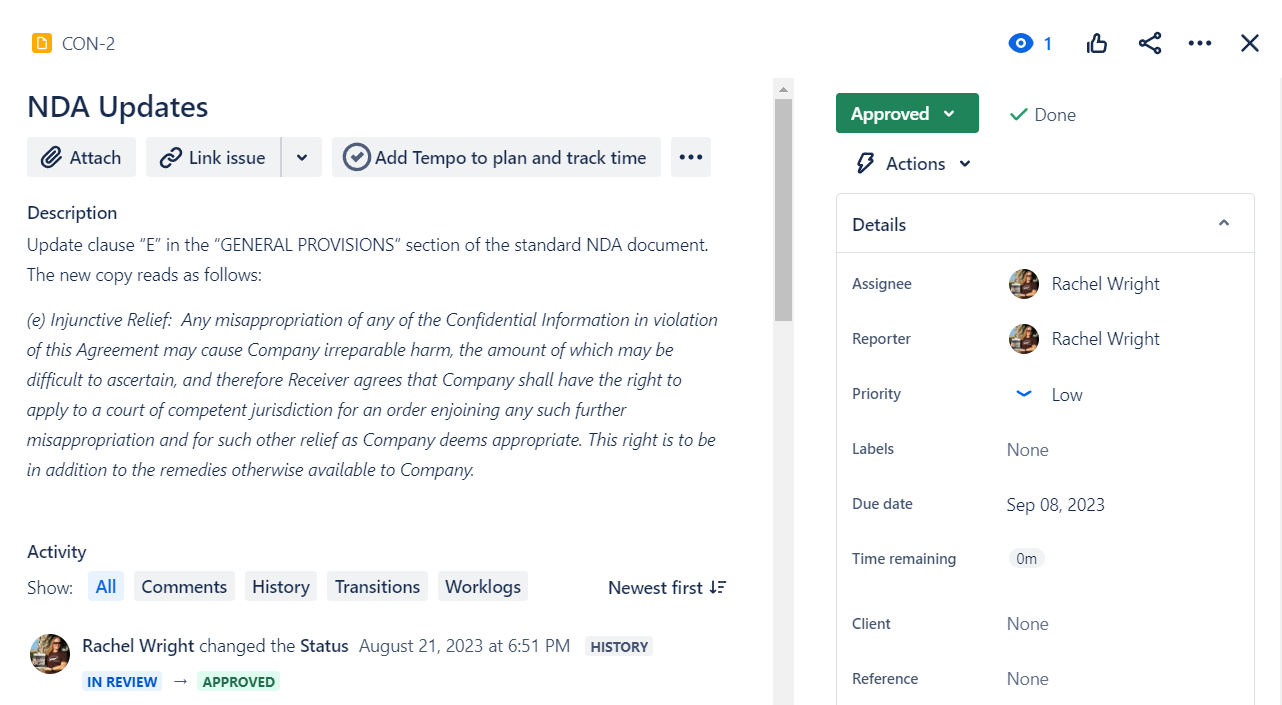
Jira Workflow Jargon

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.

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**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.

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**Request** – how issues are displayed

Requests are how Jira issues are represented, on the self-service portal, to customers or end users. In other words, a request is a simplified view of issue data.

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**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** |
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Workflow

**Scheme** – a configuration or collection of settings

A scheme allows you to use settings differently in the same Jira project or share settings between multiple projects. As a reminder, schemes only apply to company-managed projects in Cloud and all projects in Server, and Data Center. Team-managed projects in Cloud are scheme-less.

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**Workflow** – a sequence of life cycle steps to reach a goal

A workflow is a visual representation of a process. It contains a sequence of standard steps that each issue must go through to be completed. Each step of the process is represented by a status which describes an issue’s current state.

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**Status** – an issue’s current state

Each step of the process is represented by a status which describes an issue’s current state.

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**Transition** – a forward or backward movement between statuses

Transitions are used to move issues forward or backward in the process.

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**Behavior** – an action before, during, or after a transition  
Example: “Only assignee” condition, “Field required” validator, etc.

Workflow transitions have what I call “behaviors”. Atlassian sometimes calls these “rules” or “workflow extensions”. These specify what happens in the background when issues transition from one status to another.

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Previous Terms

|  |  |
| --- | --- |
| **Before** | **After** |
| Add-ons or plugins | Apps |
| Jira Service Desk (JSD) | Jira Service Management (JSM) |
| Jira Core | Jira Work Management (JWM) |
| Traditional or classic project | Company-managed project |
| Independent or next-gen project | Team-managed project |