



JIRA Fundamentals Course

Objectives

- By the end of this course, you should be able to
 - Learn what JIRA is and how it is structured
 - Understand what Issue Types are available
 - Learn how to create, edit, and transition an issue

JIRA Terms

- JIRA has its own terminology that we'll discuss and define as we move through the course
- JIRA terms have been capitalized

What is JIRA

- JIRA is
 - A virtual work planning and delivery tool
 - Customizable for your company and project needs
 - Provides transparency and real-time reporting



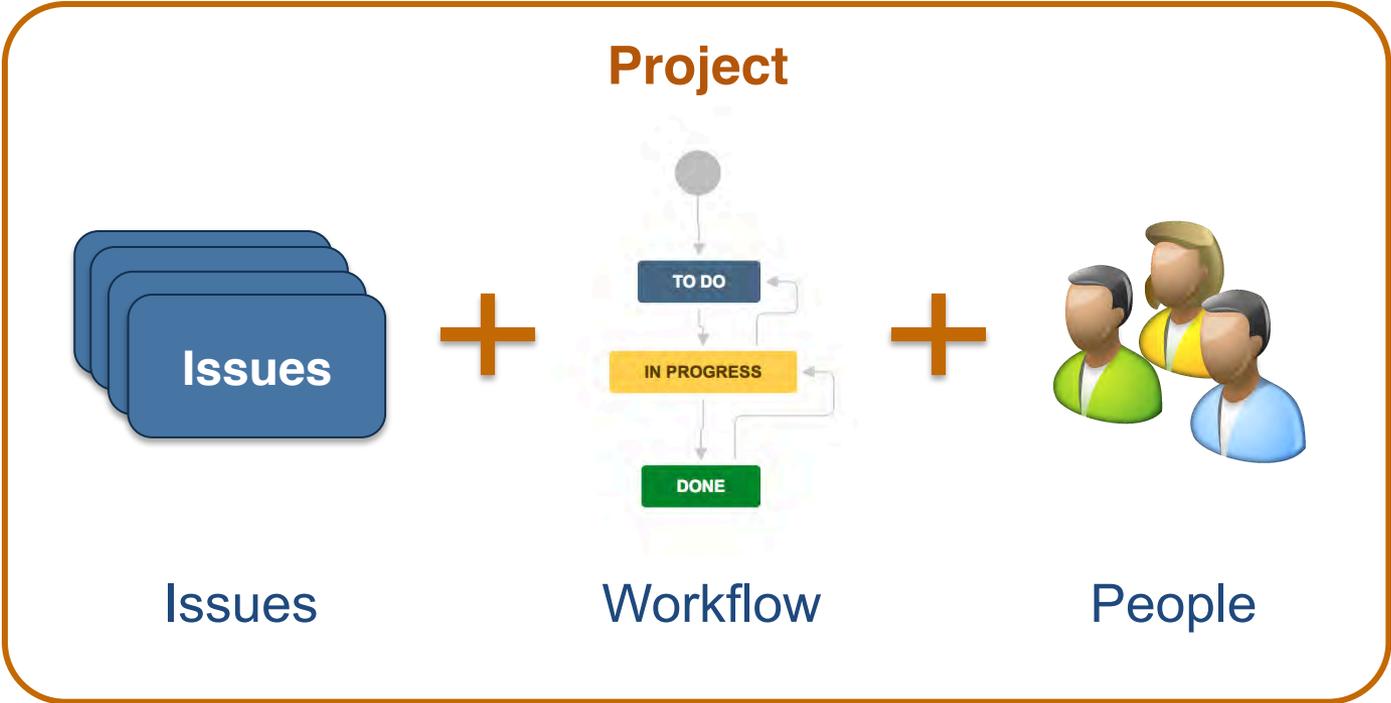
What can JIRA do for you?

- JIRA can help you manage your projects
 - Coordinate efforts to deliver a product
 - Manage and hold all your projects in one location
 - Track and organize enterprise-wide initiatives
 - Follow team activity with real-time reporting
 - Monitor single or multiple projects
 - Provide visibility and transparency

JIRA Projects

- What makes up a Project?
 - People working towards a common outcome
 - e.g - A software product or a marketing project
 - A unique Project Key is created:
 - External Website (Project Key = EXWEB)
 - Human Resources (Project Key = HR)
 - This unique key is used to identify all issues
 - A Project Administrator manages the project configuration

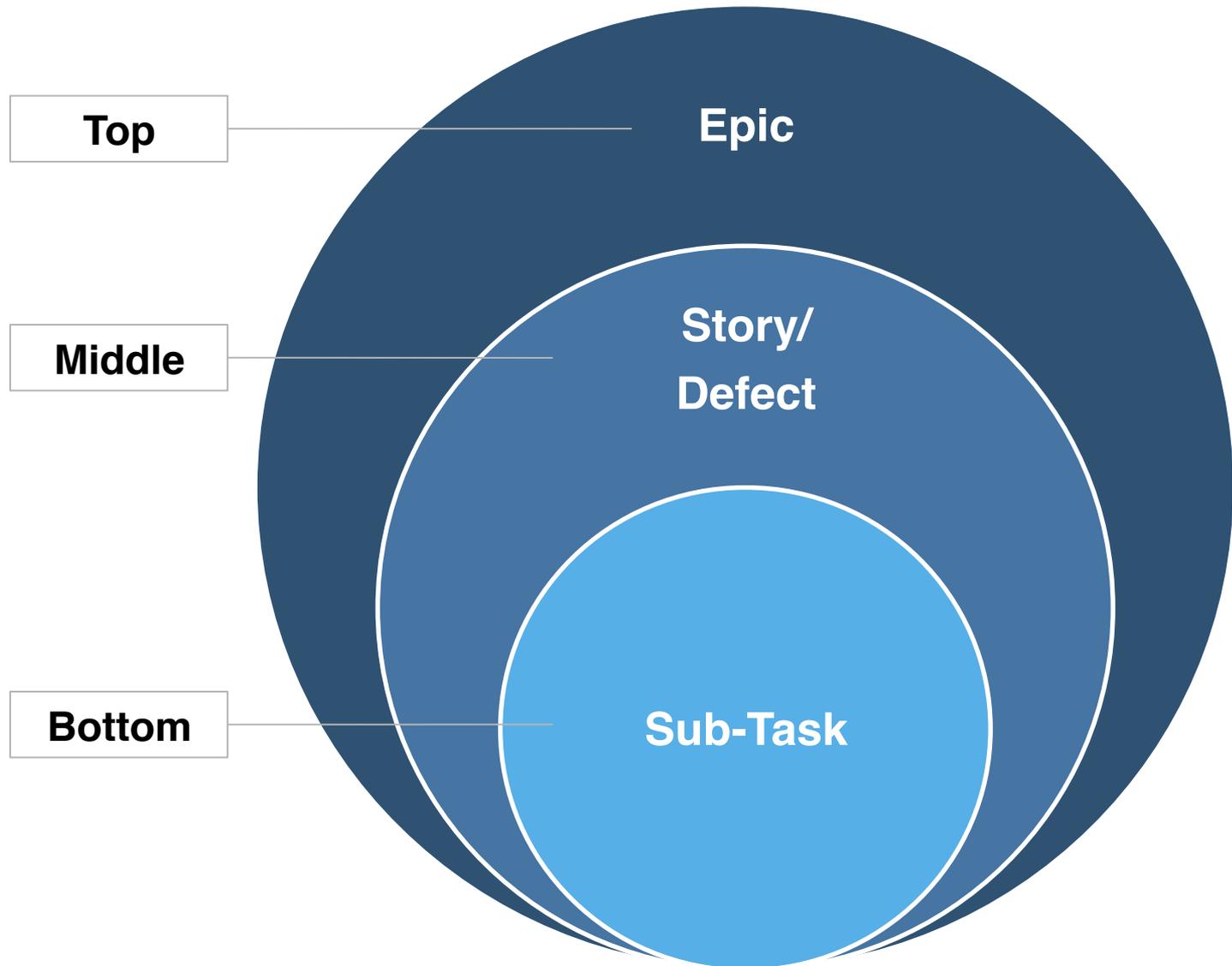
JIRA Projects



What is an Issue

- Issues are the JIRA term for a requirements
 - Story
 - Defect
 - Improvement
 - Request
 - Epic
 - Task
 - Almost anything we want!
- These are the basic elements of JIRA and they follow a predefined hierarchy
- Each Issue has specific fields that hold it's details and attributes

JIRA Standard Issue Type Hierarchy

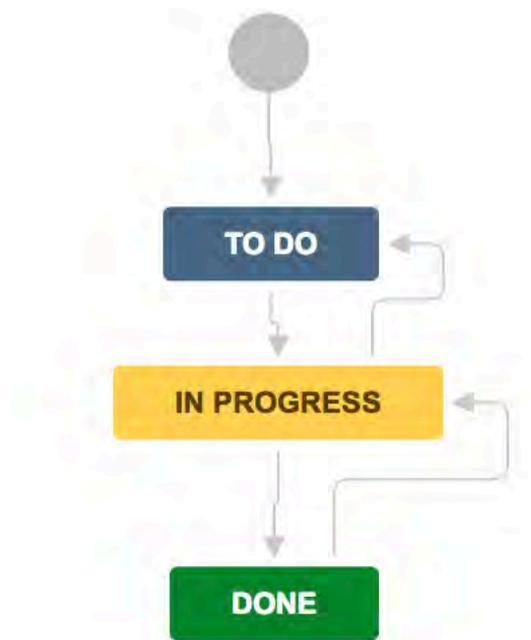


Common JIRA Agile Issue Types

Hierarchy	Issue Type	Description
Top	Epic	A large body of work that can be broken down into many Stories
Middle	Story	A requirement written in a few sentences, the most used Issue Type
Middle	Defect	An unplanned Issue related to improperly working software or systems written in a few sentences
Bottom	Sub-Task	A unit of work contained in a Story, called a Task in Scrum

JIRA Workflows

- JIRA uses a workflow to manage Issue delivery
 - Issues must follow the workflow states
 - Customizable for each Issue Type
 - Applied to projects and issue types by Project Admin



JIRA Ownership

- JIRA uses the concept of ownership

Owner	Responsibility
Assignee	Owner of the work in an Issue
Reporter	Creator of an Issue



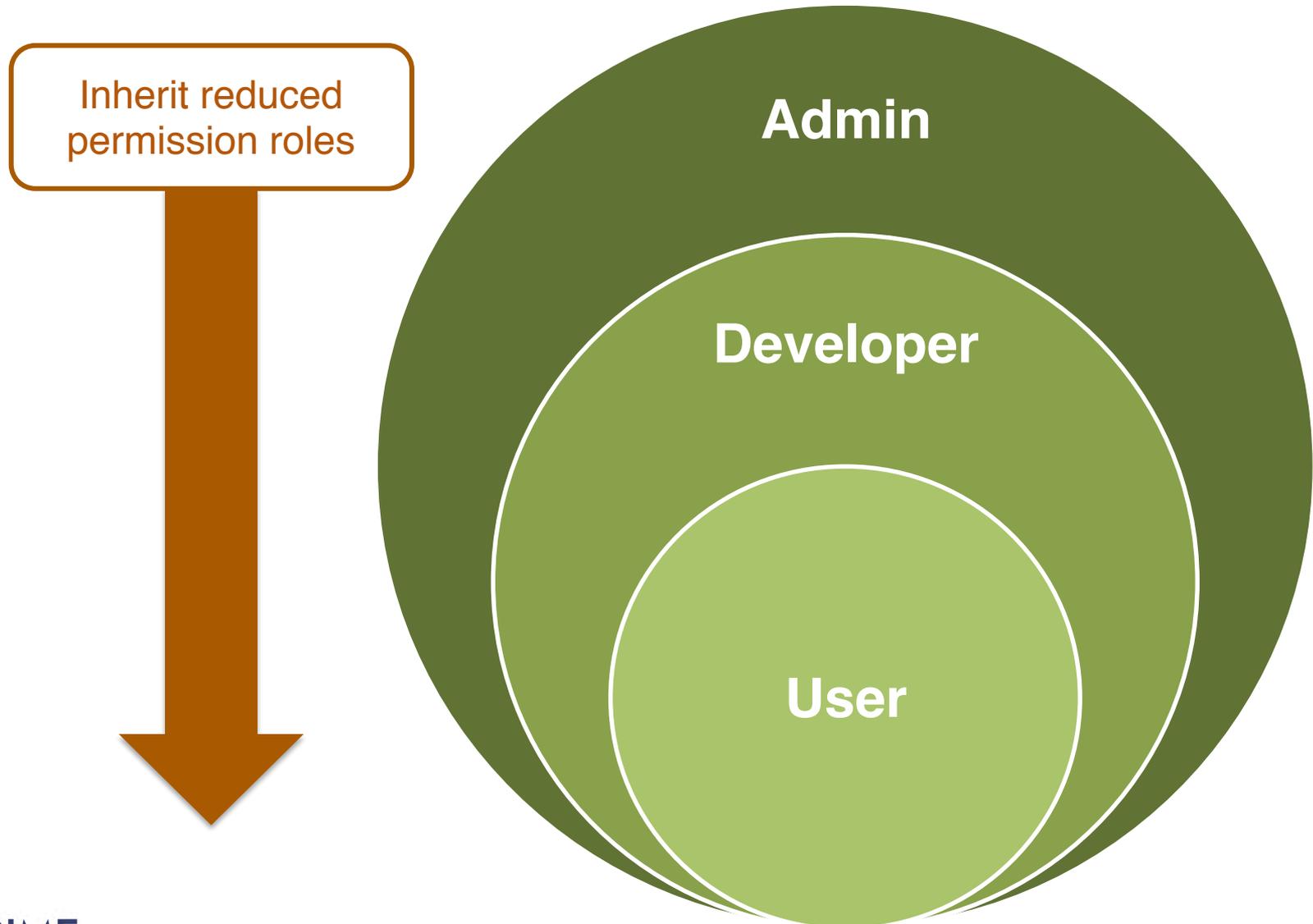
Project Roles

- Project roles are a flexible way to associate users and groups with a particular project
- Used in conjunction with Permission Schemes to define access and activity permissions to your project

Default Project Role	Definition
Administrator	Usually associated with resources who administer the Project
Developer	Usually associated with resources who work on and manage Issues
User	Usually associated with resources who will view work

- Other roles may be in your instance or be created to support organization needs

Hierarchy of Roles



Roles

- Other roles may be in your instance or be created to support organization needs

 Roles

JIRA enables you to allocate particular people to specific roles in your project. Roles are used when defining ot

- Project Lead:  Alana Grant 
- Default Assignee: Project Lead 

Project Roles	Users	Groups
	 Alana Grant	 jira-administrators
	 Jennifer Evans  Kevin Campbell  Max Taylor  Mitch Davis  Ryan Lee	 jira-developers
		
		
	 Harvey Jennings	 jira-users

Components

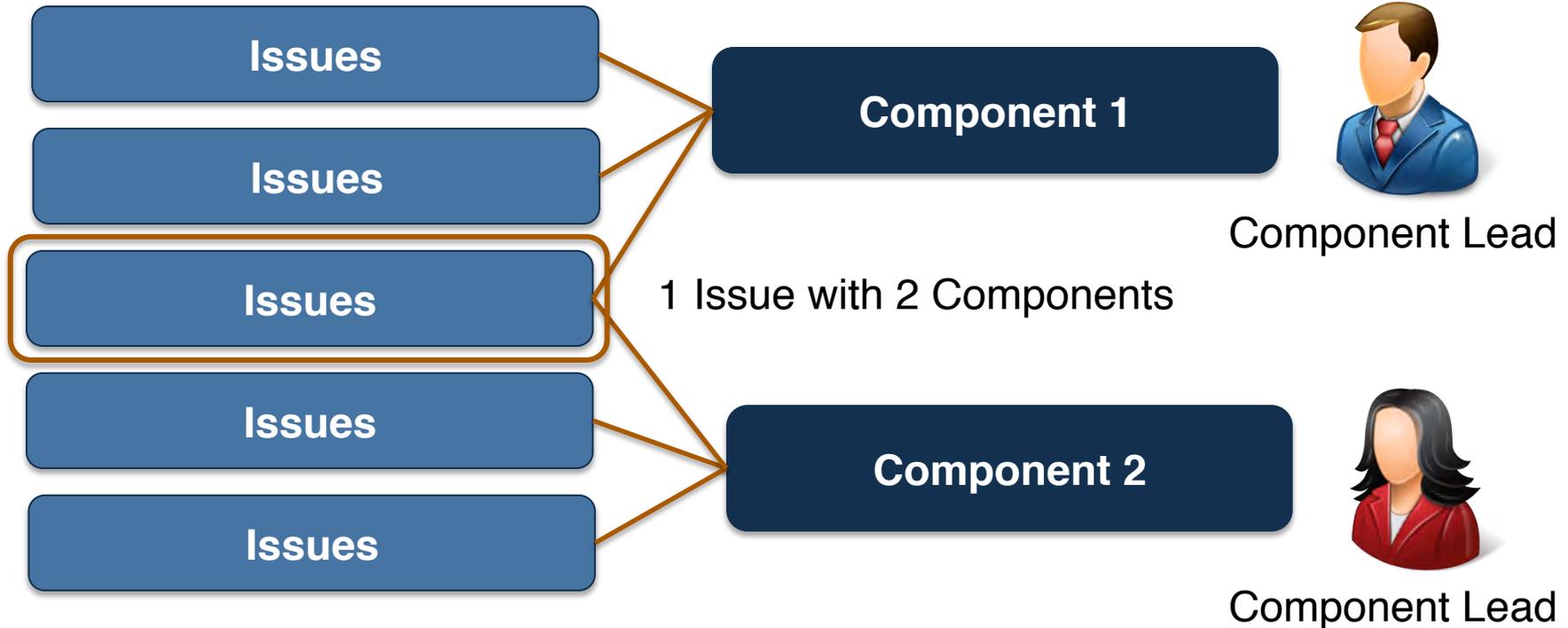
- Components are project-specific categories
- “Tag” an issue with a Component
- Configure Component name, description, and Assignee

 **Components**

Projects can be broken down into components, e.g. "Database", "User Interface". Issues can then be categorised against different components.

Name	Description	Component Lead	Default Assignee	
 <input type="text"/>	<input type="text"/>	<input type="text"/>	Project Default (Pr...	<input type="button" value="Add"/>
 Accomodations	Issues concerning hotels, motels, and other accomodations in space		Project Default	<input type="button" value="Delete"/>
 Deals and Offers	All discounts related to parties less than 8		Project Default	<input type="button" value="Delete"/>
 Local Transportation	Issues concerning all hired local travel		Project Default	<input type="button" value="Delete"/>
 Mobile Apps	All iOS and Android specific issues		Project Default	<input type="button" value="Delete"/>

Components



- Issues may belong to many or no components
- Components have a Component Lead
- The Project Lead can configure a Project to assign all issues automatically to the Component Lead

Releases

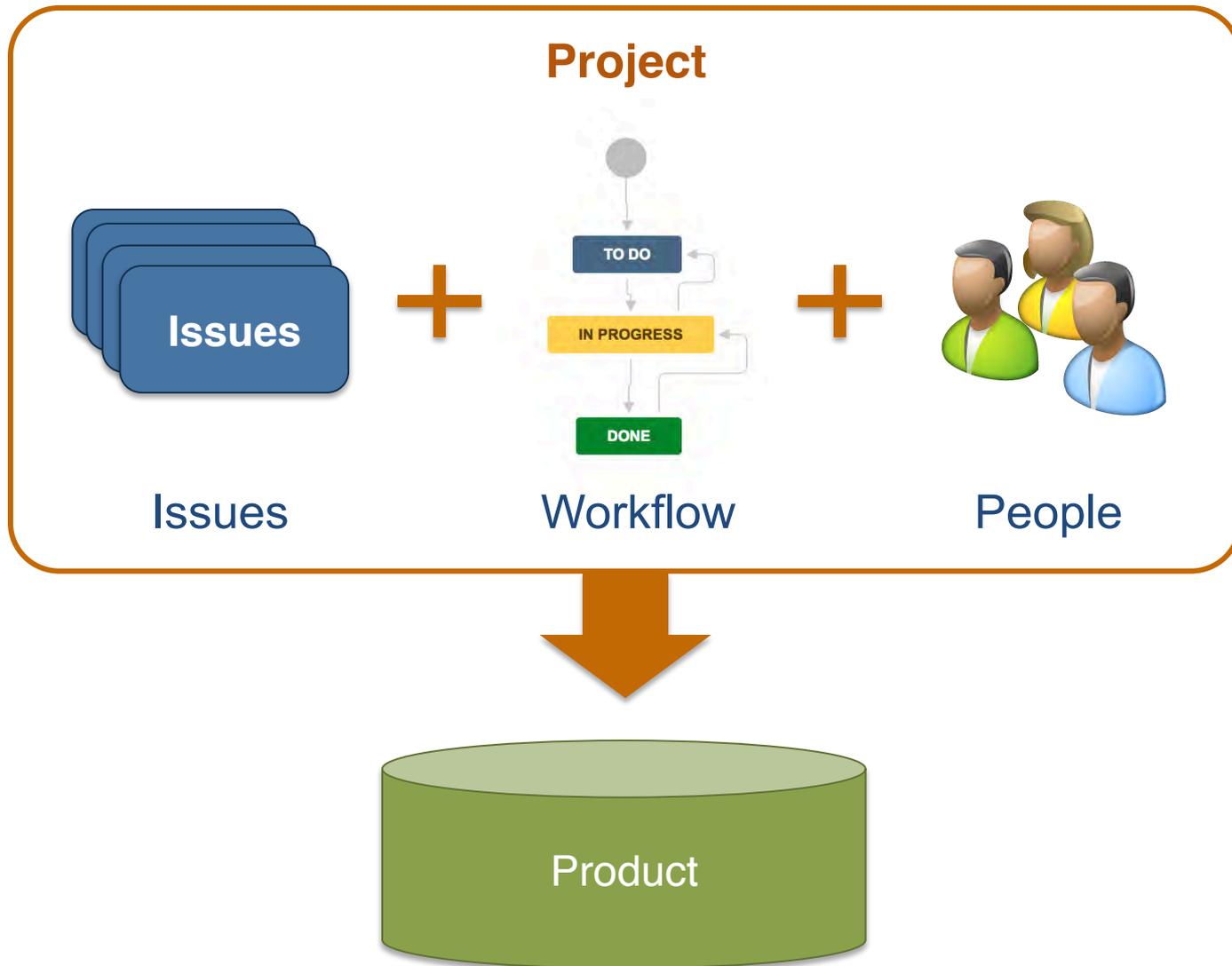
- Releases are project-specific groupings to collect work for a specific business or technical goal
- Configure the Version name, description, and dates
 - Uses the “FixVersion” field

Releases

Status: Unreleased ▾

Version	Status	Progress	Start date	Release date	Description
3.0	UNRELEASED			26/Sep/16	Version 3
2.2	UNRELEASED			29/Aug/16	Version 2.2
2.1	UNRELEASED			21/Oct/15	Version 2.1
2.0	UNRELEASED			12/Aug/15	Version 2.0

Projects deliver Products



Creating an Issue

- Creating an issue
 - Only for projects you have access to
 - Enters your project data into a Field

The screenshot shows the JIRA 'Create Issue' form. The top navigation bar is dark blue with the JIRA logo and menu items: Dashboards, Projects, Issues, Agile, Capture, and a highlighted 'Create issue' button. The form itself is white with a light blue border. It contains the following fields:

- Project***: A dropdown menu showing 'Teams in Space'.
- Issue Type***: A dropdown menu showing 'Story'.
- Summary***: A text input field.
- Priority**: A dropdown menu showing 'Major'.
- Component/s**: A dropdown menu with the instruction 'Start typing to get a list of possible matches or press down to select.'
- Affects Version/s**: A dropdown menu with the instruction 'Start typing to get a list of possible matches or press down to select.'
- Assignee**: A dropdown menu showing 'Automatic' and a link 'Assign to me'.
- Description**: A large text area for the issue description.

An orange arrow points from the 'Create issue' button in the navigation bar to the 'Project' field in the form. The 'Project' field and the 'Create issue' button are both highlighted with orange boxes.

Issue Fields

Issue details are entered into Fields

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

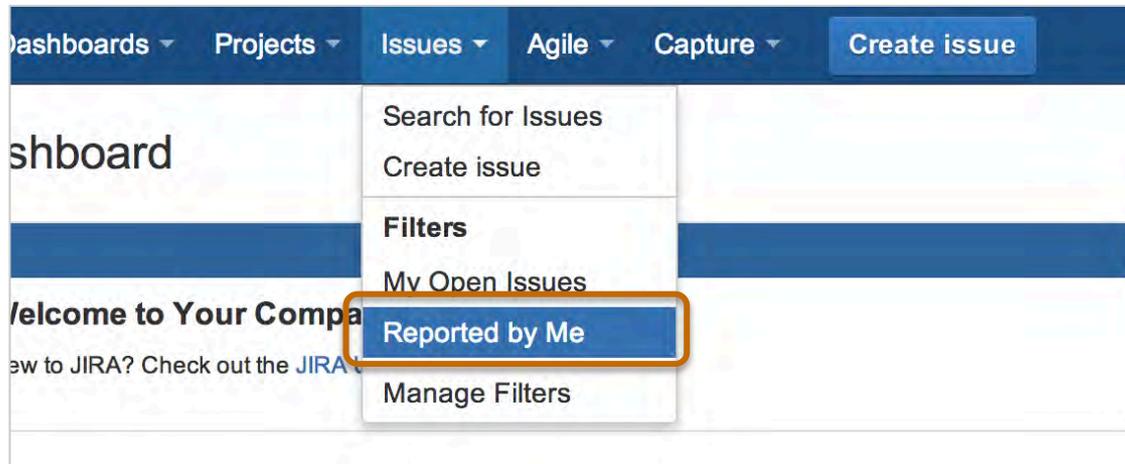
- Project: Teams in Space (TIS)
- Issue Type: Story
- Summary: (empty)
- Priority: Major
- Component/s: (empty dropdown)
- Affects Version/s: (empty dropdown)
- Assignee: Automatic

At the bottom right, the 'Create' button is highlighted with an orange box, and the 'Cancel' button is visible next to it. A 'Create another' checkbox is also present.

Click “Create” when you’ve entered in your details

Finding your Issues

- Finding your Issues
 - “Search for Issues” - Custom search
 - “My Open Issues” - Issues assigned to you
 - “Reported by Me” - Issues you created



Viewing Issue Details

The screenshot shows a Jira issue page for 'Create hover state for launch sites' in the 'Teams in Space / TIS-58' project. The issue is a 'Story' with a 'Major' priority, 'Unresolved' status, and 'Open' workflow. It was created and updated 34 minutes ago. The assignee and reporter are Kevin Campbell. There are no comments yet. The page is divided into several sections: Details, Description, Activity, People, Dates, Development, and Agile.

Teams in Space / TIS-58
Create hover state for launch sites

Edit Comment Assign More Start Progress Resolve Issue Workflow Export

Details

Type:	Story	Status:	Open (View Workflow)
Priority:	Major	Resolution:	Unresolved
Affects Version/s:	None	Fix Version/s:	None
Component/s:	Web Site		
Labels:	None		

Description

As a customer, I want to easily see what launch sites are available for each shuttle.

Activity

All **Comments** Work Log History Activity Commits Source Reviews Builds

There are no comments yet on this issue.

Comment

People

Assignee: Kevin Campbell
Reporter: Kevin Campbell
Votes: 0
Watchers: 1 Stop watching this issue

Dates

Created: 34 minutes ago
Updated: 34 minutes ago

Development

Create Branch

Agile

View on Board

Managing an Issue

The screenshot shows a Jira issue page for 'Teams in Space / TIS-58' with the title 'Create hover state for launch sites'. A toolbar at the top contains buttons for 'Edit', 'Comment', 'Assign', 'More', 'Start Progress', 'Resolve Issue', and 'Workflow'. The 'Details' section shows the issue is a 'Story' with 'Major' priority, 'Open' status, and 'Unresolved' resolution. The 'Description' is 'As a customer, I want to easily see what launch sites are available for each shuttle.' The 'Activity' section shows no comments. The right sidebar includes 'People' (Assignee: Kevin Campbell, Reporter: Kevin Campbell), 'Dates' (Created/Updated: 34 minutes ago), 'Development' (Create Branch), and 'Agile' (View on Board).

Teams in Space / TIS-58

Create hover state for launch sites

Edit Comment Assign More Start Progress Resolve Issue Workflow

Details

Type: Story
Priority: Major
Affects Version/s: None
Component/s: Web Site
Labels: None

Status: Open (View Workflow)
Resolution: Unresolved
Fix Version/s: None

Description

As a customer, I want to easily see what launch sites are available for each shuttle.

Activity

All Comments Work Log History Activity Commits Source Reviews Builds

There are no comments yet on this issue.

Comment

People

Assignee: Kevin Campbell
Reporter: Kevin Campbell
Votes: 0
Watchers: 1 Stop watching this issue

Dates

Created: 34 minutes ago
Updated: 34 minutes ago

Development

Create Branch

Agile

View on Board

Transitioning an Issue

Teams in Space / TIS-58
Create hover state for launch sites

Edit Comment Assign More Start Progress Resolve Issue Workflow Close Issue

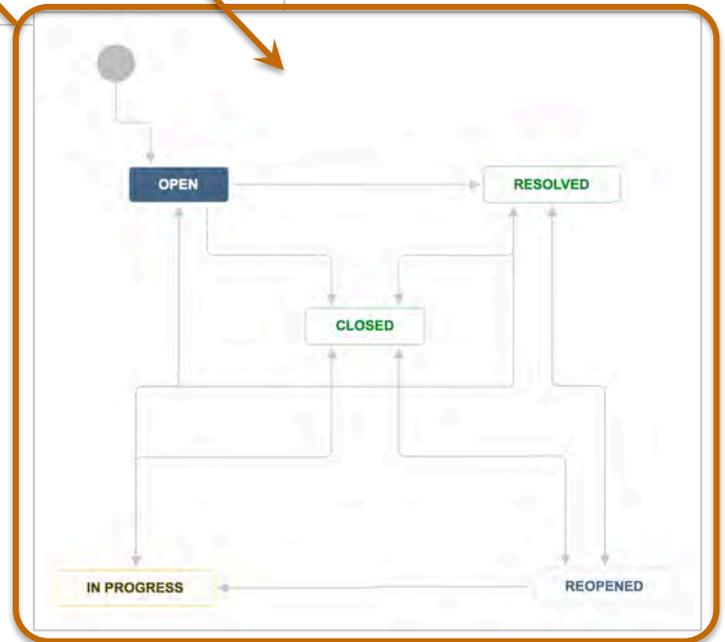
Details

Type: Story
Priority: Major
Affects Version/s: None
Component/s: Web Site
Labels: None

Status: Unresolved
Resolution:
Fix Version/s: None

Open (View Workflow)

Issue buttons map to the Issue workflow



Managing an Issue

- @ Mentions
 - Add any User to a comment or description field
 - Notified of their mention in the Issue
 - Format: @ [User name]
- Keyboard Shortcuts
 - Helpful to quickly and easily make changes to your Issue
 - Many available – hit ‘?’ key to show all available shortcuts
 - Common shortcuts
 - ‘e’ – edit screen
 - ‘a’ – assign an issue
 - ‘m’ – comment on an issue

Summary: JIRA Overview & Basics

- JIRA project, requirement, and role hierarchies exist to support delivery of work
- Issues are your project requirements and they can be customized to suit your project
- Typical issues are Agile related: Epics, Stories, Defects, Sub-Tasks
- Based on your permissions, you can create and edit issues
- Issues can be moved through workflow states

Demo

- Basic Navigation
- Creating and viewing an Issue
- Viewing a workflow
- Transitioning an Issue



Online Resources

Resource	Location
JIRA User's Guide	https://confluence.atlassian.com/display/JIRA/JIRA+User's+Guide

Thank you!