JIRA

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JIRA is a project management tool used for issues and bugs tracking system. It is widely used as an issue-tracking tool for all types of testing.

JIRA is an **Incident Management Tool** used for Project Management, Bug Tracking, Issue Tracking and Workflow. JIRA is based on the following three concepts – Project, Issue and Workflow.

Important Points to Note

The following points explain some interesting details of JIRA.

• JIRA is an incident management tool.

• JIRA is developed by **Atlassian Inc**., an Australian Company.

• JIRA is a platform independent tool; it can be used with any OS.

• JIRA is multi-lingual tool − English, French, German, Japanese, Spanish, etc.

• JIRA supports MySQL, Oracle, PostgreSQL and SQL server in the backend.

• JIRA can be integrated with many other tools − Subversion, GIT, Clearcase, Team Foundation Software, Mercury, Concurrent Version System and many more.

License and Free Trial

The following points describes the legalities of the JIRA Tool.

• JIRA is a commercial tool and available as a Trial version for a limited time.

• To utilize JIRA services, a license is required.

• JIRA provides free license for academic projects.

• A 15-day trial version is available for an individual person to use.

Use of JIRA

Following are some of the most significant uses of JIRA.

• JIRA is used in Bugs, Issues and Change Request Tracking.

• JIRA can be used in Help desk, Support and Customer Services to create tickets and track the resolution and status of the created tickets.

• JIRA is useful in Project Management, Task Tracking and Requirement Management.

• JIRA is very useful in Workflow and Process management.

JIRA - Core Features

The following table explains some of the most important and commonly used features in detail for better understanding.

Sr.No	Core Features & Description
1	**Boards** JIRA supports Scrum and Kanban boards. These boards provide an immediate snapshot of the project to the team. Helps to quickly review the progress of the project and see the status of the individual tasks. Board workflow can be customized to fulfil the way a team wants to proceed.
2	**Business Project Template** JIRA supports **n** number of business templates to manage simple tasks and complex tasks like workflow. Template can be customized based on the team and their approach. Ex: Workflow can be customized based on each team's approach. Every step is accounted and team can move to achieve their goals.
3	**Task Details** Tasks can be defined at the individual level to track the progress. Status of every task, comment, attachment and due dates are stored in one place.
4	**Notifications** An email can be sent for a particular task to the users. Voting and watching features to keep an eye on the progress for the stakeholders. Use **@mention** to get the attention of a specific team member at Comments/Description. User will instantly notify if something is assigned or if any feedback is required.

Power Search

JIRA supports a powerful search functionality with Basic, Quick and Advanced features.

5   Use the search tool to find answers like due date, when a task was last updated, what items a team member still needs to finish.

Project information at one place, search within a project.

Reports

JIRA supports more than a dozen reports to track progress over a specific timeframe, deadlines, individual's contribution, etc.

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Easy to understand and generate different reports those help to analyze how the team is going on.

Easy to configure these reports and display the matrices to the stakeholders.

Scale with Team Growth

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JIRA supports any business team and any project irrespective of size and complexity.

Add -Ins

8   JIRA supports more than 100 add-ins to connect with different software to make work easy.

Wide range of add-ins makes it as universal across the globe.

Multilingual

9   JIRA supports more than 10 languages those are widely used as English (US, UK, India), French, German, Portuguese, Spanish, Korean, Japanese and Russian.

Mobile App

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JIRA is available as a Mobile Application as well.

It is available on Google Play Store and App Store (iTunes) of Apple.

Easy to stay connected with the team while moving anywhere with notification, comments and project activity.

JIRA CONCEPTS

A **Project** contains issues; a JIRA project can be called as a collection of issues. A JIRA Project can be of several types. For example −

- Software Development Project
- Marketing Project
- Migration to other platform project
- Help Desk Tracking Project
- Leave Request Management System
- Employee Performance System
- Website Enhancement

JIRA is a project management tool and uses **issues** to track all the tasks. An issue helps to track all works that underlie in a project. In real time, every work or task either technical, non-technical, support or any other type of a project in JIRA are logged as an issue.
An issue can be dependent on the organization and requirements −

- Story of a project
- Task of a story
- Sub-task of a story
- A defect or bug can be an issue
- Helpdesk Ticket can be logged as issue
- Leave Request

In JIRA, **workflow** is used to **track the lifecycle of an Issue**. Workflow is a record of statuses and transitions of an issue during its lifecycle. A status represents the stage of an issue at a particular point. An issue can be in only one status at a given point of time like Opened, To Do, Done, Closed, Assigned, etc.
A transition is a link between two statuses when an issue moves from one status to another. For an issue to move between two statuses, a transition must exist. In a simple way, a transition is some kind of work done on the issue, while status is the impact of work on that issue.

Example

As of now, an issue is created and opened. When the assignee starts working on the issue, the issue moves to the **In Progress status**. Here, the transition is starting the work, while the status of the issue is now progressive.

JIRA workflow has the following stages to track as soon as an issue is created −

• **Open Issue** − After creation, the issue is open and can be assigned to the assignee to start working on it.

• **In Progress Issue** − The assignee has actively started to work on the issue.

• **Resolved Issue** − All sub-tasks and works of that Issue are completed. Now, the issue is waiting to be verified by the reporter. If verification is successful, it will be closed or re-opened, if any further changes are required.

• **Reopened Issue** − This issue was resolved previously, but the resolution was either incorrect or missed a few things or some modifications are required. From Reopened stage, issues are marked either as assigned or resolved.

• **Close Issue** − The issue is considered as finished, resolution is correct as of now. Closed issues can be re-opened later based on the requirement.

The following diagram shows a standard workflow −
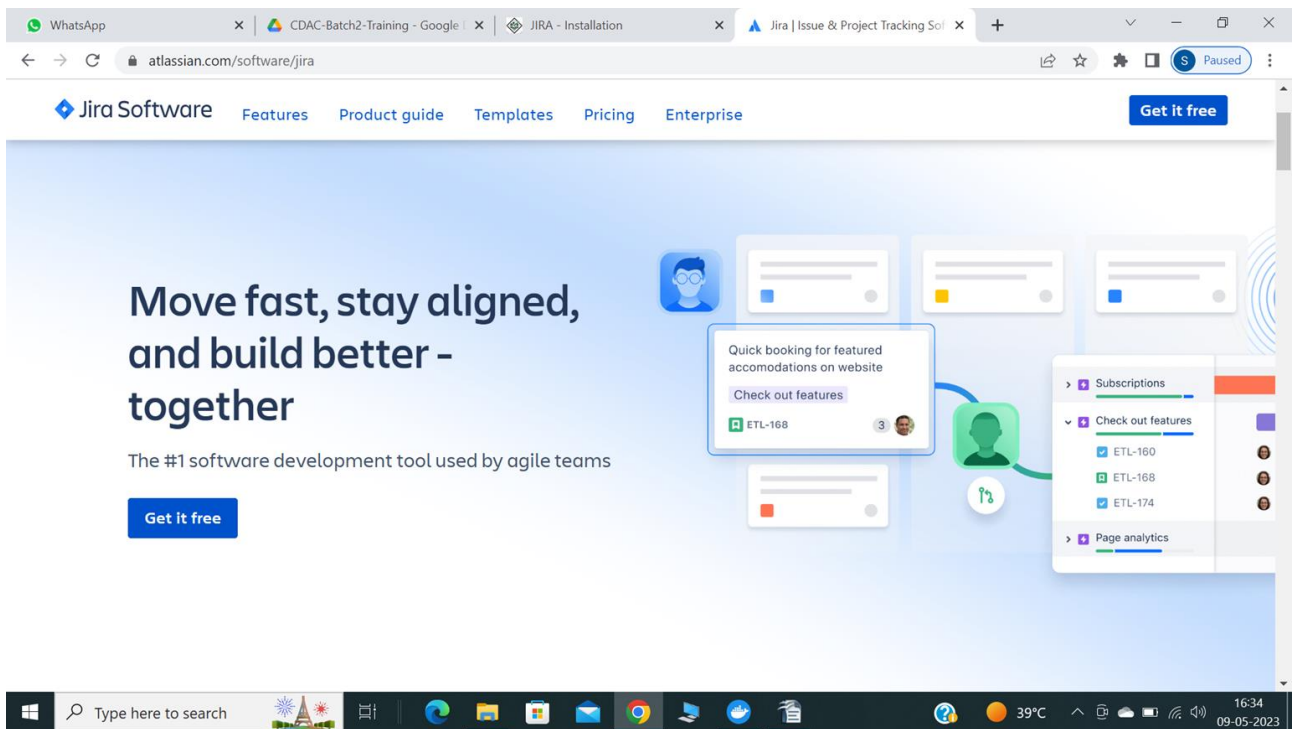
A transition is a one-way link, if an issue moves back and forth between two statuses; two transitions should be created.

Example − There are two-way transitions between closed and re-opened statuses. A closed issue can be reopened if any modifications are required at any time until the project completes, while a re-opened issue can be closed directly if additional work is taken care in another issue and no specific work has been done on the re-opened issue.

JIRA INSTALLATION

click on below link :-
https://www.atlassian.com/software/jira

click on get it for free