

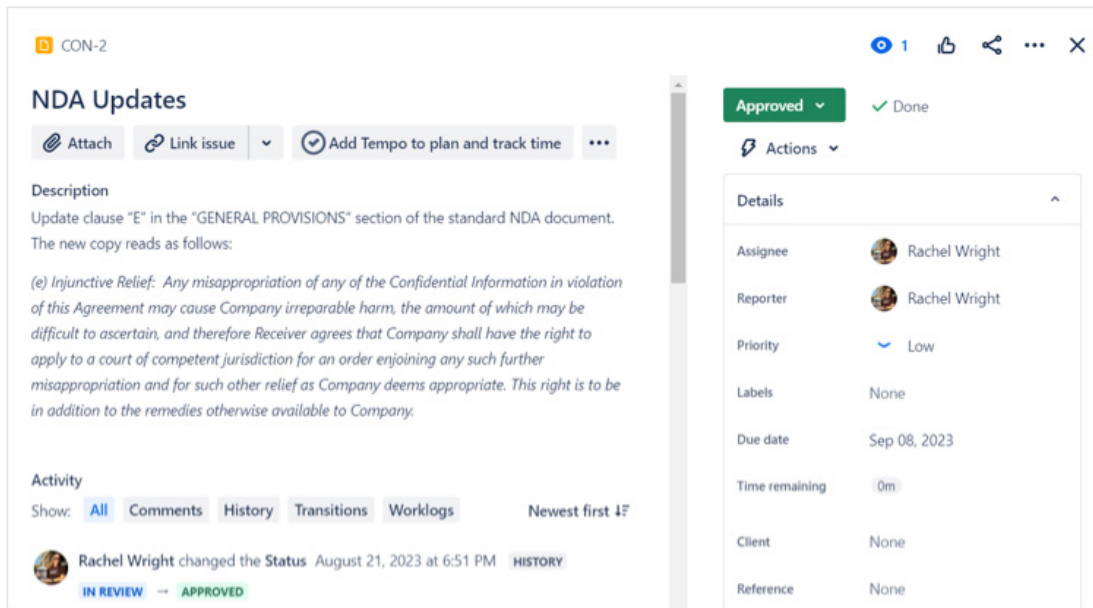
Jira Jargon

Important terms and definitions

General

Issue: an individual item in Jira

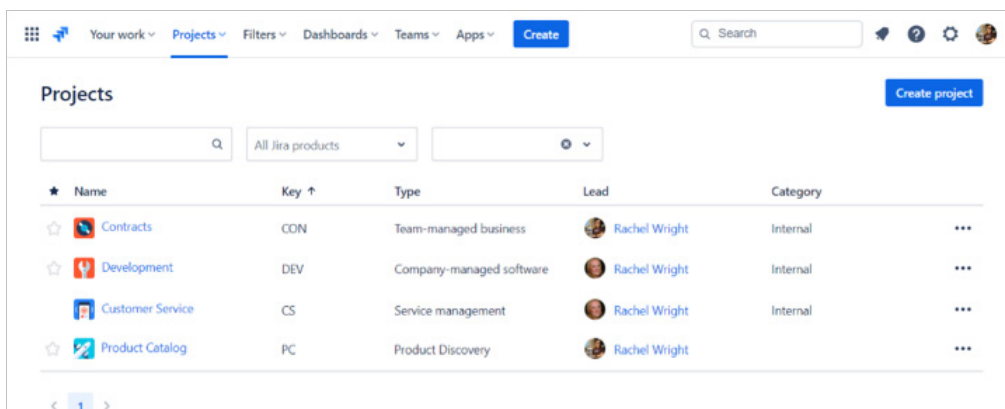
Each time you create an item, you create a new issue with a unique key to identify it. An issue is any individual record in the Jira database.



Project: a collection of Jira issues

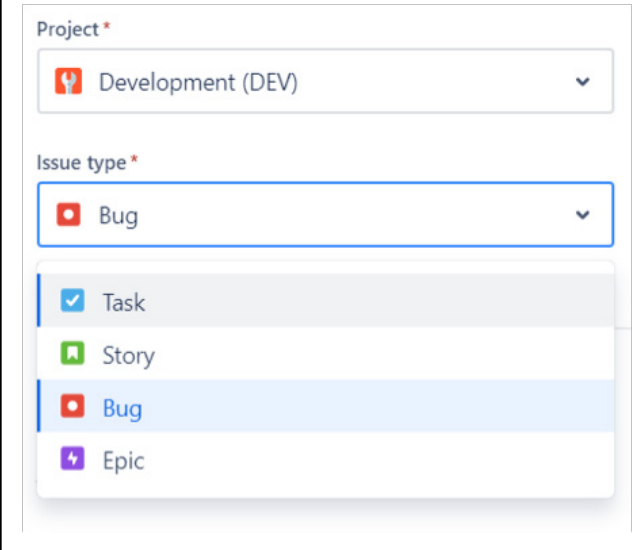
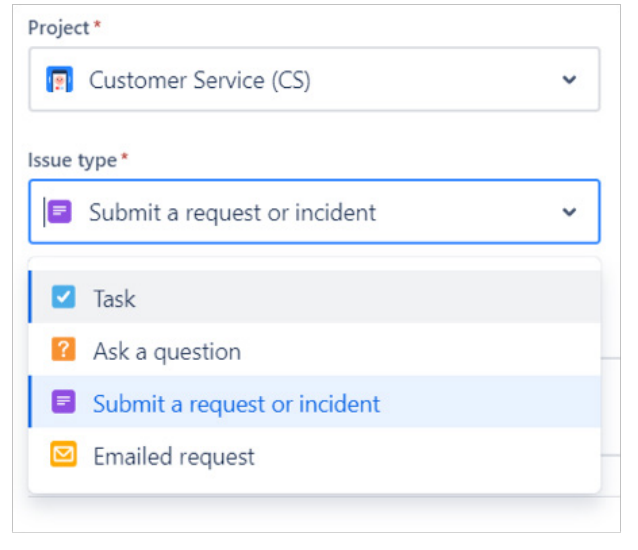
The word “project” in Jira is different than an initiative your team is working on outside of Jira. Think of a Jira project as a container for all your team’s initiatives, tasks, and to-do items. There is generally one Jira project per department, system, team, or application.

- Example: a Jira project called “Development” to track new features, bug fixes, and maintenance work



Issue type: a classification of issues in a Jira project

- Examples: a request, a problem, a task, a to-do item, a development item (like a story, bug, or epic), or a support item (like a change, incident, or service request)

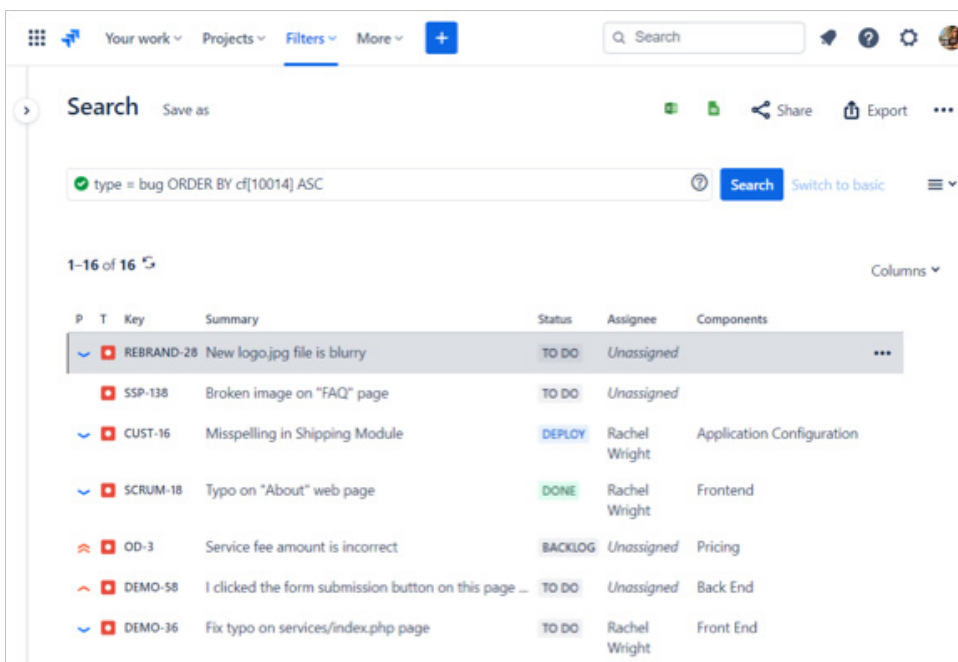
Development Project Example	Service Management Project Example
	

Search

Query: a question

Each time you use a search engine, you're querying the internet for web pages. When you search in Jira, you're querying the database for issues that match your specifications.

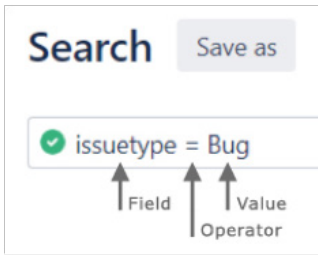
- Example: How many bugs did the Marketing team report this year?



P	T	Key	Summary	Status	Assignee	Components
		REBRAND-28	New logo.jpg file is blurry	TO DO	Unassigned	
		SSP-138	Broken image on "FAQ" page	TO DO	Unassigned	
		CUST-16	Misspelling in Shipping Module	DEPLOY	Rachel Wright	Application Configuration
		SCRUM-18	Typo on "About" web page	DONE	Rachel Wright	Frontend
		OD-3	Service fee amount is incorrect	BACKLOG	Unassigned	Pricing
		DEMO-58	I clicked the form submission button on this page ...	TO DO	Unassigned	Back End
		DEMO-36	Fix typo on services/index.php page	TO DO	Rachel Wright	Front End

JQL: Jira Query Language

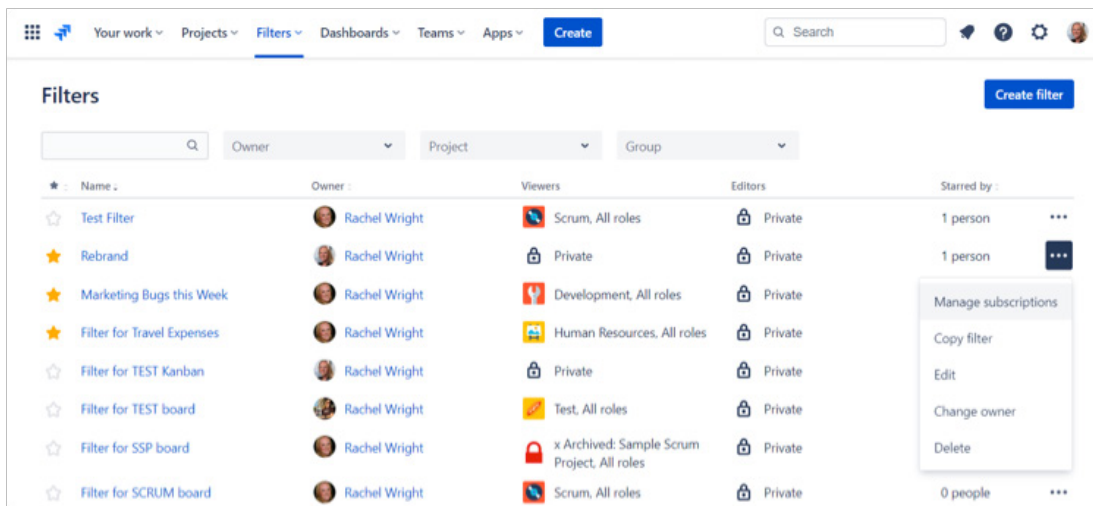
JQL is the way to search through thousands of issues to find the few you're looking for. It's also the way to control which issues appear on a board, and the data displayed on dashboards and in reports.



User Objects

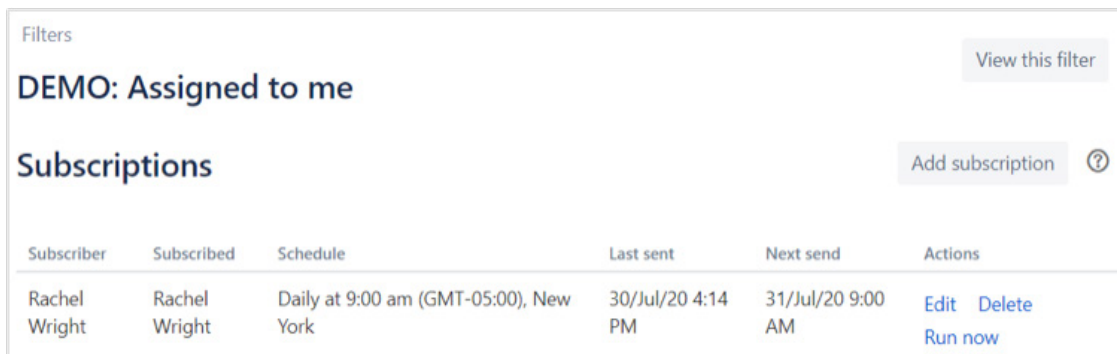
Filter: a saved search result

Create a filter to reuse the search query again later.



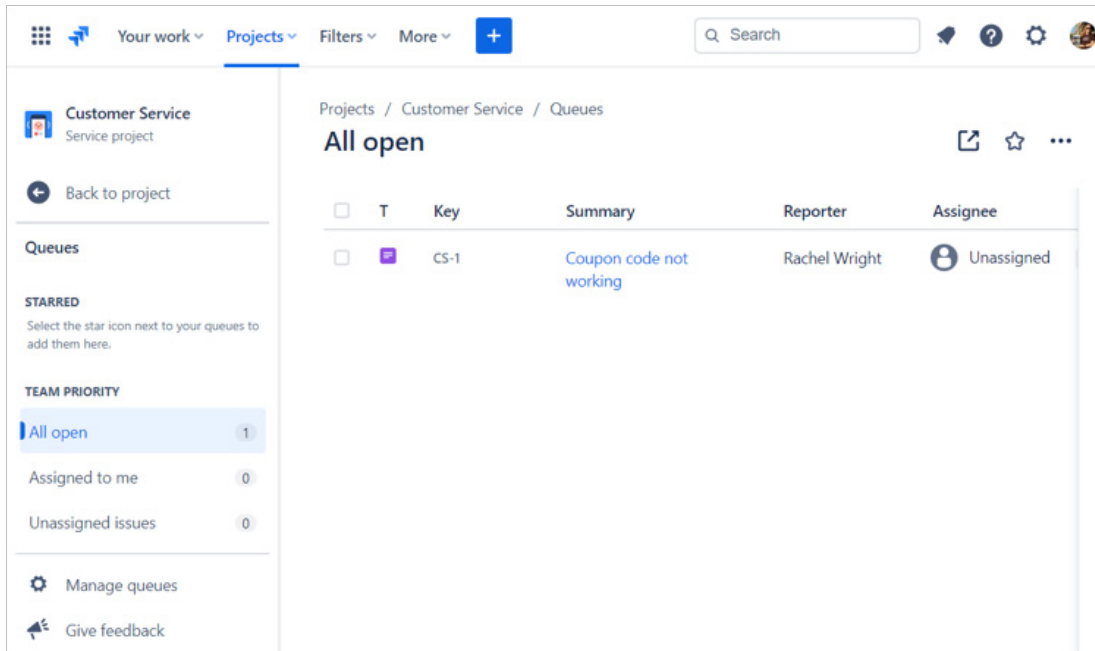
Filter subscription: search results by email

A filter subscription is a periodic notification of search results. Jira can send email about certain issues at a chosen frequency.

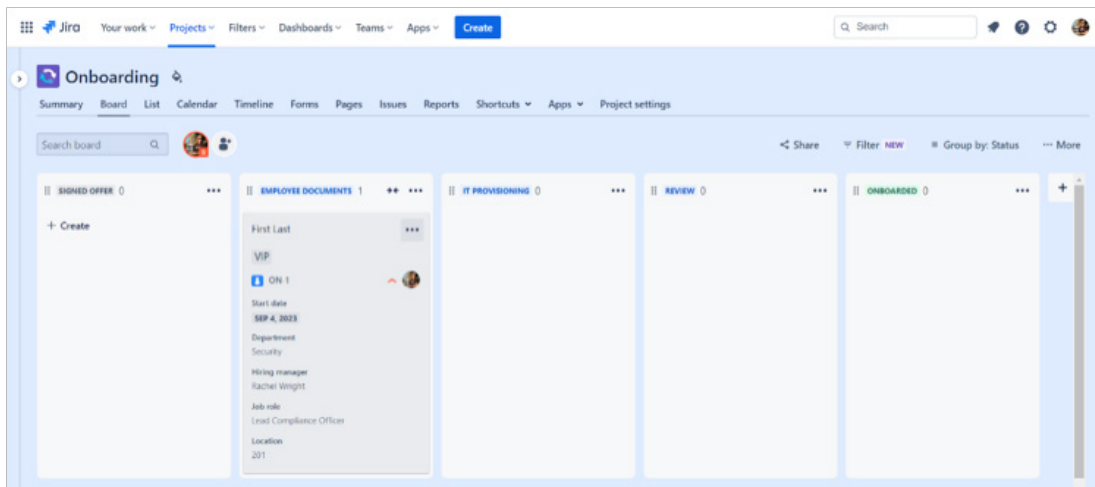


Queue: a shared view of issues

A queue is a unified view of work or a shared view of issues. They are used to segment and categorize requests in Jira Service Management.



Board: a status-based view of issues



Scrum: work delivered at intervals

Scrum boards are for teams that deliver their work in regular, fixed intervals, called sprints.

- Example: every two weeks

Kanban: work delivered continuously

Kanban boards are for teams with flexible delivery schedules.

Dashboard: a statistics-based view of issues

The screenshot shows a Jira dashboard for Rachel Wright. It features several gadgets: 'Priority by Status' (a table), 'Highest Priority Work' (a list of tasks), 'Lower Priority Work' (a list of tasks), and a 'Pie Chart'. The dashboard includes navigation menus at the top and a search bar.

Priority	IN PROGRESS	DONE	TO DO	T:
No priority	0	0	16	16
Highest	0	1	2	3
High	0	2	6	8
Medium	3	7	11	21
Low	3	6	38	47
Total Unique Issues:	6	16	73	95

T	Key	Summary	P	Status
✓	HR-1	Create Onboarding Checklist	🔴	IN PROGRESS
🔴	HELP-43	Customer Payment Portal is Down	🔴	WORK IN PROGRESS
🔴	HELP-51	Internal Server Error in Mobile App	🔴	PENDING
🔴	PMO-6	Switch Task Tracking Software	🔴	IN PROGRESS

T	Key	Summary	Status
🔴	CON-2	NDA Updates	IN REVIEW
🔴	ON-1	Hiring Agreement	EMPLOYEE DOCUMENTS

Gadget: dynamic dashboard content

A gadget is used to display dynamic content on a Jira dashboard. There are many different types of gadgets like charts, graphs, and lists.

This is a close-up of the 'Priority by Status' gadget. It displays a table with columns for priority levels and their corresponding counts in different states. The table is grouped by status and shows 5 of 5 statistics.

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Low	3	6	38	47
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Previous Terms[I can no longer insert comments. Replace “Previous”? It’s unclear. Or integrate the new terms above, and just add “formerly,” such as “Jira Service Management (JSM): formerly Jira Service Desk (JSD)”.

Before	After
Add-ons or plugins	Apps
Jira Service Desk (JSD) [Now part of JSM, not replaced by: see https://www.atlassian.com/software/jira/service-management/features/service-desk]	Jira Service Management (JSM)
Jira Core	Jira Work Management (JWM)
Traditional or classic project	Company-managed project
Independent or next-generation project	Team-managed project