

Hello everyone,

Today we are going to talk about Jira and its features. Before going to discuss about how jira works lets understand who developed this tool and this name came. JIRA is a tool developed by Australian Company Atlassian. It is used for **bug tracking, issue tracking, and project management**. The name "JIRA" is actually inherited from the Japanese word "Gojira" which means "Godzilla".

The basic use of this tool is to track issue and bugs related to your software and [Mobile](#) apps. It is also used for project management. The JIRA dashboard consists of many useful functions and features which make handling of issues easy. Basically its JIRA defect and Project tracking software.

Inside JIRA scheme, everything can be configured, and it consists of

- **Workflows**
- **Issue Types**
- **Custom Fields**
- **Screens**
- **Field Configuration**
- **Notification**
- **Permissions**

Issue Type displays all types of items that can be created and tracked via JIRA. JIRA Issues are classified under various forms like new feature, sub-task, bug, etc. as shown in the screen shot.

Name	Type	Related Schemes
<b>Sub-task</b> The sub-task of the issue	Sub-Task	<ul style="list-style-type: none"><li>• <a href="#">Default Issue Type Scheme</a></li></ul>
<b>Technical task</b> Created by JIRA Agile - do not edit or delete. Issue type for a technical task.	Sub-Task	<ul style="list-style-type: none"><li>• <a href="#">Default Issue Type Scheme</a></li><li>• <a href="#">Agile Scrum Issue Type Scheme</a></li></ul>
<b>Bug</b> A problem which impairs or prevents the functions of the product.	Standard	<ul style="list-style-type: none"><li>• <a href="#">Default Issue Type Scheme</a></li><li>• <a href="#">Agile Scrum Issue Type Scheme</a></li></ul>
<b>Epic</b> Created by JIRA Agile - do not edit or delete. Issue type for a big user story that needs to be broken down.	Standard	<ul style="list-style-type: none"><li>• <a href="#">Default Issue Type Scheme</a></li><li>• <a href="#">Agile Scrum Issue Type Scheme</a></li></ul>
<b>Improvement</b> An improvement or enhancement to an existing feature or task.	Standard	<ul style="list-style-type: none"><li>• <a href="#">Default Issue Type Scheme</a></li><li>• <a href="#">Agile Scrum Issue Type Scheme</a></li></ul>
<b>New Feature</b> A new feature of the product, which has yet to be developed.	Standard	<ul style="list-style-type: none"><li>• <a href="#">Default Issue Type Scheme</a></li></ul>
<b>Story</b> Created by JIRA Agile - do not edit or delete. Issue type for a user story.	Standard	<ul style="list-style-type: none"><li>• <a href="#">Default Issue Type Scheme</a></li><li>• <a href="#">Agile Scrum Issue Type Scheme</a></li></ul>
<b>Task</b> A task that needs to be done	Standard	<ul style="list-style-type: none"><li>• <a href="#">Default Issue Type Scheme</a></li></ul>

Issue type scheme determines which issue types will be available to set of projects. We can use default issue type schemes or we can create schemes manually as per requirement.

**Issue Type Schemes**

An issue type scheme determines which issue types will be available to a set of projects. It also allows to specify the user interface.

Name	Options	Projects
<b>Default Issue Type Scheme</b> Default issue type scheme is the list of global issue types. All newly created issue types will automatically be added to this scheme.	<input checked="" type="checkbox"/> Bug (Default) <input checked="" type="checkbox"/> New Feature <input checked="" type="checkbox"/> Task <input checked="" type="checkbox"/> Improvement <input checked="" type="checkbox"/> Sub-task <input checked="" type="checkbox"/> Epic <input checked="" type="checkbox"/> Story <input checked="" type="checkbox"/> Technical task	Global (all unconfigured projects)
<b>Agile Scrum Issue Type Scheme</b> This issue type scheme is used by JIRA Agile's Scrum project template. Projects associated with the Scrum template will be associated to this scheme. You can modify this scheme.	<input checked="" type="checkbox"/> Epic <input checked="" type="checkbox"/> Story (Default) <input checked="" type="checkbox"/> Technical task <input checked="" type="checkbox"/> Bug <input checked="" type="checkbox"/> Improvement	No projects

**Add Issue Type Scheme**

Scheme Name: IT & Support

Description:

Default Issue Type: None

Change the order of the options by **dragging and dropping** the option into the desired order. Similarly, **drag and drop** the option from one list to the other to add or remove them.

Issue Types for Current Scheme	Available Issue Types
Remove all <input checked="" type="checkbox"/> Sub-task (sub-task) <input checked="" type="checkbox"/> New Feature	Add all <input checked="" type="checkbox"/> Technical task (sub-task) <input checked="" type="checkbox"/> Bug <input checked="" type="checkbox"/> Epic <input checked="" type="checkbox"/> Improvement <input checked="" type="checkbox"/> Story <input checked="" type="checkbox"/> Task

Drag & Drop

Save Cancel

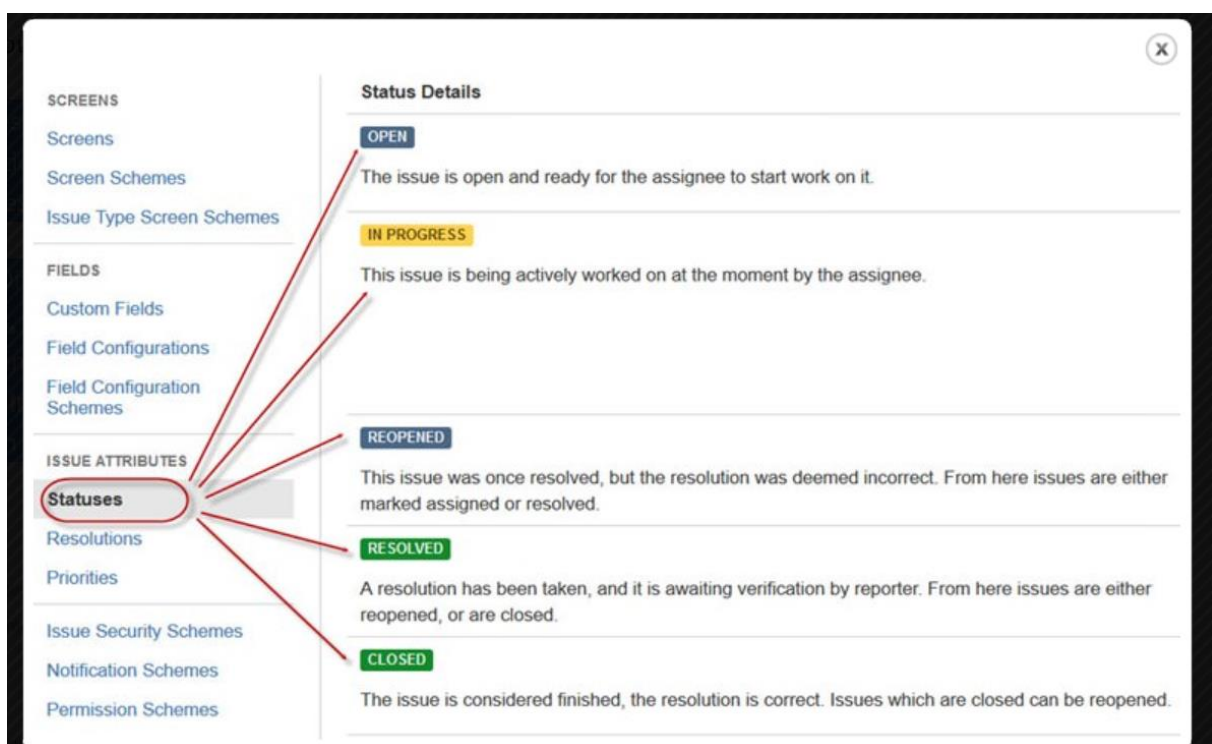
+ Add Issue Type

Issue attributes encompasses

- Statuses

- Resolutions
- Priorities

Statuses: Different statuses are used to indicate the progress of a project like To do, InProgress, Open, Closed, ReOpened, and Resolved. Likewise, you have resolutions and priorities, in resolution it again tells about the progress of issue like Fixed, Won't fix, Duplicate, Incomplete, Cannot reproduce, Done also you can set the priorities of the issue whether an issue is critical, major, minor, blocker and Trivial.



Issue security schemes: This function in JIRA allows you to control who can view the issues. It consists of a number of security levels which can have users or groups assigned to them. You can specify the level of security for the issues while creating or editing an issue.

Some of the useful features that JIRA admin provides to users are:

## Issue Linking

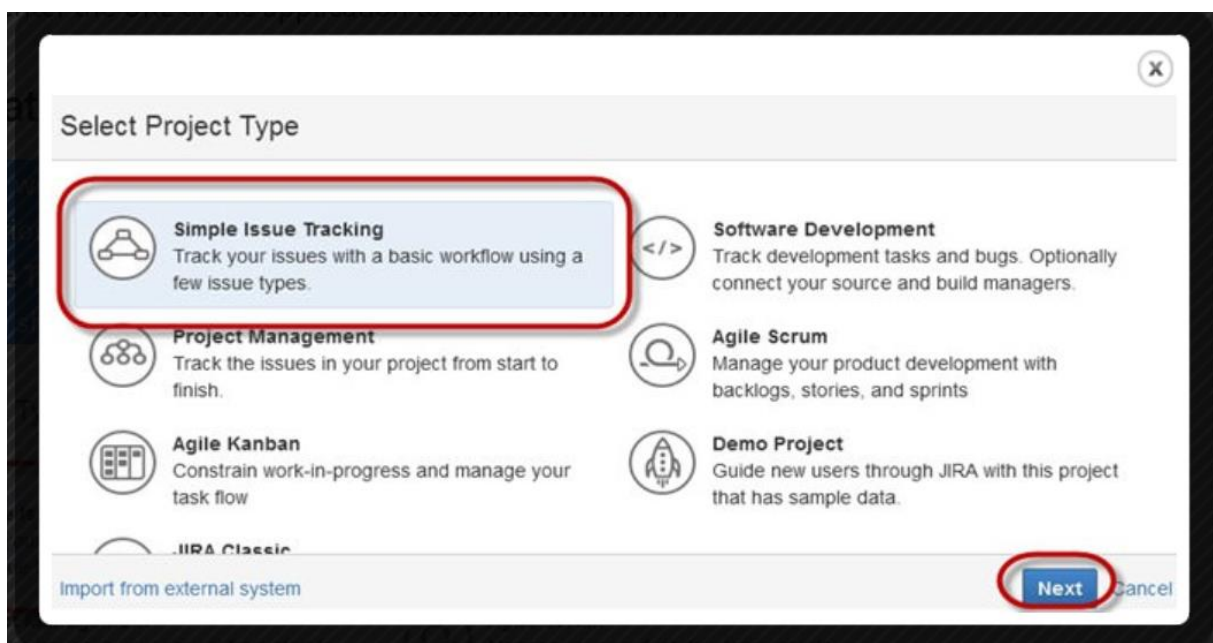
This will show whether your issues link with any other issue that is already present or created in the project.

## Watch list

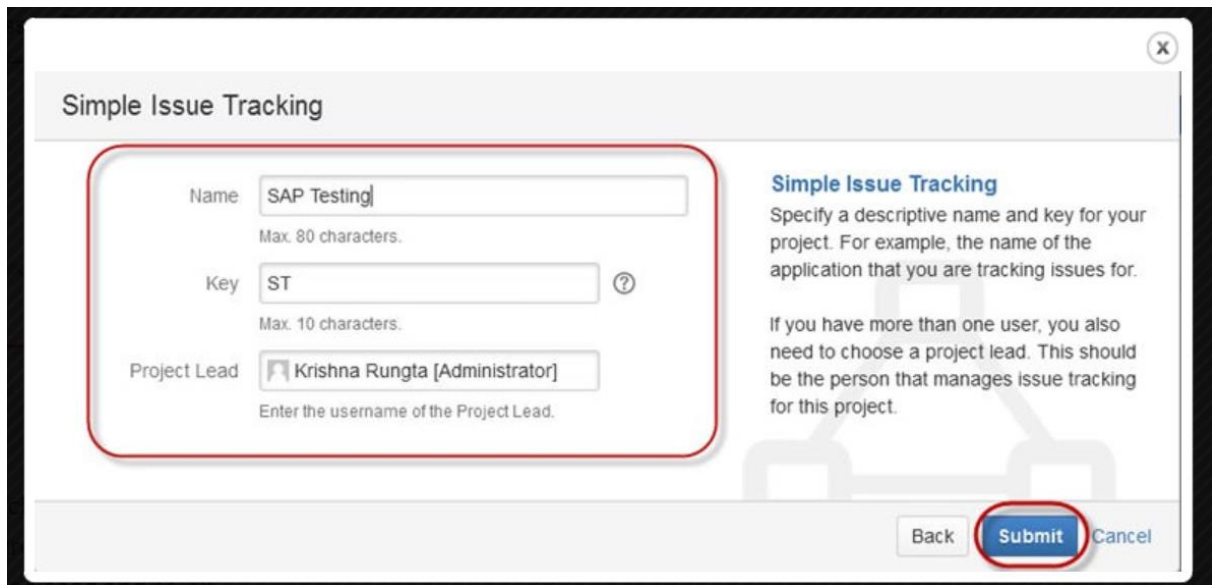
JIRA allows you to watch a particular issue, which tells you about the notifications of any updates relating to that issue.

## How to create an issue in JIRA

JIRA Dashboard will open when you enter your user ID and password. Under JIRA dashboard you will find option **Project**, when you click on it, it will open a window that list out options like **Simple Issue Tracking**, **Project Management**, **Agile Kanban**, **Jira Classic** and so on as shown in screen shot below.



When you click on option **Simple Issue Tracking**, another window will open, where you can mention all the details about the issue and also assign the issue to the responsible person.



The screenshot shows a web application window titled "Simple Issue Tracking" with a close button (X) in the top right corner. The form is divided into two main sections. On the left, there is a form with three input fields: "Name" with the value "SAP Testing" and a note "Max. 80 characters.", "Key" with the value "ST" and a note "Max. 10 characters." and a help icon (?), and "Project Lead" with a dropdown menu showing "Krishna Rungta [Administrator]" and a note "Enter the username of the Project Lead.". A red rounded rectangle highlights these three input fields. On the right, there is instructional text under the heading "Simple Issue Tracking". It says: "Specify a descriptive name and key for your project. For example, the name of the application that you are tracking issues for." and "If you have more than one user, you also need to choose a project lead. This should be the person that manages issue tracking for this project." At the bottom right of the form, there are three buttons: "Back", "Submit", and "Cancel". The "Submit" button is highlighted with a red rounded rectangle.

When you click on "Submit" button, a window will open where you can perform a list of work like creating issues, assigning issues, check the status of issues like-resolved, In-Progress or closed and so on.

Project\* SAP Testing

Issue Type\* New Feature

Summary\* Error during integration testing

Priority\* Major

Due Date 16/Jun/14

Component/s None

Affects Version/s None

Fix Version/s None

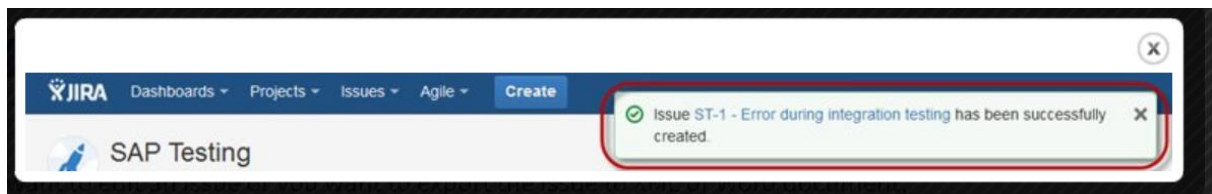
Assignee Automatic

Reporter\* Krishna Rungta [Administrator]

Environment

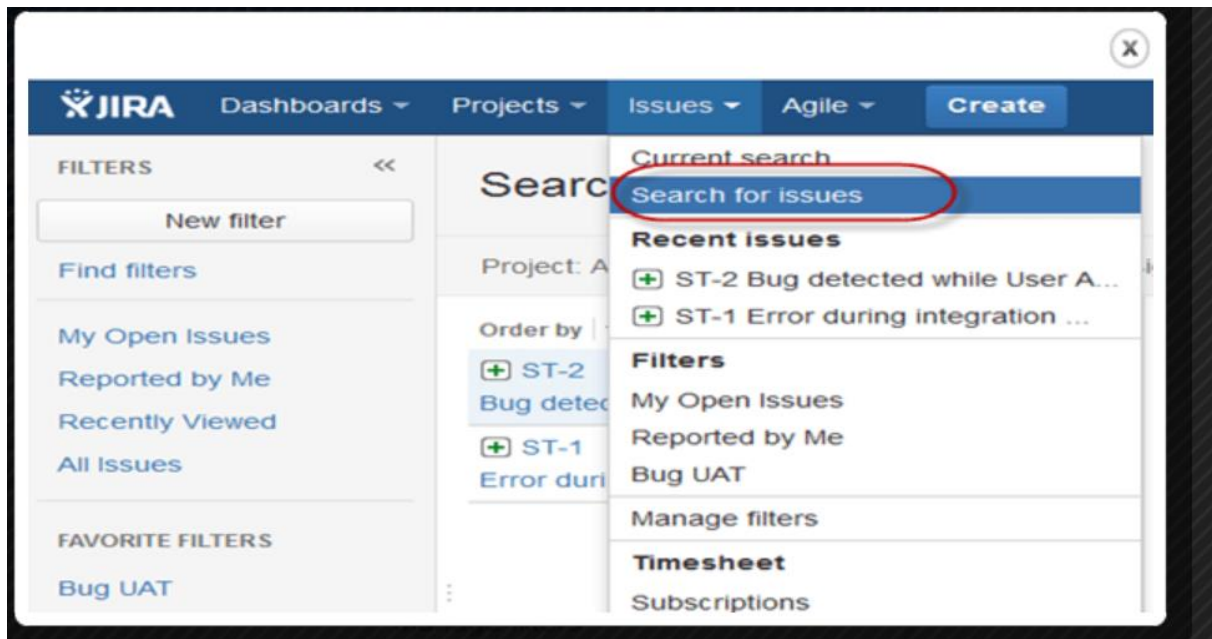
Create another Create Cancel

Once the issue is created a pop-up will appear on your screen saying your issue is created successfully as shown in the screen shot below

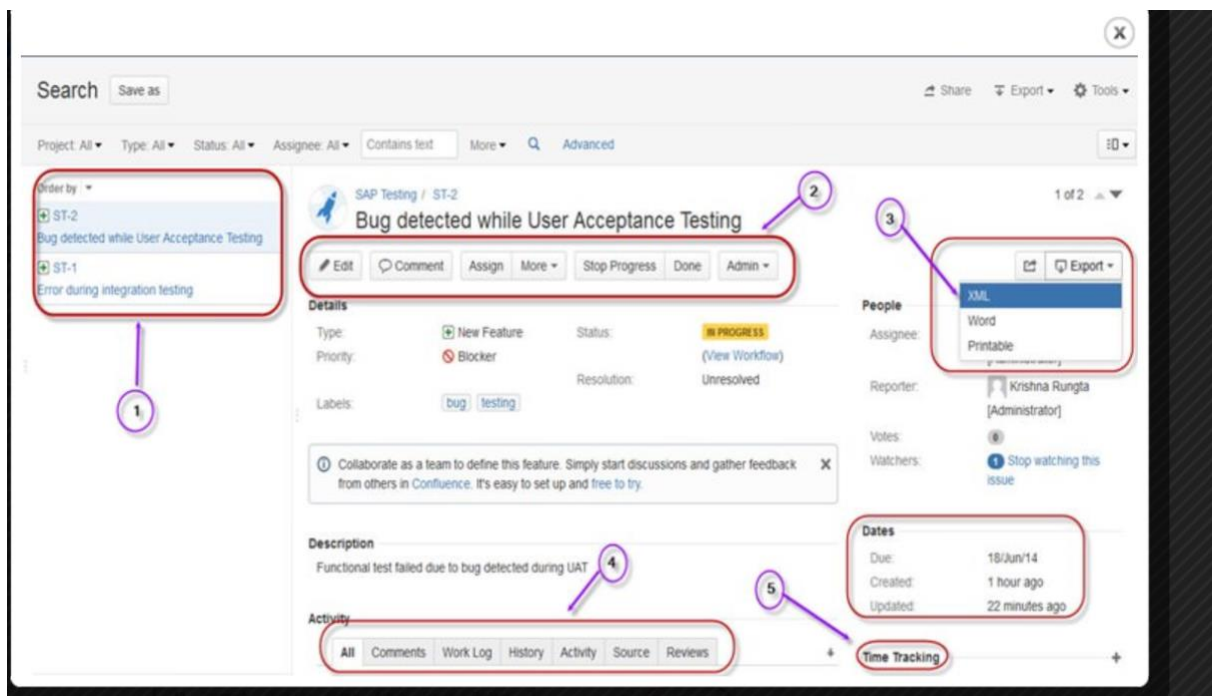


Now if you want to edit an issue or you want to export the issue to XML or Word document, then you can hover your mouse on main panel and click on **Issues**. Under **Issues** options click on **search for issues** that will open a window from where you can locate your issues and perform multiple functions





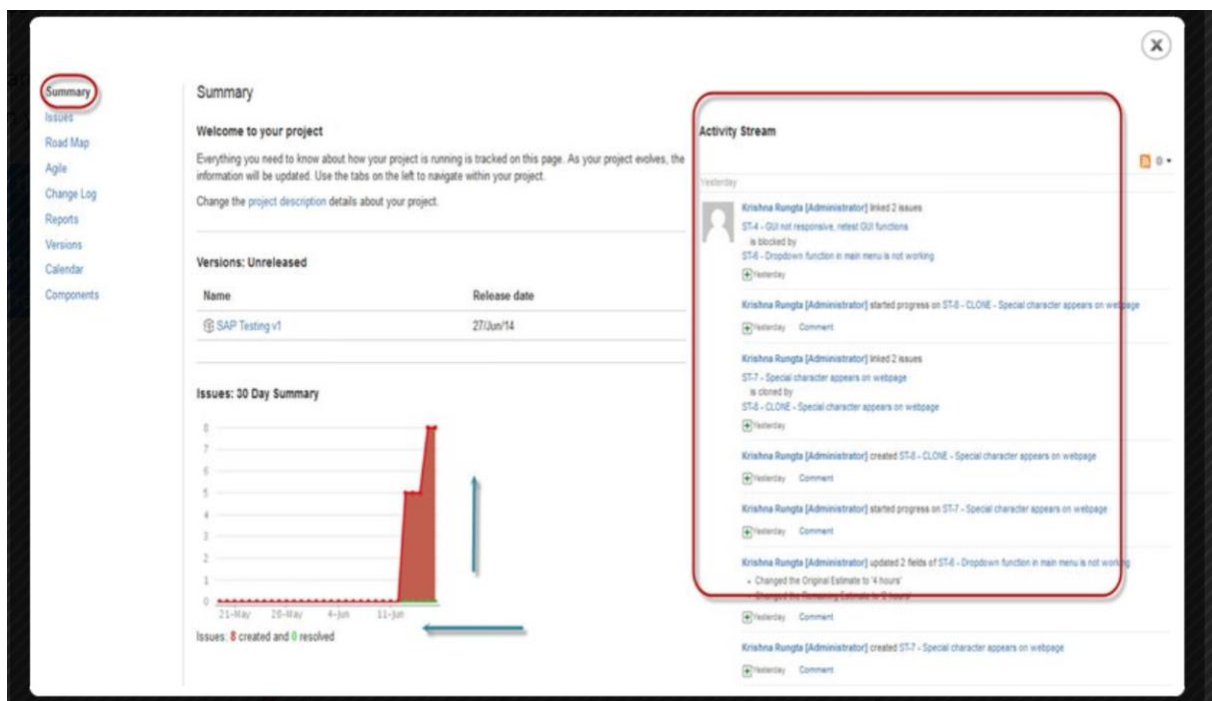
When you select the "**search for Issues**" under **Issues**, a window will appear as shown in the screen shot





1. **Search for issues** option will bring you to a window where you can see the issues created by you like here we have issues ST1 and ST2
2. Here in the screen shot you can see the issue **"Bug detected while User Acceptance Testing"** and all the details related to it. From here, you can perform multiple tasks like you can **stop the progress on issues, edit the issues, comment on the issues, assigning issues** and so on
3. Even you can export issue details to a XML or Word document.
4. Also, you can view activity going on the issue, reviews on the issue, work log, history of the issue and so on.
5. Under the time tracking option, you can even see the estimation time to resolve the issues

To view the summary of the issue, you can click on options **summary**, this will open a window which will show all the details of your project and progress on this chart. On the right-hand side of the summary window, there is an **Activity Stream** which gives the details about the issues and comments made by the assignee on the issue.



## Sub-Task

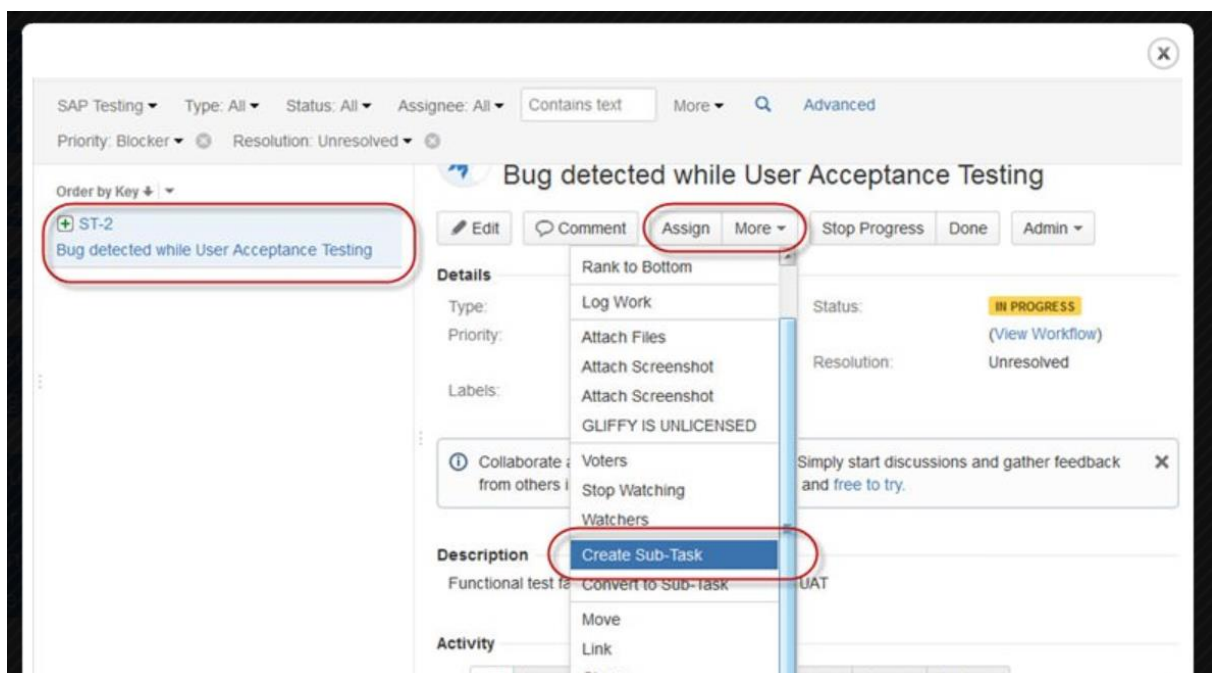
Subtask issues are useful for splitting up a parent issue into a number of smaller tasks that can be assigned and tracked separately. It addresses issues more comprehensively and segregates the task into smaller chunks of task to do.

### How to create Sub-Task

Sub-Task can be created in two ways

- Create sub-task under parent issue
- Creating an issue into a sub-task

To create sub-task in JIRA, you have to select an issue in which you want to assign the sub-task. Under the issue window, click on **Assign more** option, and then click on **create sub-task** as shown in the screenshot below. You can also select **convert to sub-task** under same tab to convert the parent issue into a sub-task.



Once you click on **Create Sub-Task**, a window will pop up to add sub-task issue. Fill up the details about the sub-task and click on **Create** as shown in below screen-shot, and this will create sub-task for the parent issue.

**Create Subtask : ST-2** Configure Fields

Issue Type\* Sub-task

Summary\* Identify the Bug and fix it

Priority Blocker

Due Date 20/Jun/14

Component/s **None**

Affects Version/s **None**

Fix Version/s **None**

Assignee Automatic

[Assign to me](#)

Reporter\* Krishna Rungta [Administrator]

Start typing to get a list of possible matches.

Environment

For example operating system, software platform and/or hardware specifications (include as appropriate for the issue).

☐ Create another **Create** Cancel

**Sub-Tasks**

1. Identify the Bug and fix it TO DO Krishna Rungta [Administrator] 0%

**Time Tracking**

Estimated: 4d 3h

Remaining: 6h

Logged: Not

Some important points to remember while creating Sub-Task

- You can have as many sub-task as needed under an Issue
- You cannot have a sub-task for a sub-task
- Once a sub-task is created under a parent, parent cannot be converted into a sub-task

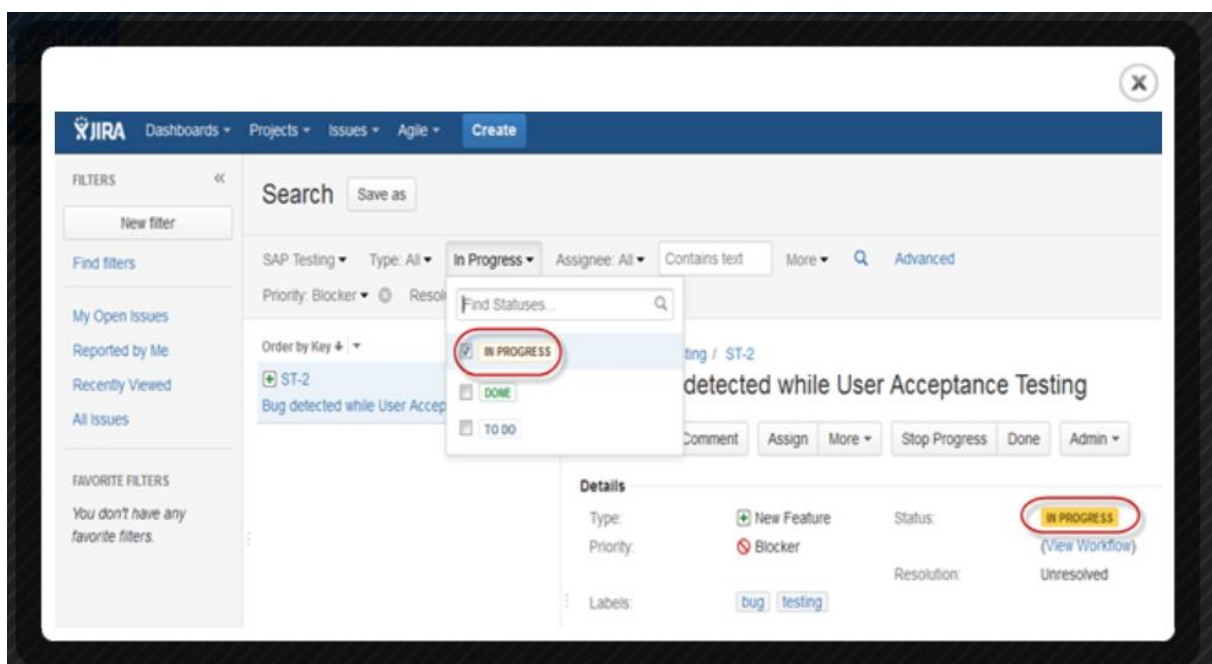
- A sub-task can however be converted into a parent issue
- You can work on your sub-task without having navigating away from the parent issue

## WorkFlows

A JIRA workflow is a set of statuses and transitions that an issue goes through during its lifecycle. JIRA workflow encompasses five main stages once the issue is created.

- Open Issue
- Resolved Issue
- InProgress Issue
- ReOpened Issue
- Close Issue

You can assign the status of the issue from the window itself, when you click on the check box for **IN Progress** status as shown in screen shot below, it will reflect the status in the issue panel highlighted in yellow.



For the issue that we have created, JIRA will present a workflow which maps the progress of the project. As shown in screenshot whatever status that we have set in the Issue panel it will be reflected in Workflow chart, here we have set the issue status in "In Progress" and same status is updated in the workflow, highlighted in yellow. Workflow can give a quick overview of the work under process.

