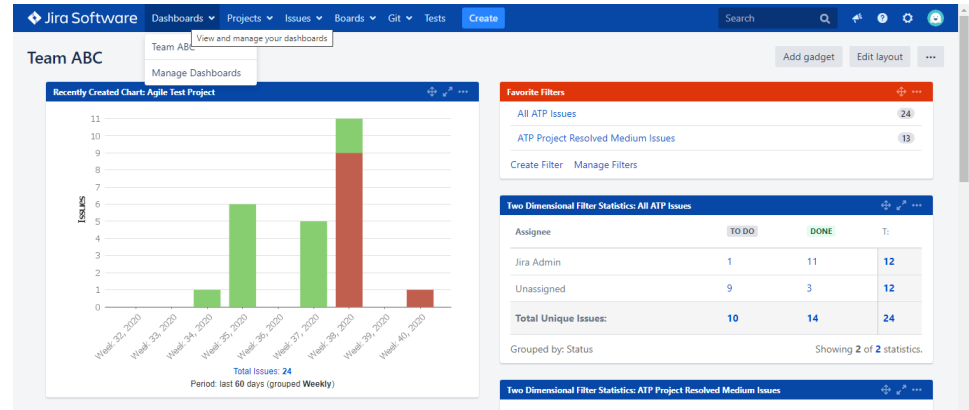
- Searching for a filter
- Updating a filter
- Deleting a filter
- Cloning a filter
- Adding a filter as a favorite
- Sharing a filter
- Defining a filter-specific column order
- Subscribing to a filter



JIRA Dashboard & Report

Jira **dashboard** displays various gadgets and one can easily track the progress of the tasks/issues collectively on one page.

- Create and edit dashboards
- Search for an existing or shared dashboard
- Add and customize gadgets



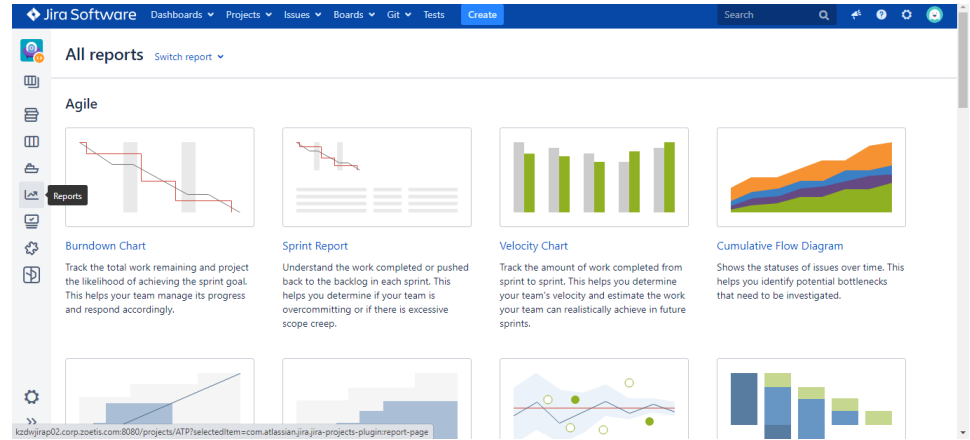
JIRA Dashboard & Report

Reporting is an activity that you will be doing throughout a project.

JIRA provides different types of reports within a project. It helps to analyze the Progress, Issues, Showstoppers and Timeliness of any Project. It also helps to analyze the resource utilization as well.

JIRA has categorized reports in 3 levels, which are

- **Agile**
- **Issue Analysis**
- **Forecast & Management**



JIRA Report - Agile

Following are the list of features of Agile Reports.

- **Burn down Chart** – Track the total work remaining, also whether sprint is achieving the project goal or not.
- **Sprint Chart** – Track the work completed or pushed back to the backlog in each sprint.
- **Velocity Chart** – Track the amount of work completed from sprint to sprint.
- **Cumulative Flow Diagram** – Shows the statuses of issues over time. It helps to identify high-risk issues or unresolved important issues.
- **Version Report** – Track the projected release date for a version.
- **Epic Report** – Shows the progress towards completing an epic over a given time.
- **Control Chart** – Shows the cycle time for the product, its version or the sprint. It helps to identify whether data from the current process can be used to determine future performance.
- **Epic Burn Down** – Track the projected number of sprints required to complete the epic.
- **Release Burn Down** – Track the projected release date for a version. It helps to monitor whether the version will release on time, so mandatory action can be taken if work is falling behind.

JIRA Report - Issue Analysis

Following are the list of features of Issue Analysis.

- **Average Age Report** – Displays the average age in days of unresolved issues.
- **Created Vs Resolved Issue Report** – Display the number of issues created vs the number of issues resolved in given period.
- **Pie chart Report** – Shows a pie chart of issues for a project grouped by a specified field.
- **Recently Created Issue Report** – Shows the number of issues created over a time-period for a project and how many of those were resolved.
- **Resolution Time Report** – Displays the average time taken to resolve issues.
- **Single Level Group by Report** – .It helps to group the search results by a field and see the overall status of each group.
- **Time since Issues Report** – It helps to track how many issues were created, updated, resolved, etc., over a time-period.

JIRA Report - Forecast & Management

Following are the list of features of Forecast and Management type of reports.

- **Time Tracking Report** – Shows the original and current time estimates for issues in the current project. It can help to determine whether work is on track for those issues.
- **User Workload Report** – Shows the time estimates for all unresolved issues assigned to a user across projects. It helps to understand how much a user is occupied, whether overburdened or has less work.
- **Version Workload Report** – Displays how much outstanding work is remaining per user and per issue. It helps to understand the remaining work of a version

Agile word

Agile Project Management in JIRA

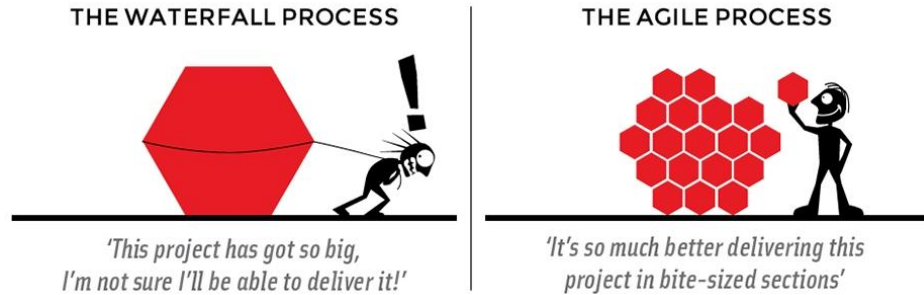
What is Agile ?

AGILE methodology is a practice that promotes continuous iteration of development and testing throughout the software development lifecycle of the project.

It helps teams deliver value to their customers faster.

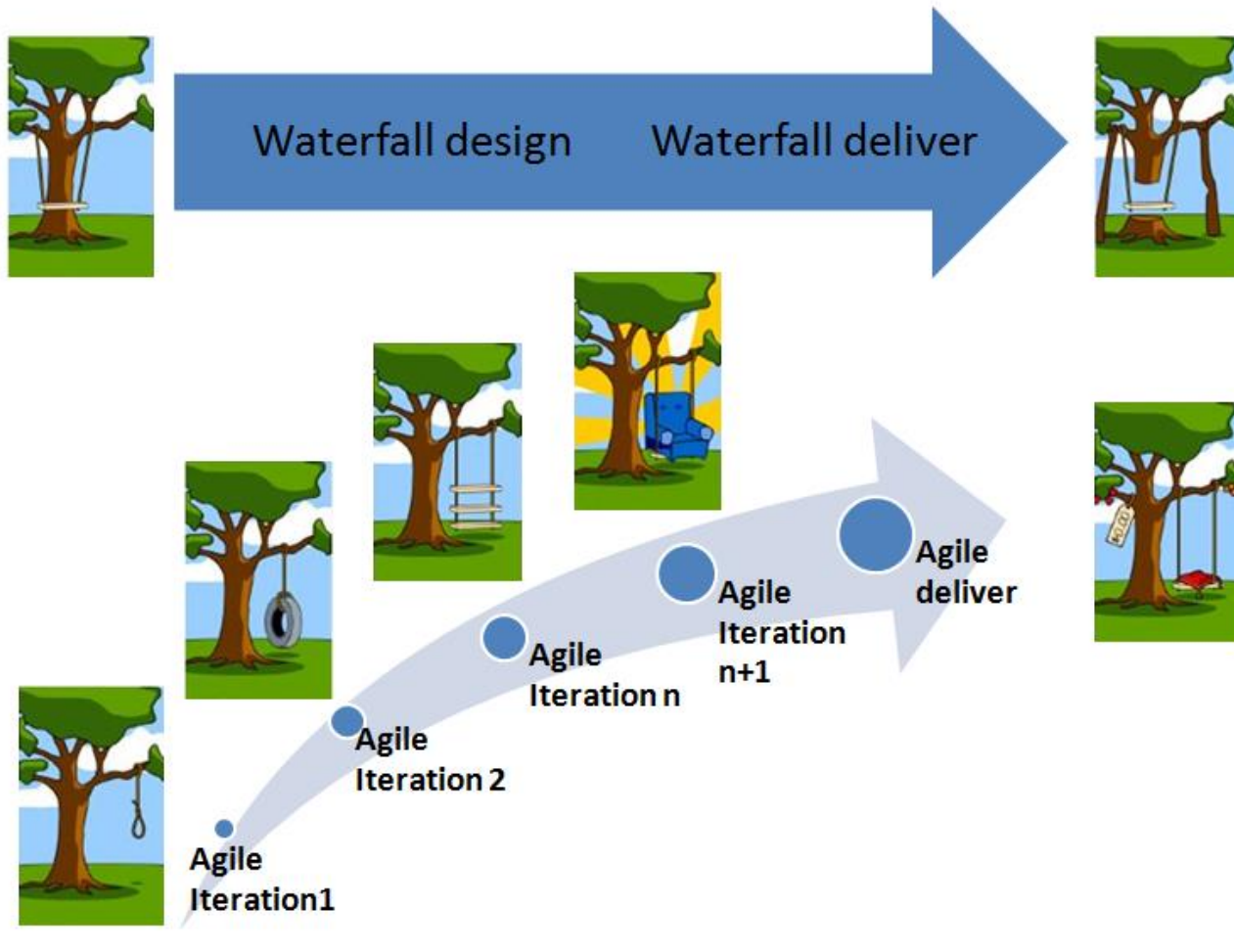
Framework/Process :

Scrum | Kanban | Extreme Programming | DSDM....



Agile Methodology

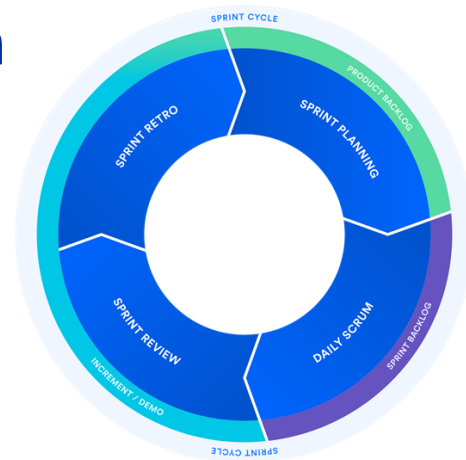




Agile Project Management in JIRA - Scrum

Scrum is one of the most popular frameworks for implementing agile. With scrum, the product is built in a series of fixed-length iterations called **sprints** that give teams a framework for shipping on a regular cadence..

It helps teams deliver value to their customers faster.



Scrum Event

- Organize the backlog
- Sprint Planning
- Sprint
- Daily Scrum
- Sprint Review
- Sprint Retrospective

Scrum Artifacts

- Product Backlog
- Sprint Backlog
- Increment [Sprint Goal]

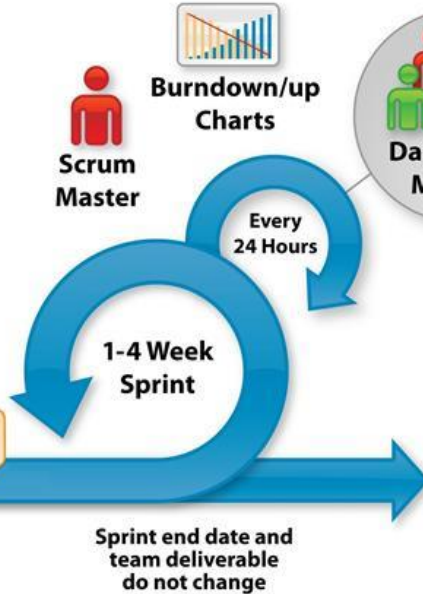
Scrum Role

- Product Owner
- Scrum Master
- Development Team*

* - *Scrum teams are cross-functional, the development team includes testers, designers, UX specialists, and ops engineers in addition to developers.*

The Agile - Scrum Framework

Inputs from Executives,
Team, Stakeholders,
Customers, Users



Agile Project Management in JIRA - Scrum

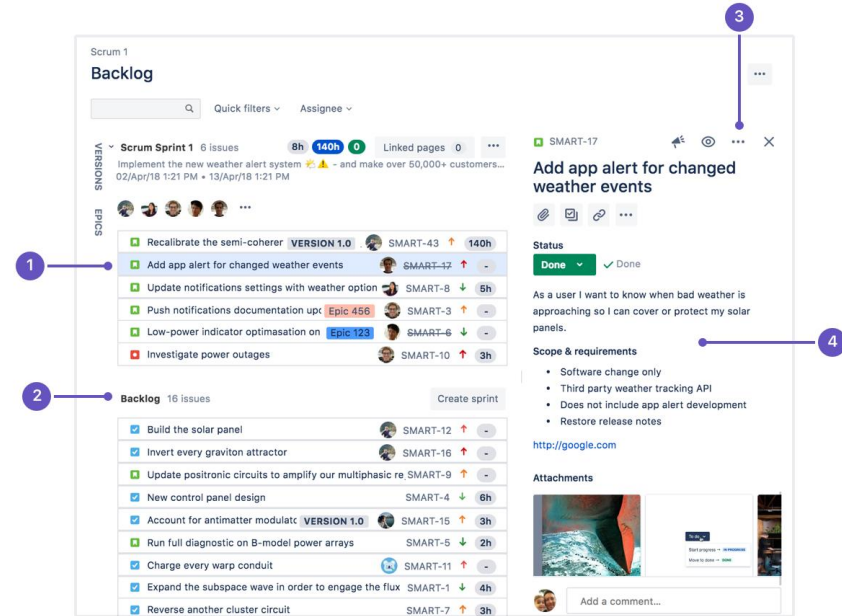
- Step 1: Create a scrum project
- Step 2: Create user stories or tasks in the backlog
- Step 3: Create a sprint
- Step 4: Hold the sprint planning meeting
- Step 5: Start the sprint in Jira
- Step 6: Hold the daily standup meetings
- Step 7: View the Burndown Chart
- Step 8: View the sprint report
- Step 9: Hold the sprint review meeting [Sprint Demo]
- Step 10: Hold the sprint retrospective meeting
- Step 11: Complete the sprint in Jira
- Step 12: Repeat from **step 2**



Agile Project Management in JIRA - Boards

A **board** displays issues from one or more projects in columns that represent the team's process. They provide the team with a shared view of all work that hasn't started, work that is in progress, and work that is completed.

1. Scrum Board
2. Kanban Board



While **physical boards** are popular among some teams, **virtual boards** are a crucial feature in any agile software development tool for their traceability, easier collaboration, and accessibility from multiple locations.

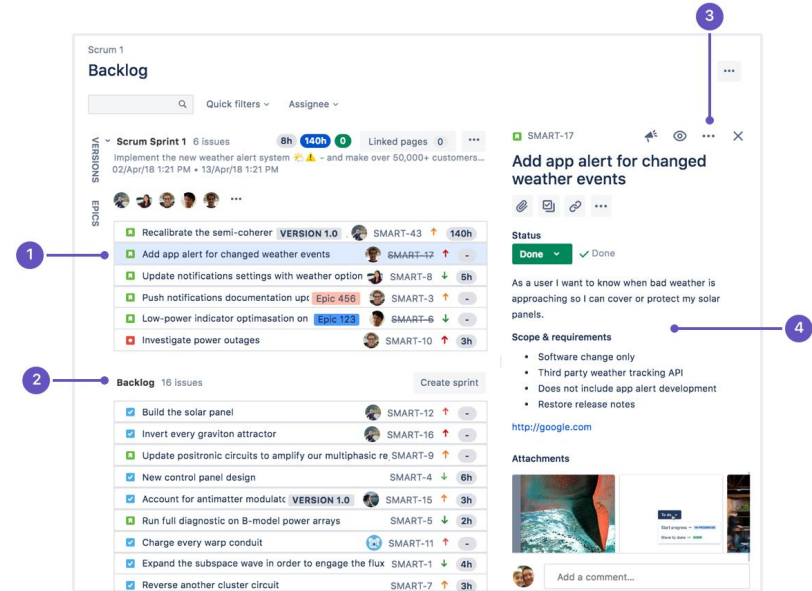
Agile Project Management in JIRA - Scrum

Scrum Board

The Scrum framework enables software teams to manage complex projects by creating a culture of collaboration. The Jira Scrum Board is the tool that unites teams around a single goal and promotes iterative, incremental delivery.

Backlog

The backlog of a Scrum board shows the issues for your project grouped into a backlog and sprints. In the Scrum backlog, you can create and update issues, drag and drop issues to rank them, or assign them to sprints, epics, or versions, manage epics, and more. You'd typically use the Scrum backlog when building a backlog of issues, planning a new version, and planning a sprint.



1. **Selected issue:** Select an issue to view its details.
2. **Backlog:** Estimate issues and plan your sprints.
3. **Issue actions:** Move an issue, clone it, log time spent working on it, and perform other actions.
4. **Issue details:** See the assignee and description, make comments, and add content to the issue.

Agile Project Management in JIRA - Scrum

Scrum Board

Active sprints

The Active sprints of a Scrum board displays the issues that your team is currently working on. You can create and update issues, and drag and drop issues to transition them through a workflow.

Reports

Reporting is an activity that you will be doing throughout a project. Jira Software has a range of reports that you can use to show information about your project, versions, epics, sprints, and issues.

Scrum 1

Scrum Sprint 1

Implement the new weather alert system 🌤️ 🚨 - and make over 50,000+ customers very happy 😊

🕒 35 days remaining Complete sprint ⋮

Quick filters ▾ Assignee ▾

TO DO	IN PROGRESS	DONE
<p>SMART-43 Recalibrate the semi-coherent anomaly L...</p> <p>Make rocket go now 🔧 ⬆️ - SMART-45</p> <p>Reticulate splines 🔧 ⬆️ - SMART-46</p> <p>Align the dish 🔧 ⬆️ - SMART-47</p>	<p>Add app alert for changed weather events 111 🟢 ⬆️ 4w SMART-17</p> <p>SMART-3 Push notifications documentation updates</p> <p>Update documentation and push through channels 🔧 ⬆️ - SMART-29</p> <p>SMART-6 Low-power indicator optimisation on mod...</p> <p>Draw up new schematics for power indicator panel 🔧 ⬇️ 3d SMART-19</p> <p>Reset power-indicator threshold after fatal shutdown due to low power 🔧 ⬆️ 3h SMART-33</p>	<p>Recalibrate the semi-coherent anomaly in preparation to fluctuate our tachyon catalyst 🟢 ⬆️ - SMART-43</p> <p>Hello world! 🔧 ⬆️ - SMART-44</p> <p>SMART-17 Add app alert for changed weather event...</p> <p>Update documentation 🔧 ⬆️ - SMART-28</p> <p>SMART-3 Push notifications documentation updates</p> <p>Review new copy 🔧 ⬆️ - SMART-35</p> <p>Low-power indicator optimisation on model B6.2 Epic 123</p>

Agile Project Management in JIRA - Kanban

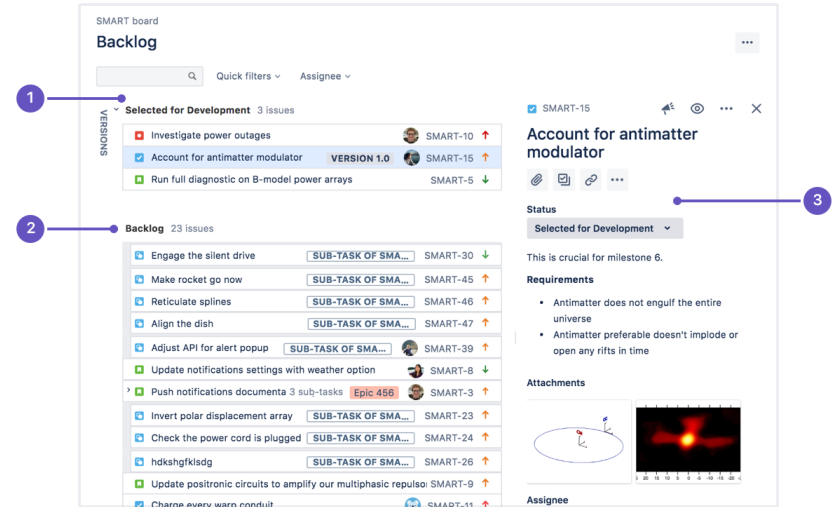
Kanban board

The Kanban board is a board that was created using the Kanban preset

Kanban is based on the continuous delivery of work. Rather than plan iterations, the flow of work is constantly monitored to ensure that there are always tasks being worked on.

Backlog

By default, Kanban boards have the Backlog column, where you plan work for your team. Planning work in a small column becomes difficult as more issues are added in the column. By enabling and using the Kanban backlog, you have a bigger space to create and rank issues, and select issues for your team to start working on.



1. Selected for development: **This is the name of the first column on your Kanban board.**
2. Backlog: **Issues ready to be dragged into Selected for Development so you can start work on them.**
3. Selected issue details: **Comment, update details, add content, and more.**

Agile Project Management in JIRA - Kanban

Kanban Board

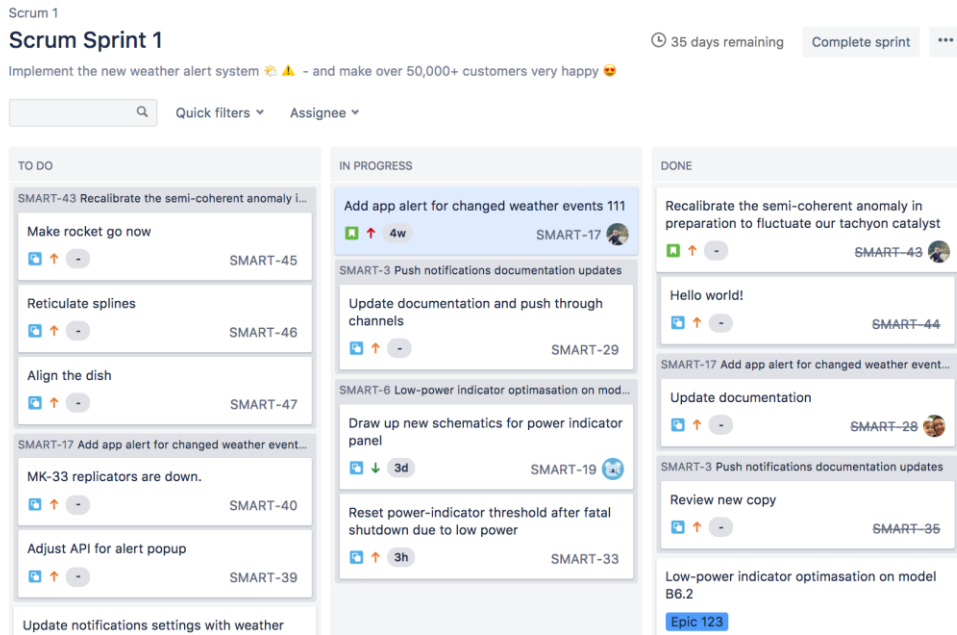
Work Mode

Once tasks are completed, new tasks are pulled into work-in-progress.

Use the Kanban board if your team focuses on managing and constraining work-in-progress.

Reports

Reporting is an activity that you will be doing throughout a project. Jira Software has a range of reports that you can use to show information about your project, versions, epics, ~~sprints~~, and issues.



Agile Project Management in JIRA

Scrum vs Kanban

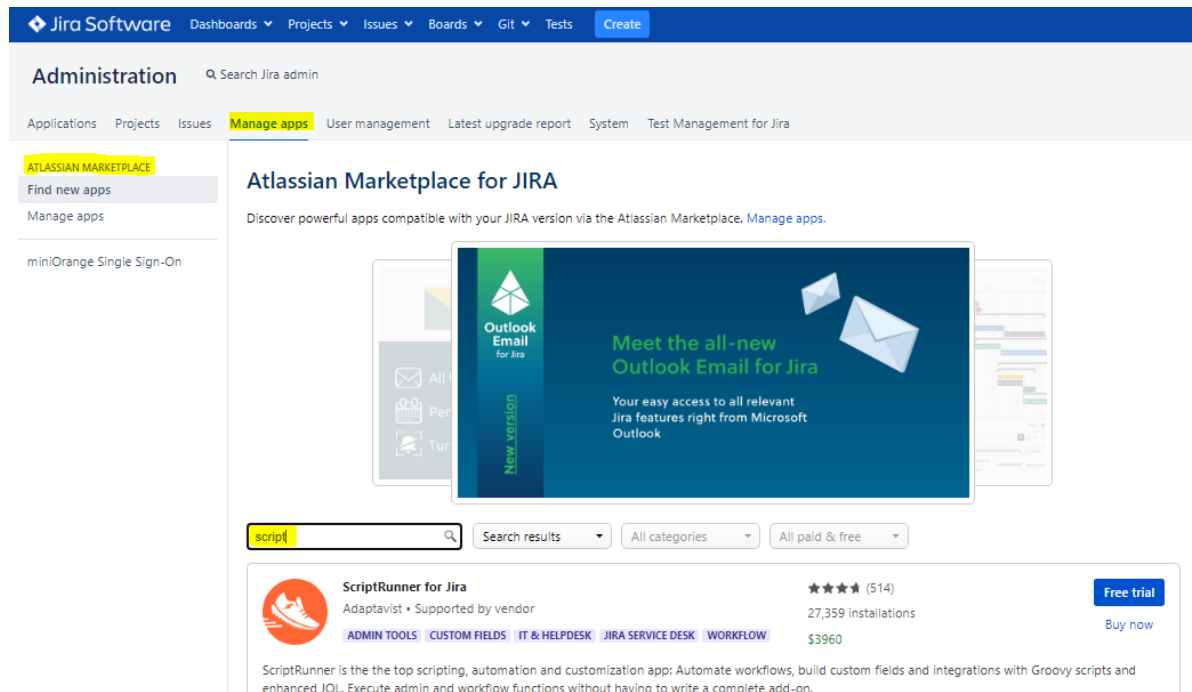
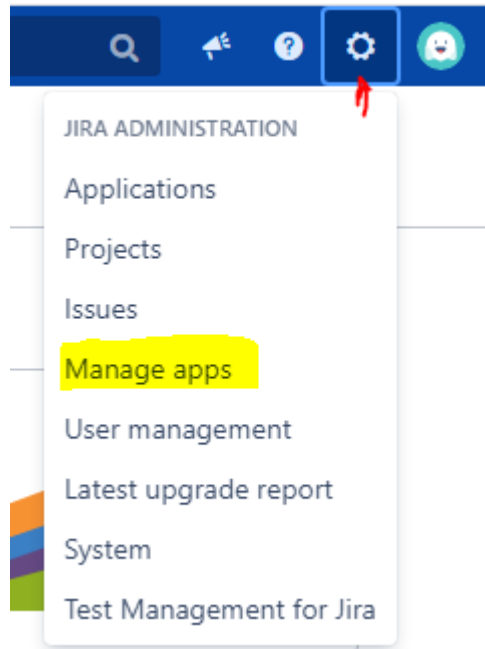
	Scrum	Kanban
Cadence	Regular fixed length sprints (ie, 2 weeks)	Continuous flow
Release methodology	At the end of each sprint if approved by the product owner	Continuous delivery or at the team's discretion
Roles	Product owner, scrum master, development team	No existing roles. Some teams enlist the help of an agile coach.
Key metrics	Velocity	Cycle time
Change philosophy	Teams should strive to not make changes to the sprint forecast during the sprint. Doing so compromises learnings around estimation.	Change can happen at any time

Agile Project Management in JIRA - Hands-on

- **Create Scrum and Kanban Project**
- **Overview of Project Templates/Schemes**
- **Board Create and Configure**
- **Lifecycles**
- **Report**

JIRA Plugins/Add-ons

Install | Upgrade | Manage License | Configure



JIRA Support Team Tasks

- Install JIRA / Environment Setup
- Upgrade JIRA
- Integrate JIRA with other applications
- Plugin Management
- User Management
- Maintenance Activities
- Provide support to end users
 - Answer Quires
 - Create Project
 - Permissions
 - Project Customization
 - Customize Schemes
 - Create/modify workflows

Thank You

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