Jira Jargon

Important terms and definitions

Terminology Changes

| Current	Previous
Jira	Jira Software and Jira Work Management
Jira Service Management (JSM)	Jira Service Desk (JSD)
Cloud: Work, Work items Server and Data Center: Issues (No change)	Cloud: Issues Server and Data Center: Issues (No change)
Work types	Issue types
Work type schemes	Issue type schemes
Work type screen schemes	Issue type screen schemes
Apps (E.g., Marketplace apps)	Add-ons, plugins
Apps (E.g., Atlassian apps like Jira)	Products
Atlassian Learning	Atlassian University
Atlassian Community Forums	Atlassian Community

Jira Terms

Work item, Issue – an individual item in Jira

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

Work type (Cloud), **Issue type** (Server and Data Center) – a classification of work items in a Jira project

Example: Task, Sub-task, Epic, Story, Bug, Service Request, Change Request, and more. Each Jira project can have its own set of issue types, based on the type of work done.
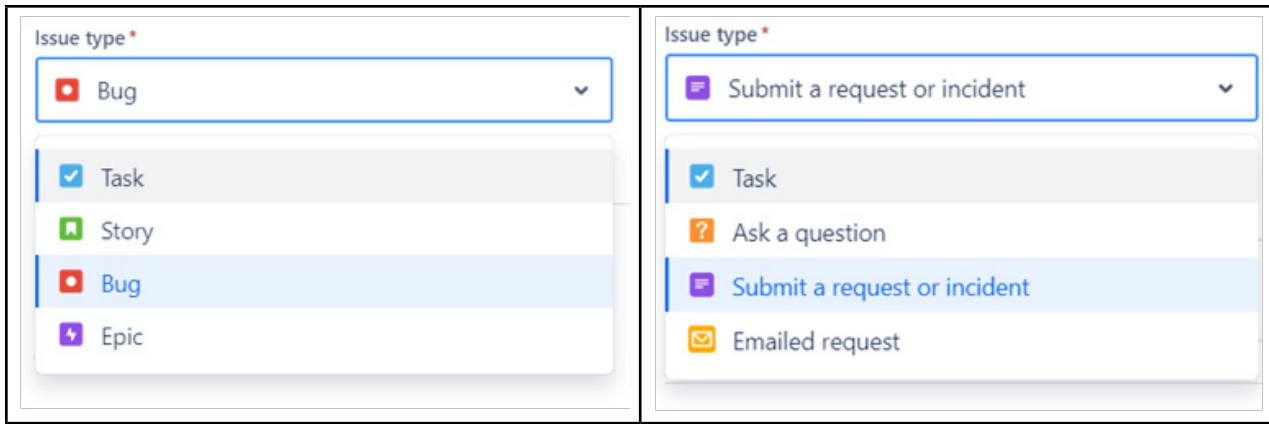
Common Work Types and Issue Types

Business Jira Projects	Software Jira Projects	Service Jira Projects
• Task • Sub-task • And more	• Epic • Bug • Story • And more	• Service Request • Change Request • Incident • And more

Project – a collection of Jira work items

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 "Offshore Development" tracks contracted features, bug fixes, and maintenance work.

| PROJECT TYPES	
Cloud	**Server and Data Center**
The Cloud project types are business, software, Jira Service Management, and Jira Product Discovery.	The Server and Data Center project types are software, service, and business.

Cloud also has company-managed and team-managed project types.
    • Company-managed projects use schemes that are managed by Jira administrators
    • Team-managed projects are scheme-less and are managed by regular users	

Query – a question used to search the Jira database for work items that match your specifications

JQL – Jira Query Language
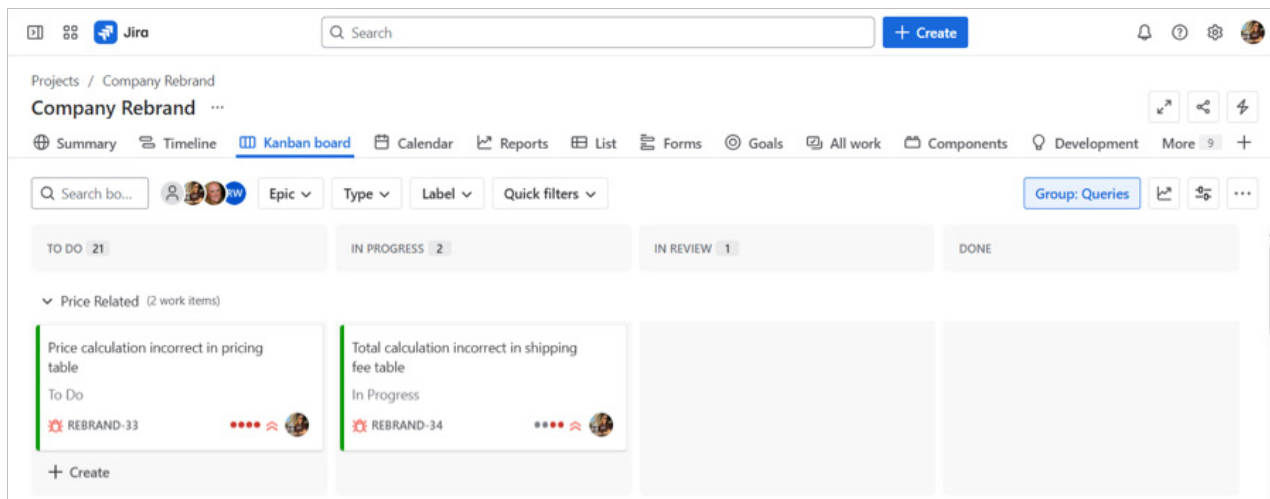
Filter – a saved search

Dashboard – a statistics-based view of work items

A Dashboard is a statistics-based view of work items. Dashboards are powered by one or more JQL filters.
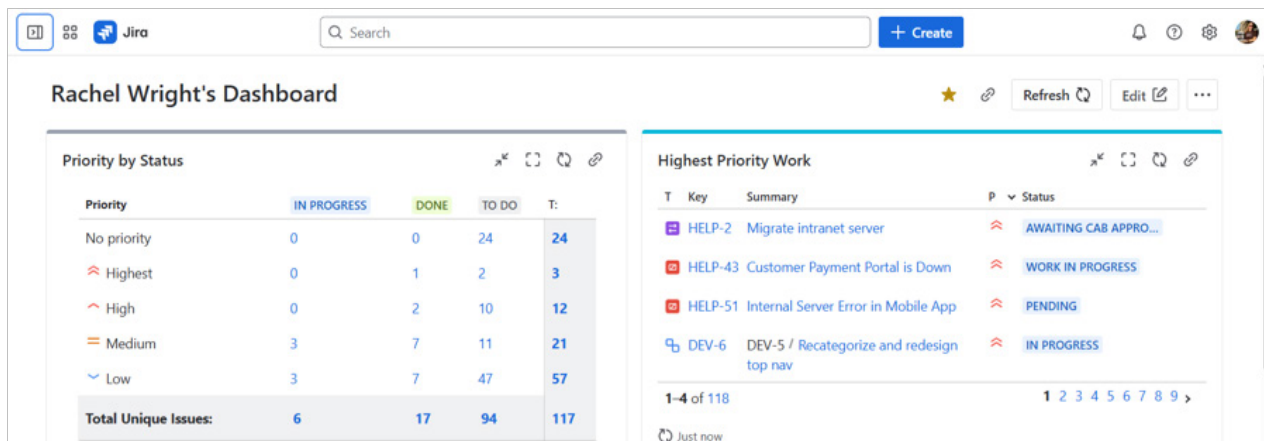
Gadget – dynamic dashboard content blocks gadgets like charts, graphs, and lists

Board – a status-based view of work items

Scrum – boards for work delivered at intervals called Sprints. Example: Every two weeks

Kanban – boards for work delivered continuously

Swimlane – a horizontal grouping of work items on a board

Quick filter – a one-click segmenting function on a board

Version – a grouping of work items deployed together in a software release

Tom Preston-Werner, inventor of Gravatar and cofounder of GitHub, created "The Semantic Versioning" specification. This is a recommendation for naming versions in the format: MAJOR dot MINOR dot PATCH. E.g., 1.0.0. Read more: https://semver.org

Component – provides a categorization method with auto-assignment capabilities

Component :	Description :	Component lead :	Default assignee	Issues :	
Nav Change	Navigation, sub-nav, footer, and sitemaps	Rachel Wright	Component lead	2 issues	•••
Misc files	docx, pdf, xlsx, and other downloadable files		Project default	0 issues	•••
Images	png, svg, and ico files	Rachel Wright	Component lead	0 issues	•••
Copy Change			Unassigned	3 issues	•••
Code Change	css, html, php, xml files	Rachel Wright	Component lead	2 issues	•••

Jira Setting Terms

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. Schemes only apply to company-managed projects in Cloud and all projects in Server and Data Center.

Projects / HR Requests / Project settings
Workflows

Jira Service Management IT Support Workflow Scheme generated for Project HRR

Add Workflow ∨   Switch Scheme

Workflow	Issue Types	Actions
HRR: Default ESM workflow for Jira Service Management (View as text / diagram)	▭ Employee offboarding ✚ Employee onboarding (Assign)	✏ ⊗
HRR: Jira Service Management default workflow (View as text / diagram)	☑ Task ◩ Sub-task (Assign)	✏ ⊗

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, called statuses, that each issue must go through to be completed.
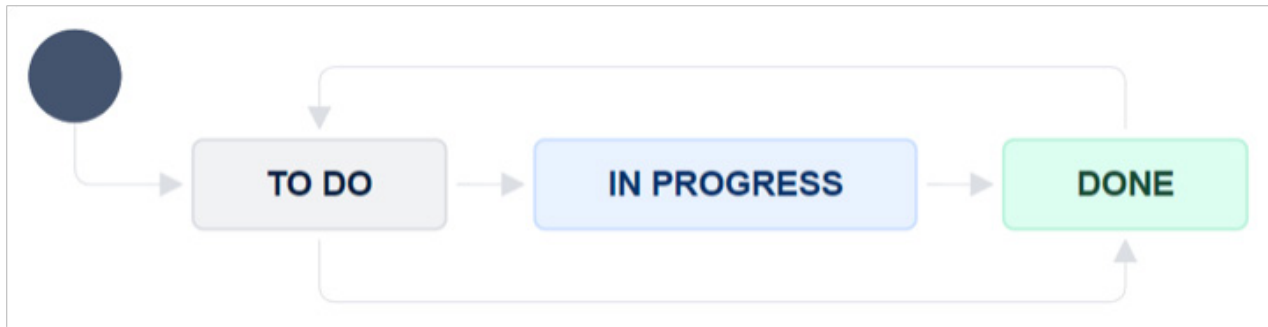
Workflow scheme – a mapping of workflows to issue types

Workflow status – an issue's current state

Workflow transition – forward or backward movement between statuses

Global transition – moving from any status to any other status

Workflow behavior – an action before, during, or after a transition

Atlassian sometimes calls these "rules" or "workflow extensions". Examples: "Only assignee" condition, "Field required" validator, etc.

Workflow trigger – a method to transition work items from development tools

Workflow condition – checks whether a transition can be performed by a user

Workflow validator – checks that data is valid before a transition occurs

Workflow post function – additional rules that run *after* a transition

Workflow property – settings to further customize statuses and transitions

Examples: jira.issue.editable, opsbar-sequence, etc.

Field – a place to collect and store information

Standard field – built into Jira

Jira comes with multiple built-in standard fields like summary, description, priority, comments and others.

Custom field – created by administrators, users, or apps

Additional custom fields, specific to your organization, can also be created by administrators, users, or third-party apps. In the example, I've created two custom number fields called "Total Expenses" and "Total Risk".

Custom field context – determines field use and visibility

Field configuration – defines standard and custom field behavior

Field configuration scheme – maps field configurations to issue types

Screen – defines fields shown and their display order

Screens allow administrators to define when standard and custom fields are shown.

Screen scheme – an association of screens with issue actions. E.g., Create, edit, and view

Issue type screen scheme – an association of screen schemes with different issue types

Issue type scheme – a group of issue types

Priority – a relative ranking of severity or importance. Example: Low, Medium, High

Priority Scheme – a group of priorities

Permission scheme – defines project permissions

Issue security scheme – settings to control access at the issue level

Notification scheme – settings for email messages sent at issue lifecycle events. E.g., Issue created, Issue updated, Issue assigned

Custom event – an additional alert that something has happened. E.g., Issue ready for code review, change ready for verification, approval is needed

Development Terms

Agile – the ability to move quickly and respond to change

DevOps – collaboration between development and operations
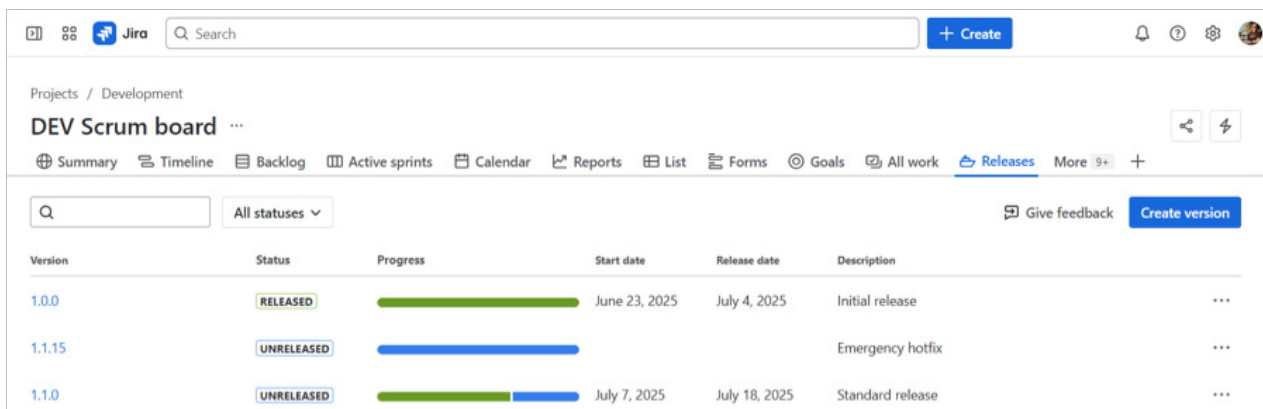
Backlog – a collection of unprioritized work

Sprint – a time-boxed iteration of rapid work

Fix version – represents a specific release

Affects version – represents where a bug is found

Release hub – provides an overview of work items in a version

Extending Jira Terms

Automation – making equipment, a process, or a system operate automatically

For example, when an issue is created, if the priority equals "highest", then edit the assignee field.
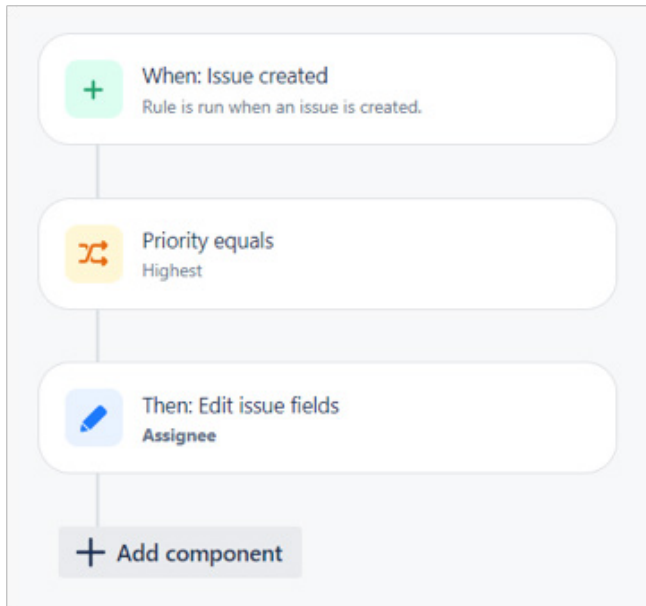
Automation rule – repeatable, criteria-based actions

Automation trigger – activates a rule
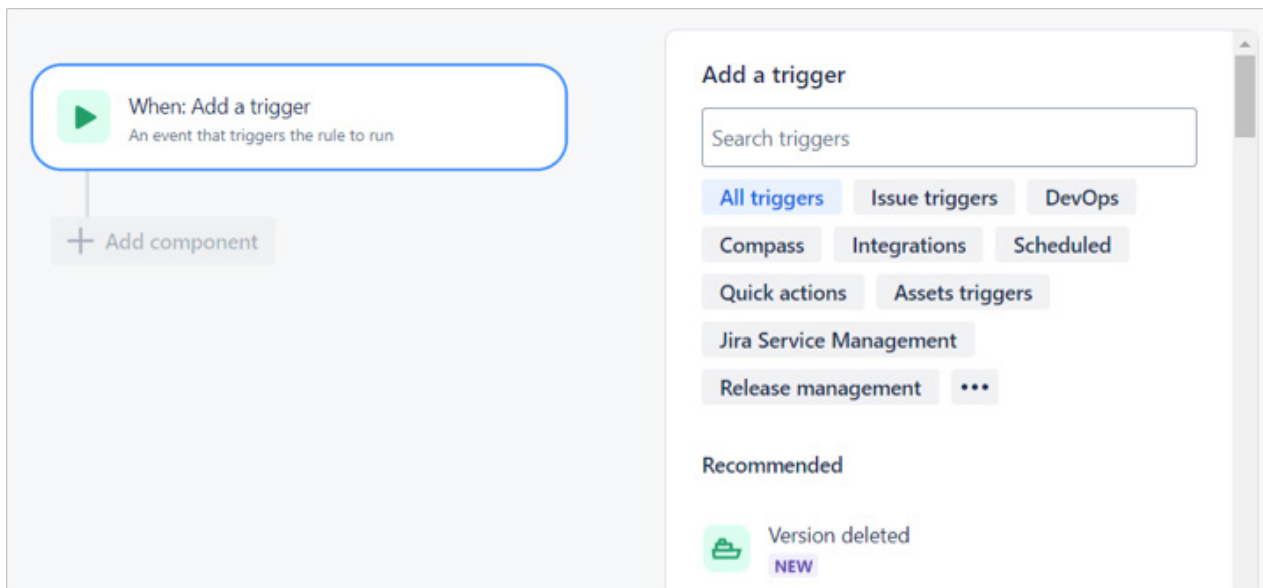
Automation condition – defines rule scope

Automation branch – applies conditions and actions to related work items or objects

Automation action – defines activities performed

Automation smart value – a placeholder to access, substitute, or manipulate issue data

App – third-party software that extends Jira capabilities

Apps are extensions or modules that provide additional Jira functionality. There are hundreds of free and paid apps in the Atlassian Marketplace (marketplace.atlassian.com) to add automation capabilities in Jira and between Jira and other applications.

Jira Service Management (JSM) Terms

Self-service portal – a simplified request interface

Also known as the "customer portal", "help center", "help desk", or "service desk".
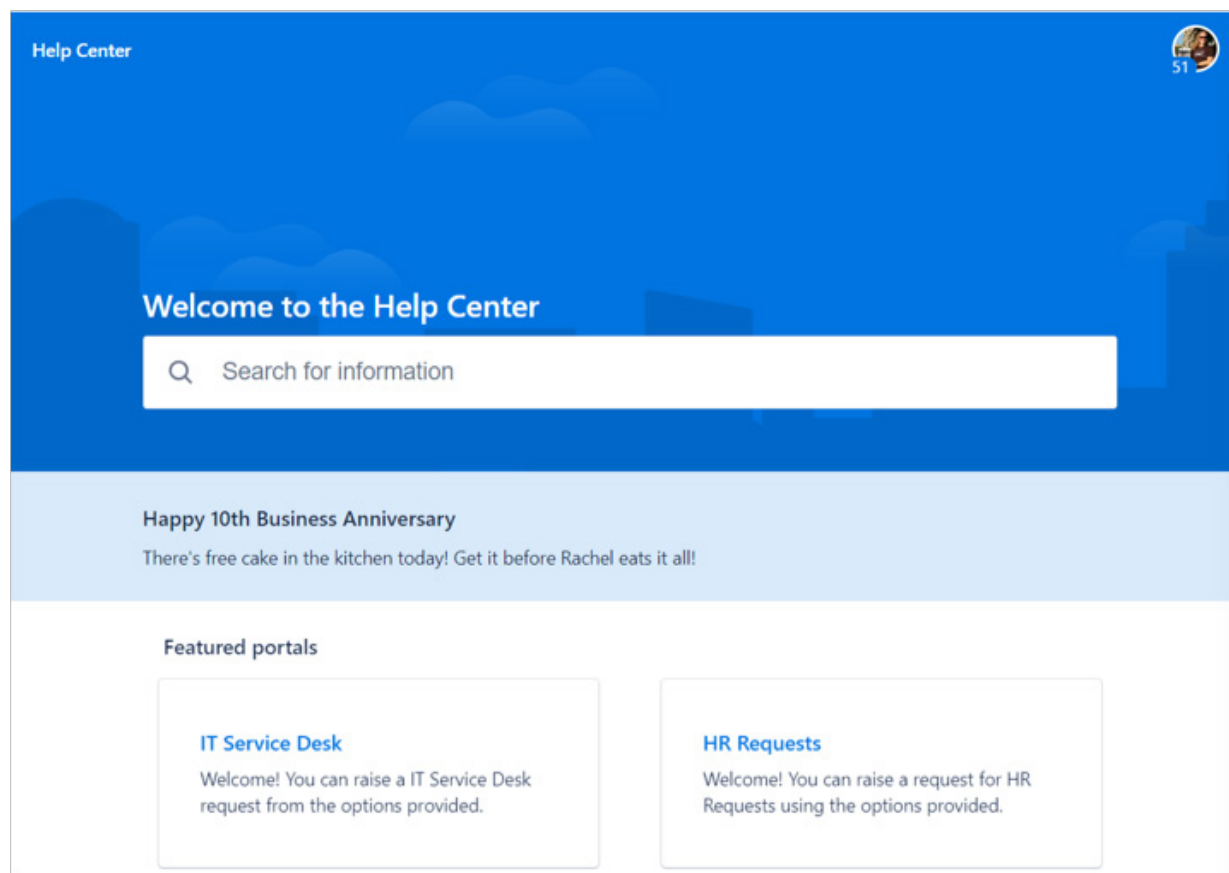
Request – how work items are displayed

Requests are how Jira work items are represented, on the self-service portal, to customers or end users. In other words, a request is a simplified view of issue data. In the example below, both views represent the exact same trouble report. There's only one unique record in the database for it, however.

ISSUE VS. REQUEST

The issue view in Jira	The request view in JSM
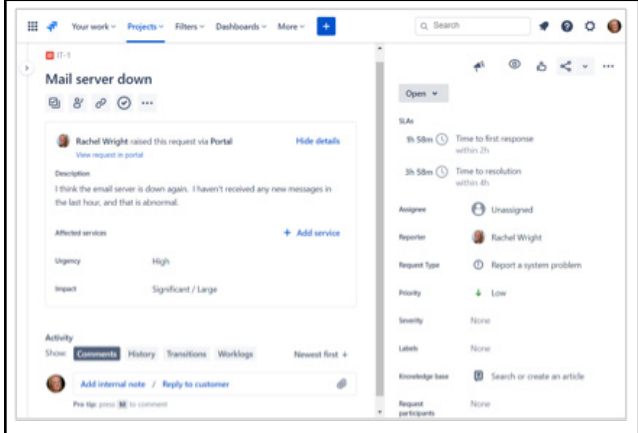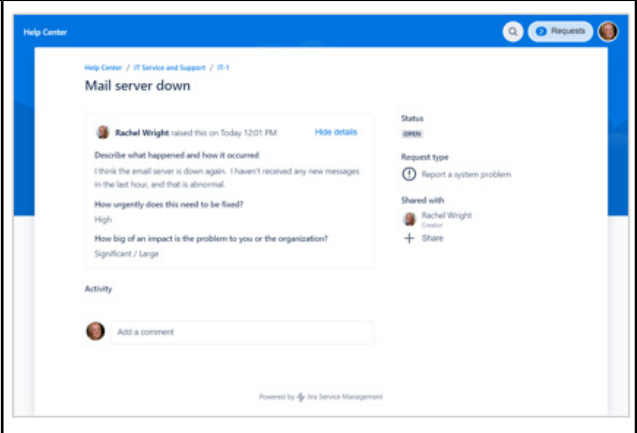
Request type – defines what customers can report, ask, or submit

Request form – contains fields for customers to submit information

Queue – a shared view of work in a JSM project

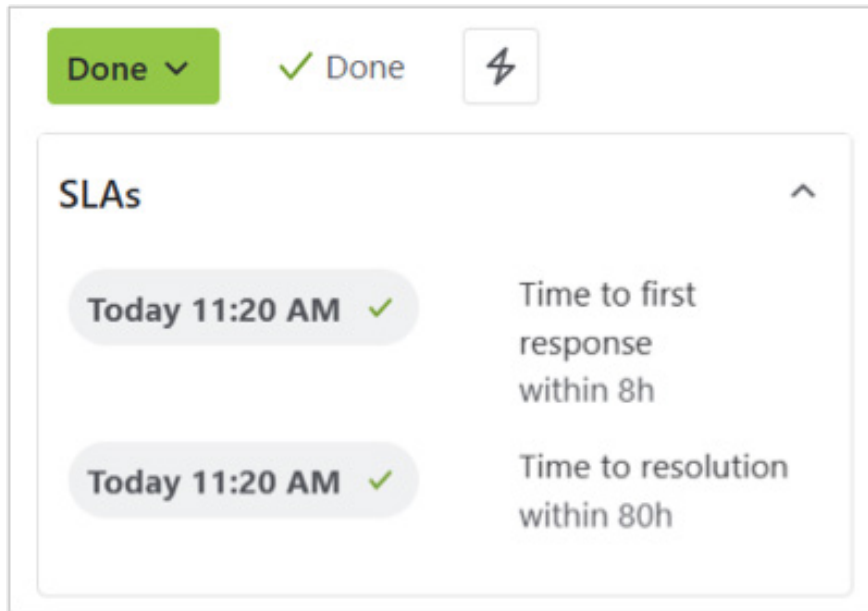**Service level agreement (SLA)** – a goal or a commitment between a service provider and a customer

User Terms

User – works in Jira and JSM

Agent – resolves support requests in JSM

Customer – requests support in the JSM portal

Project role – a common function

Group – users performing a function

Atlassian Account Terms

Organization – a container for your users and products like Jira, Confluence, Bitbucket, and more

Site – a product instance or product set which has its own url in the format sitename.atlassian.net

Domain – unique address on the internet like company.com or externalvendor.com

Atlassian Account – a user's online Atlassian identity (Atlassian ID)