



JIRA INTRODUCTION 2015

AGENDA

1. What is JIRA?
2. JIRA Advantages and disadvantages
3. Workflow in JIRA
4. What is an Issue?
5. Standard actions on issue
6. Search for an issue
7. Timesheet
8. Setting up e-mail notification
9. Boards in JIRA



MICS

1. WHAT IS JIRA?

WHAT IS JIRA?

JIRA is ...

- ✓ a web Atlassian tool
- ✓ the tracker for team planning
- ✓ configurable and extendable tool

JIRA ...

- ✓ adapts to business processes
- ✓ maintains your historic data
- ✓ used to prioritize, assign, track, discuss, report and watch issues\tasks

A scenic mountain landscape featuring a paved road in the foreground, a concrete guardrail, and steep, rocky mountainsides. The background shows a valley with green fields and distant mountain ranges under a blue sky with scattered white clouds. A large, semi-transparent blue rectangle is overlaid on the lower-left portion of the image, containing white text.

2. JIRA ADVANTAGES AND DISADVANTAGES

JIRA ADVANTAGES AND DISADVANTAGES

ADVANTAGES

- Team work facilitation
- Full visibility of the supported processes for the team and process/unit stakeholders
- Planning
- Time-reporting
- Tasks prioritizing
- Clear KPIs for People Management

DISADVANTAGES

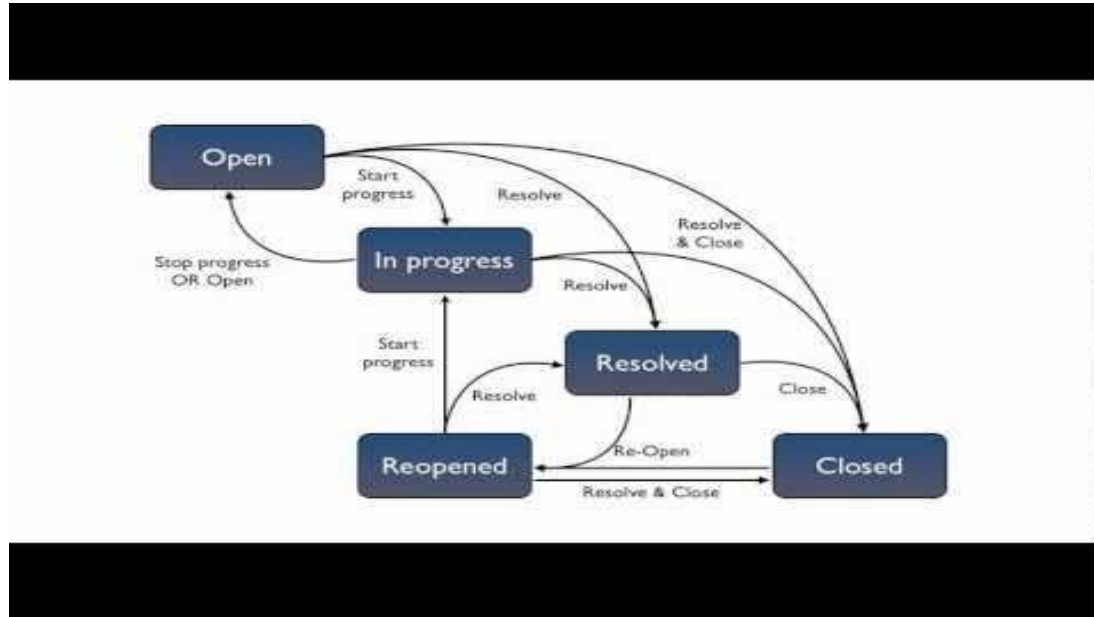
- JIRA Performance
- Lack of training on project management
- Time and efforts spent on «Getting acquainted stage»



3. WORKFLOW IN JIRA

WORKFLOW IN JIRA

A JIRA workflow is the set of statuses and transitions that an issue goes through during its lifecycle.





4. WHAT IS AN ISSUE?

WHAT IS AN ISSUE?

Issue - any task that requires an action from a person.

Issue types:



Bug – a problem which impairs or prevents the functions of the product.



Task – a task that needs to be done.



Sub-task - are useful for splitting up a parent issue into a number of smaller tasks that can be assigned and tracked separately.



Story - in JIRA Agile, a story is represented as an issue, and individual tasks within the story are represented as sub-task.



Epic - An epic captures a large body of work. It is essentially a large user story that can be broken down into a number of smaller stories. It may take several sprints to complete an epic.



5. STANDARD ACTIONS ON ISSUE

STANDARD ACTIONS ON ISSUE

- Create
- Edit
- Assign
- Comment
- Log work
- Attach
- Link
- Clone
- Delete

The screenshot shows the JIRA issue interface for an issue titled 'TEST' (ID: EPMHRM-2117). The top navigation bar includes links for Dashboards, Projects, Issues, Risks, Tempo, Agile, Structure, and Tests. The issue details section shows the issue type as 'TEST' and the status as 'Open'. A dropdown menu is open, displaying various actions available for this issue. The actions are categorized into 'Details', 'Description', 'Tempo', 'Structure', and 'Activity'. The 'Log Work' action is highlighted in blue, and the 'Attach Files' action is highlighted in red. Other actions include 'Edit', 'Comment', 'Assign', 'More', 'Start Progress', 'Resolve Issue', 'Close Issue', 'Mind Map', 'Plan Time', 'Start Tracker', 'View Worklogs', 'Agile Board', 'Rank to Top', 'Rank to Bottom', 'Attach Screenshot', 'Add Vote', 'Voters', 'Stop Watching', 'Watchers', 'Create Sub-Task', 'Convert to Sub-Task', 'Move', 'Link', 'Clone', 'Labels', and 'Delete'.

Navigation: <epam> | JIRA | Dashboards | Projects | Issues | Risks | Tempo | Agile | Structure | Tests

Issue: EPMHRM-2117 TEST

Actions: Edit, Comment, Assign, More, Start Progress, Resolve Issue, Close Issue

Details: Log Work, Mind Map, Log Work, Plan Time, Start Tracker, View Worklogs, Agile Board, Rank to Top, Rank to Bottom, Attach Files, Attach Screenshot, Add Vote, Voters, Stop Watching, Watchers

Description: Click to add description

Tempo: 01/Jul/15 - 31/Jul/15, Date

Structure: Global, Create Sub-Task, Convert to Sub-Task

Activity: All, Comment, There are no comments yet, Comment

Report, Log Work

Activity, Transitions

Atlassian

CREATING AN ISSUE

In this lesson, you will learn how to create an issue in JIRA. The **Create** button is available from every page in JIRA.



Let's create an issue now.

Click **Create** button at the top of the screen or just type **C**.

CREATING AN ISSUE

Create Issue

Configure Fields

Project

IRKD

Issue Type

Epic

Epic Name

Provide a short name to identify this epic in the GreenHopper boards.

Summary

Priority

Major

Due Date

Component/s

Start typing to get a list of possible matches or press down to select.

Affects Version/s

Start typing to get a list of possible matches or press down to select.

Fix Version/s

Start typing to get a list of possible matches or press down to select.

Assignee

Automatic

Create another

Create

Cancel

1. **Project.** Every issue is associated with a project.
2. **Issue Type.** This field allows you to select the kind of issue you want to create, such as a bug or task, etc.
3. **Issue Summary.** Every issue requires a summary. A summary should be a very brief summation of the issue. The summary acts as the title of the issue.
4. **Set Priority.** You can set the priority of this issue. Setting the priority can help your team during the triage process.
5. **Set Due Date.**
6. **Affects Version.** This field is used to tell people which version of the project this new issue relates to.
7. **Assignee.** Here you can choose whom to assign the issue to.
8. **Enter Issue Description.** Here's where you can describe the issue in as much detail as you'd like.
9. **Create.** Once you click 'Create', your new issue will be added to JIRA.

ISSUE SUMMARY

All Task (sub-task) fields must be fulfilled in English language only.

All Tasks should be named according to the rule:

“WHERE_WHAT_WHEN”

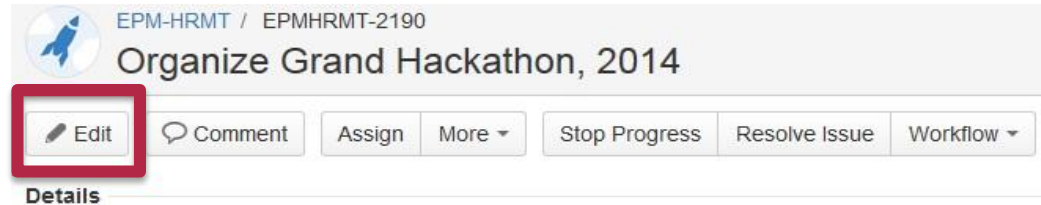
For example: "IT Services_Summer Party_09-2015".

For “Ad-hoc” Tasks (non-hosted tasks) don’t forget to add verb to the title.

For example: "IT Services_organize Summer Party_09-2015".

EDITING AN ISSUE

1. Click the **Edit button** (at the top left on the “view issue” page).



2. Hover your mouse over a field and **click the pencil icon** to edit it inline.
3. Just type **E**.

LOG WORK ON ISSUE

Log Work

Time Spent*

(eg. 3w 4d 12h) ⓘ

An estimate of how much time you have spent working.

Date Started*

ⓘ

Remaining Estimate

☒ Adjust automatically

the estimate will be reduced by the amount of work done, but never below 0.

☐ Leave estimate unset

☐ Set to (eg. 3w 4d 12h)

☐ Reduce by (eg. 3w 4d 12h)

Work Description

Working on presentation for JIRA INTRODUCTION training

👤 - Viewable by All Users

[Find more time-tracking add-ons...](#)

Log

Cancel

LOG WORK ON ISSUE

To log work use the following format:

- **w** - weeks
- **d** - days
- **h** - hours
- **m** - minutes

EDITING AND DELETING A WORK LOG ENTRY

Tempo

01/Jul/15 - 31/Jul/15

◀ Current ▶ Report Log Work

Date	Description	Worked
22/Jul/15 14:13	Working on presentation for JIRA INTRODUCTION training	2

EDITING A LOG WORK

- Open the necessary issue Tempo section
- Click the pencil icon
- Make the appropriate changes
- Click Log to return to the issue, and verify that changes were made.

DELETING A LOG WORK

- Open the necessary issue Activity section
- Select Work Log tab
- Click the Delete icon
- Click Delete to confirm the deletion and return to the issue.
- Verify that the issue's Work Log tab no longer displays the work log entry that you just deleted.

Activity

All Comments **Work Log** History Activity Transitions

Ludmila Glazunova logged work - 22/Jul/15 5:13 PM

Time Spent: 2h

Working on presentation for JIRA INTRODUCTION training

TIME TRACKING

Original Estimate (blue) — the amount of time originally anticipated to resolve the issue.

Remaining Estimate (orange) — the remaining amount of time currently anticipated to resolve the issue.

Time Spent (green) — the amount of time logged working on the issue so far.

People

Assignee:  Liudmila Glazunova

Reporter:  Liudmila Glazunova

Votes:  0

Watchers:  [Stop watching this issue](#)

Dates

Created: Yesterday

Updated: Just now

Time Tracking

Estimated:  16h

Remaining:  14h

Logged:  2h

Collaborators

Liudmila Glazunova 2h / 0h

CREATING A SUB-TASK

Sub-task issues are useful for splitting up a parent issue (Task) into a number of smaller tasks that can be assigned and tracked separately. You need to create Sub-Task when:

- When **different people** are responsible for execution process of one Task
- When we have **different business results** related to the same Task

HOW TO:

- Navigate to the issue you would like to be the parent issue of the sub-task you are about to create.
- Select **More** and **Create Sub-Task**.
- Fill in the details as needed, and then click **Create** at the bottom.

Sub-tasks have all the same fields as standard issues, e.g. Summary, Description, Reporter, Assignee, Status. Note that sub-tasks have a different set of issue types from the standard issue types.

The image shows a 'More' dropdown menu from a task management interface. The menu is open, displaying various actions categorized by sections. The 'Create Sub-Task' option is highlighted with a red rectangular border. Below it, the 'Convert to Sub-Task' option is also visible. The menu includes sections for 'Details', 'Description', and 'Tempo'. The 'Details' section contains options like 'Log Work', 'Mind Map', 'Plan Time', 'Start Tracker', and 'View Worklogs'. The 'Description' section includes 'Rank to Top', 'Rank to Bottom', 'Attach Files', and 'Attach Screenshot'. The 'Tempo' section lists 'Add Vote', 'Voters', 'Stop Watching', and 'Watchers'. The 'Structure: Global' section is partially visible at the bottom.

	Edit	Comment	Assign	More
Details				Log Work Mind Map Log Work Plan Time Start Tracker View Worklogs
Description				Agile Board Rank to Top Rank to Bottom Attach Files Attach Screenshot
Tempo				Add Vote Voters Stop Watching Watchers
> Structure: Global				
				Create Sub-Task Convert to Sub-Task

RESOLVING AN ISSUE

1. Press **Resolve** button in the upper panel bar
2. Move the necessary Task from one column to another (Tracking board)
3. And don't forget about Issue Resolution. JIRA by default will mark an issue to be Unresolved when the resolution field is not having any value on it.
4. Adding comments to an issue is a useful way to record additional detail about an issue, and collaborate with team members.

Start Progress **Resolve Issue** Close Issue

0 of 3 In Progress 0 of 28 Resolved

EPM-HRM-2117
TEST

Resolve Issue

Resolving an issue indicates that the developers are satisfied the issue is finished.

Resolution* Please select... ?

Fix Version/s

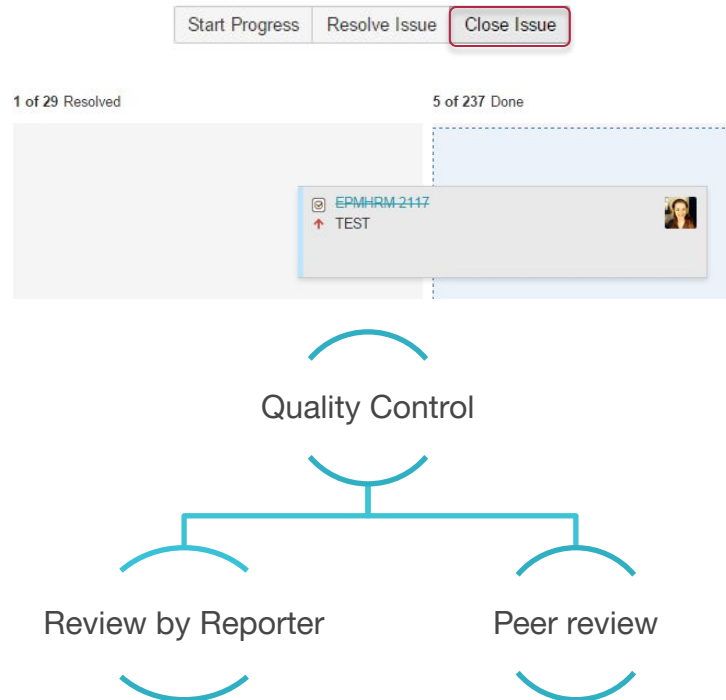
Start typing to get a list of possible matches or press down to select.

Comment

Style B I U A ²A

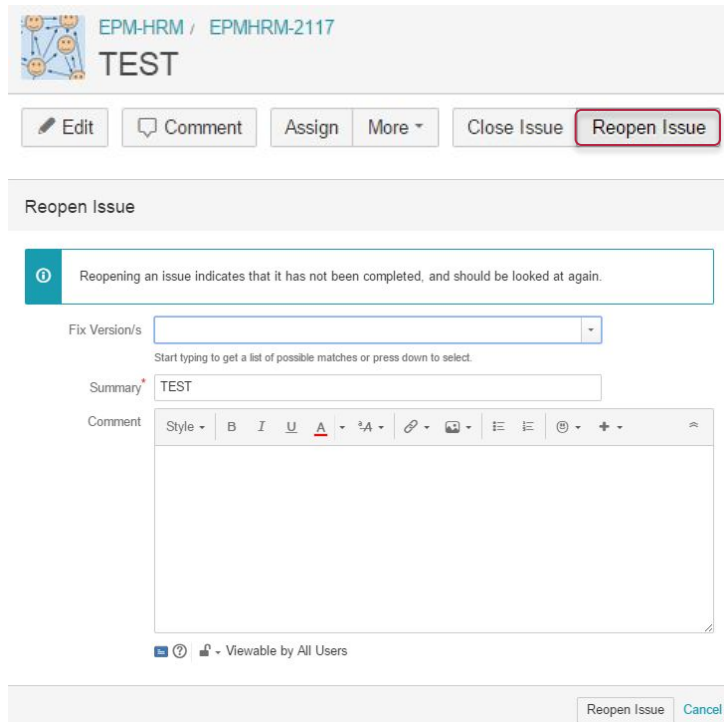
CLOSING AN ISSUE


1. Choose “Close Issue” button in the upper panel bar
2. Move the necessary Task from one column to another (Tracking board)
3. Peer review is **obligatory** during **1st** month of JIRA usage. After 1st month – HR Manager is responsible for chosen the appropriate option for his\her team.
4. If there is **only one HR** for the project (Assignee=Reporter) then she or he is still responsible person for the whole Quality Control process



REOPEN AN ISSUE


1. Open the resolved or closed JIRA issue you wish to reopen
2. Select More -> Reopen Issue
3. Fill in Comment field
4. Click on “Reopen issue” button
5. Change Due Date



 EPM-HRM / EPMHRM-2117
TEST

Edit Comment Assign More Close Issue **Reopen Issue**

Reopen Issue






 Reopening an issue indicates that it has not been completed, and should be looked at again.




Fix Version/s

Start typing to get a list of possible matches or press down to select.

Summary* TEST

Comment

Style B I U A %A -      + -

   Viewable by All Users

Reopen Issue Cancel

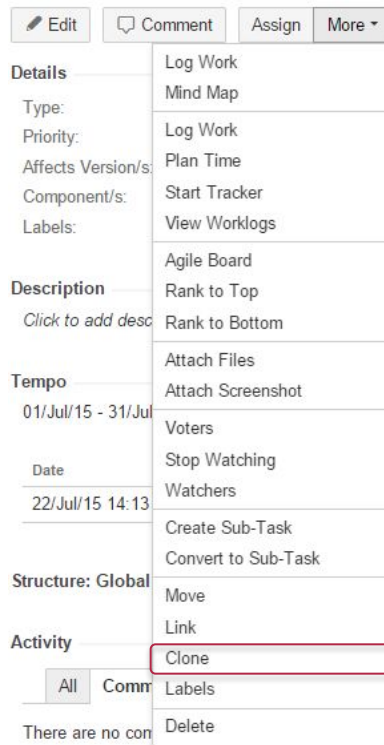
CLONING AN ISSUE

Cloning, or copying, an issue lets you quickly create a duplicate of an issue within the same project. The clone issue is a replica of the original issue, containing the same information stored in the original issue — e.g. Summary, Affects Versions, Components, etc. The clone issue can also be linked to the original issue. A clone issue is a separate entity from the original issue.

1. Open the JIRA issue you wish to clone
2. Select More
3. Select Clone
4. You need to edit the clone issues Summary and Due Date

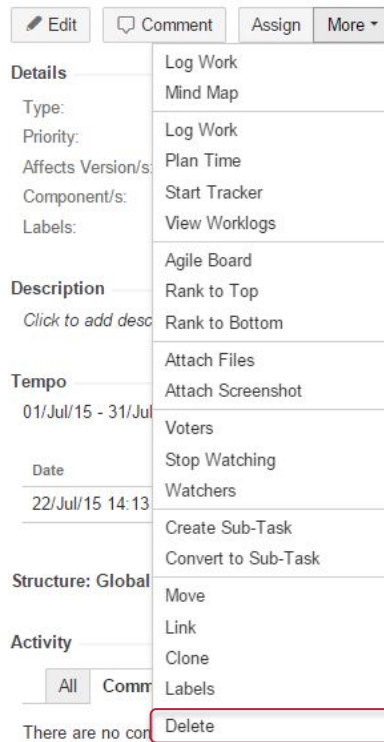
You can include or not to include:

- Sub –Task
- Links
- Attachment



DELETING AN ISSUE

- On your Tracking Board select the issue that you want to delete
- Select More
- Select Delete in the List

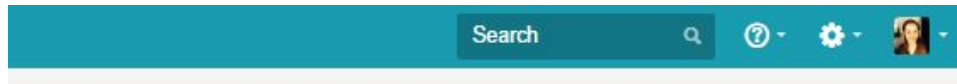


A man with a beard and brown hair is sitting at a desk in a modern office. He is wearing large white over-ear headphones and a grey sweater under a tan vest. He is looking down at his hands, which are clasped together, with a thoughtful expression. In front of him is an open silver laptop. To his right, there is a desk lamp and another closed laptop. In the background, a window shows a cityscape. A blue banner with white text is overlaid on the left side of the image.

6. SEARCH FOR AN ISSUE

SEARCH FOR AN ISSUE

The quickest, simplest, and easiest way to search for issues is the Quick Search bar, which is located in the universal header.



Jump to an issue. If you type in an issue's key, you'll jump straight to that issue.

Smart Querying. JIRA recognizes key terms and uses a simple syntax to search for issues. For example, typing in 'my open bugs' returns all issues assigned to you that haven't been resolved.

Free-text searching. You can search for any word within the issue(s) you are looking for, provided the word is in one of the following fields: Summary, Description, Comments.

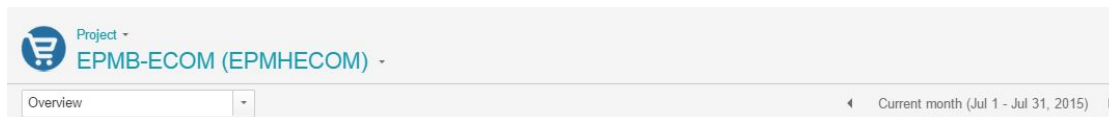
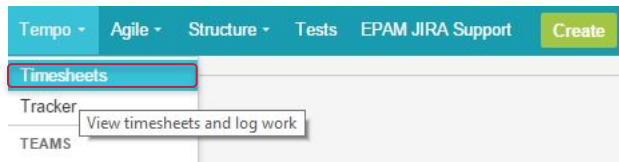
Searching JIRA issues from your browser's search box. If you are using Firefox or Internet Explorer 8, you can add your JIRA site as a search engine/provider via the dropdown menu next to the browser's search box. Once you add your JIRA site as a search engine/provider in your browser, you can use it at any time to conduct a Quick Search for issues in that JIRA site.

A close-up, over-the-shoulder shot of a person with brown hair holding a black and silver camera to their eye. The camera has a lens with 'ASPHERICAL LENS' and '1-23mm 1:2' visible. The person is wearing a red jacket. The background is a bright, out-of-focus cityscape with buildings and water, suggesting a sunny day. A blue banner with white text is overlaid on the bottom left.

7. TIMESHEETS

TIMESHEETS

Select Tempo->Timesheet->Select necessary type of timesheet



Select necessary time period

The screenshot displays the 'Timesheet' interface for the project 'EPMB-ECOM (EPMHECOM)'. It shows a calendar view for the current month (Jul 1 - Jul 31, 2015). The interface includes a 'Log Work' button and a table with columns for days of the week and dates. The table contains data for planned and worked hours. A summary table at the bottom right shows the total, worked, and planned hours for the period.

P	%	Σ	01 W	02 T	03 F	04 S	05 S	06 M	07 T	08 W	09 T	10 F	11 S	12 S	13 M	14 T	15 W	16 T	17 F	18 S	19 S	20 M	21 T	22 W	23 T	24 F	25 S	26 S	27 M	28 T	29 W	30 T	31 F
Planned		43.75	4.5	4.5				5	3.75	4.75	3.5	3			3.75	4.5	1	3	2.5			8	8.55	7.5									
100%		127.55						10.3	13.2	9	10.25	9.25	1.5		11.05	11.2	11.1	8	8.65														
100%		17.25	15							0.75	0.75											0.75											
100%		37	7						4.5		4	1.75			4.25	4		5.25	1.75														
100%		2		1				1																									
100%		34						11		8		6.5						3				5.5											
Daily hours total:		26.5	5.5					27.3	22.2	21.75	18.5	20.5	1.5		19.05	19.7	12.1	19.25	12.9			14.25	11.55	9									
Weekly hours total:							32						111.75							83								34.8					
Planned hours total:																																	
Total																																	
Worked																																	
Planned																																	

Total	Today	Period
Worked	261.55	261.55
Planned	0	0

Timesheets displays useful time tracking information on issues for a particular project, team, account, user, etc.

A man with short brown hair, wearing a dark navy blue coat with a fur collar and a brown messenger bag, is standing on a train platform. He is looking down at a smartphone in his right hand. To his left is a white train car. The platform has a wooden roof structure with red-brown beams. The background is slightly blurred, showing more of the station and some greenery.

8. SETTING UP EMAIL NOTIFICATION

RECEIVING SEARCH RESULTS VIA EMAIL

JIRA enables you to subscribe to an issue [filter \(a saved search\)](#). JIRA will then run the search according to your specified schedule, and will email the results to you.

You can specify when and how often you would like to receive the search results, e.g. 'Every hour between 9.00AM-5.00PM, Monday-Friday', or 'The last Friday of every month at 7.00AM'.

1. Choose Issues > Manage Filters.
2. Locate the filter you are interested in and click on its Subscribe link.
3. Select one of the following types of schedule.
4. Click **Subscribe**.

Filter Subscription

Recipients Personal Subscription

Schedule ☒ Daily
☐ Days per Week
☐ Days per Month
☐ Advanced

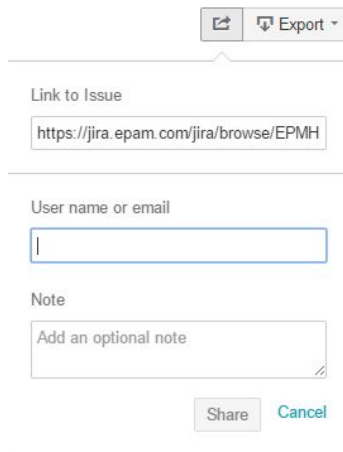
Interval once per day at 1 00
am
The current server time is 03/Apr/13 2:39 AM - Greenwich Mean Time
☐ Email this filter, even if there are no issues found

Subscribe Cancel

Manage Filters			
<div>Favourite</div> <div>My</div> <div>Popular</div> <div>Search</div>	Favourite Filters		
	Filters are issue searches that have been saved for re-use. This page shows you all your favourite filters.		
	Name	Owner	Shared With
	★ Browse Project Epics for ADG	Susan Griffin (sgriffin)	• Shared with all users
	★ Ignite docs	Susan Griffin (sgriffin)	• Private filter
	★ Kickass docs	Susan Griffin (sgriffin)	• Private filter
	★ PDL Needs Docs	Susan Griffin (sgriffin)	• Shared with all users
	★ PDL-Page	Susan Griffin (sgriffin)	• Private filter
	★ Red Nerd	Susan Griffin (sgriffin)	• Private filter
	★ The Red Nerds need modifications	Susan Griffin (sgriffin)	• Shared with all users
			Subscriptions
			None - Subscribe
			None - Subscribe
			None - Subscribe
			None - Subscribe
			None - Subscribe
			None - Subscribe

SHARING AN ISSUE

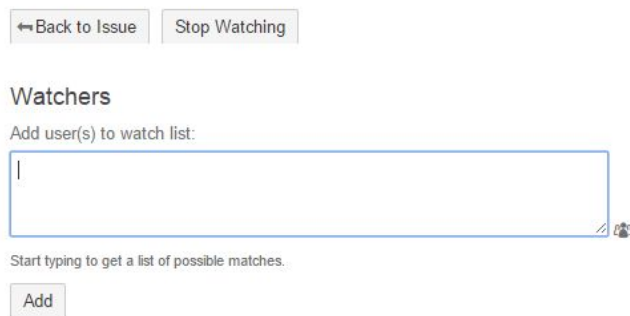
1. View the issue you want to share.
2. Click the Share button at the top-right or simply type **S**.
3. Specify JIRA users.



The screenshot shows the 'Share' dialog box in JIRA. At the top, there are two buttons: 'Share' (with a link icon) and 'Export' (with a download icon). Below these, there is a section titled 'Link to Issue' with a text input field containing the URL 'https://jira.epam.com/jira/browse/EPMH'. Underneath is a section titled 'User name or email' with an empty text input field. Below that is a section titled 'Note' with a text area containing the placeholder text 'Add an optional note'. At the bottom right, there are two buttons: 'Share' and 'Cancel'.

WHATHING AN ISSUE

1. Open the necessary issue.
2. Click Start watching this issue link.
3. Select More Actions > Watchers to open the Watchers page.



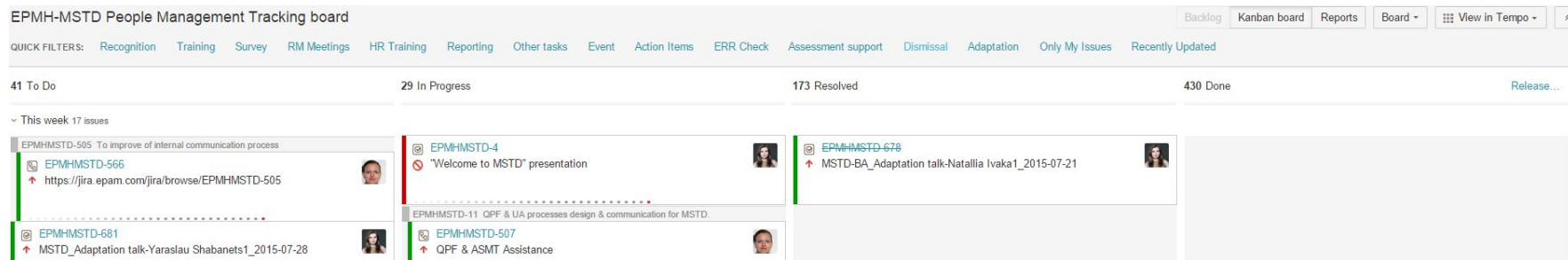
The screenshot shows the 'Watchers' page in JIRA. At the top, there are two buttons: 'Back to Issue' and 'Stop Watching'. Below these, there is a section titled 'Watchers'. Underneath, there is a text input field with the placeholder text 'Add user(s) to watch list:'. Below the input field, there is a message 'Start typing to get a list of possible matches.' and an 'Add' button.

A close-up photograph of a woman with dark hair, wearing a blue and white plaid shirt, focused on working on a wooden board. She is holding a pencil in her right hand and appears to be writing or drawing on the board. The background is blurred, showing a workshop or office environment with various items on shelves.

9. BOARDS IN JIRA

KANBAN BOARD

Kanban is a catalyst for change through small, incremental improvements to your existing process - be it scrum or otherwise. Rooted in lean manufacturing, Kanban is a signaling system that can be effectively applied to software development, DevOps, IT operations, HR processes and many other processes.



SCRUM BOARD

Teams who use scrum plan work in *sprints*, short blocks of time in which the team can estimate, and return value back to the customer. Software development teams, as well as teams in other industries, use scrum to deliver complex solutions in a structured, predictable way.

The product owner manages the *backlog*, ensuring the team is working on the highest-priority items first. With JIRA Agile, the team can organize stories in sprints, in larger epics, and across release versions.

The screenshot displays the EPM-HRM Sprint planning interface in JIRA Agile. The top section shows the sprint plan for 'Custom workflows (30.03-10.04)' with 12 issues. Below this, the Kanban board is visible, showing issues in the 'To Do', 'In Progress', and 'Done' columns. The issues are categorized by version (Epm-Hrm1, Copernicus-1.4, Copernicus-1.5, Copernicus-1.6) and include tasks such as 'Investigate the possibility to use any of EPMH projects for direct costs in CTC', 'Create announcement letter for global rollout', and 'Upgrade EPM-HRM wiki'. The interface also includes a sidebar with filters for 'All Issues', 'Copernicus features', and 'ERR Dashboard', and a bottom section for 'Backlog' with 19 issues.

USEFUL INFORMATION

1. Atlassian University - <https://university.atlassian.com/2.0/>

2. JIRA Documentation -

<https://confluence.atlassian.com/display/JIRA/>

If you have any questions - do not hesitate to contact us:

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THANK YOU!