Learning Jira (Cloud Edition)

with Rachel Wright

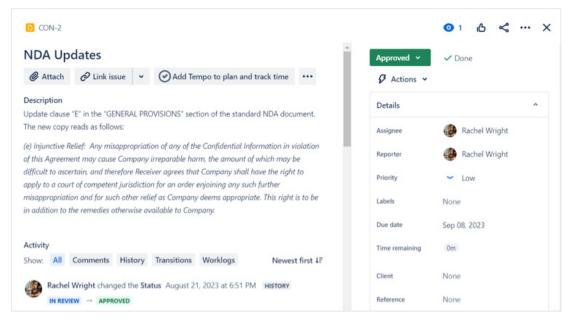
LEARNING

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

Pro	ojects						Create project
	٩	All Jira products	• (o ~			
*	Name	Key ↑	Туре	Lead		Category	
	Contracts	CON	Team-managed business	🔮 R	lachel Wright	Internal	
	Pevelopment	DEV	Company-managed software	💽 R	lachel Wright	Internal	
	Customer Service	CS	Service management	R	lachel Wright	Internal	
	Product Catalog	PC	Product Discovery	() R	lachel Wright		

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)

Service Management Project Example				
Project *				
Customer Service (CS)				
Issue type *				
Submit a request or incident				
Z Task				
Ask a question				
Submit a request or incident				
Emailed request				

Search

Query: a question

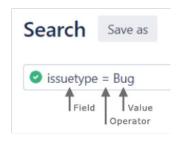
Each time you use a search engine, you're querying the internet for web pages. When you search in Jira, you're querying the database for issues that match your specifications.

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

Ŧ	Yo	ur work ~	ork v Projects v Filters v More v + Q Search						
Se	ard	ch Save a	15		8	🖥 < Share 🍈 Export			
0	type	e = bug ORD	R BY cf[10014] ASC			Search Switch to basic	-		
1-10	6 of	16 5				Column	ns '		
P	т	Кеу	Summary	Status	Assignee	Components			
~	٥	REBRAND-28	New logo.jpg file is blurry	TO DO	Unassigned				
	٥	SSP-138	Broken image on "FAQ" page	TO DO	Unassigned				
~	0	CUST-16	Misspelling in Shipping Module	DEPLOY	Rachel Wright	Application Configuration			
~	0	SCRUM-18	Typo on "About" web page	DONE	Rachel Wright	Frontend			
*	٥	OD-3	Service fee amount is incorrect	BACKLOG	Unassigned	Pricing			
^	۰	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	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.

7	Your work ~ Projects ~ Filter	rs 👻 Dashboards 🗠 Team:	· Apps · Create	Q Search	* 0 0 (
Filt	ers				Create filter
	Q Owner	♥ Proj	ect 👻 Group	*	
*:	Name :	Owner :	Viewers	Editors	Starred by :
	Test Filter	Rachel Wright	Scrum, All roles	D Private	1 person ····
*	Rebrand	Rachel Wright	Private	Private	1 person ····
*	Marketing Bugs this Week	Rachel Wright	Development, All roles	Private	Manage subscriptions
*	Filter for Travel Expenses	Rachel Wright	Human Resources, All roles	Private	Copy filter
	Filter for TEST Kanban	Rachel Wright	C Private	Private	Edit
	Filter for TEST board	Rachel Wright	💋 Test, All roles	Private	Change owner
	Filter for SSP board	Rachel Wright	A Archived: Sample Scrum Project, All roles	Private	Delete
	Filter for SCRUM board	Rachel Wright	Scrum, All roles	Private	0 people ····

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.

Filters	Assigned	to me			View this fi	ilter
Subscri	otions				Add subscription	?
Subscriber	Subscribed	Schedule	Last sent	Next send	Actions	
Rachel Wright	Rachel Wright	Daily at 9:00 am (GMT-05:00), New York	30/Jul/20 4:14 PM	31/Jul/20 9:00 AM	Edit Delete Run now	



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.

III 者 Your work	 Projects ~ 	Filters 🗸	More ~ +	Q	Search	🔹 📀 🔅
Customer Service Service project		Projects / All op	Customer Servi en	ce / Queues		년 ☆ …
Back to project		ПТ	Кеу	Summary	Reporter	Assignee
Queues STARRED Select the star icon next to your add them here.	r queues to		CS-1	Coupon code not working	Rachel Wright	O Unassigned
TEAM PRIORITY						
All open	(1)					
Assigned to me	0					
Unassigned issues	0					
 Manage queues Give feedback 						

Board: a status-based view of issues

🛛 🛹 Jira Your work 🗸 Project	cts - Filters - Dashboards - Tean	ns v Apps v Create			Q. Search	1 0	0 (
Summary Board List Caler	ndar Timeline Forms Pages	Issues Reports Shor	cuts • Apps • Project	settings			
Search board Q	a =			< Shr	re 👻 Filter NEW 🛛	Group by: Status	··· More
II Issancovera () + Create	*** II EMPLOYEE DOCUMENTS 1 First Last V/P I ON 1 Sust date Security Papentrees Security Home Vingot Lab vala Lab vala Lab Compliance Officer Location 201	•••••••	IONINE () ***	H RANKOW O	*** II ONBOARDED 0		•

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.





Rachel Wright's Da	ashboard						Refresh €	Edit 🖊	
Priority by Status			*	0.0	Highest Pri	ority Work		× 00 0	5
Priority	IN PROGRESS	DONE	TO DO	T:	T Key	Summary	P 🛩 Status		
No priority	0	0	16	16	HR-1	Create Onboarding Checklist	IN PROGRES	5	
Righest	0	1	2	3	HELP-4	3 Customer Payment Portal is Down	S WORK IN PR	OGRESS	
← High	0	2	6	8	B HELP-5	I Internal Server Error in Mobile	PENDING		
= Medium	3	7	11	21		Арр			
~ Low	3	6	38	47	PMO-6	Switch Task Tracking Software	ROGRES	5	
Total Unique Issues:	6	16	73	95	1-4 of 35		12345	6789	>
Grouped by: Status		Show	ving 5 of 5	statistics.	Q Just now				
€2 Just now					Pie Chart			* 00 0	
Lower Priority Work			.*	0.0					
T Key 🔺 Summary	State	us							

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.

Priority	IN PROGRESS	DONE	TO DO	T:
No priority	0	0	16	16
	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

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

