JIRA Quick Start Guide

URL

https://jira.[redacted]

OVERVIEW

JIRA is the system we use internally to log, update, and close issues reported by our users or internally. We receive notification of these issues by phone, user-generated email, or system-generated email.

This Quick Start Guide will show you how to:

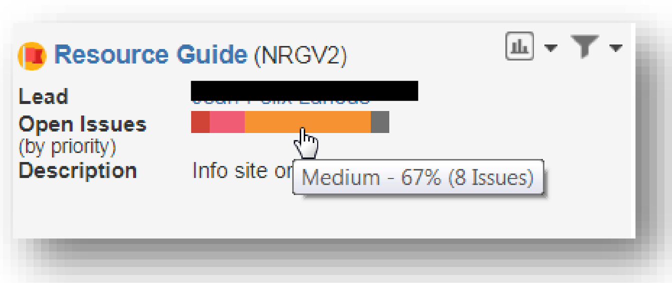
1. Access the Dashboard
2. Create an Issue
3. View an Issue
4. Comment on an Issue
5. Follow Jira Best Practices

1. ACCESS THE DASHBOARD

You can login to JIRA with your LDAP information/Windows credentials.

After login you will arrive at the Dashboard screen.

Each data system we have created is listed as a Project in the Dashboard (e.g., e2[redacted], e2Polls).



The Project Lead is listed under each system. A master list of Leads is also available at https://wiki.[redacted].

Below the Project Lead are all Open Issues for the System/Project.
There is a bar with up to 4 hues to indicate the breakdown of issues by priority:

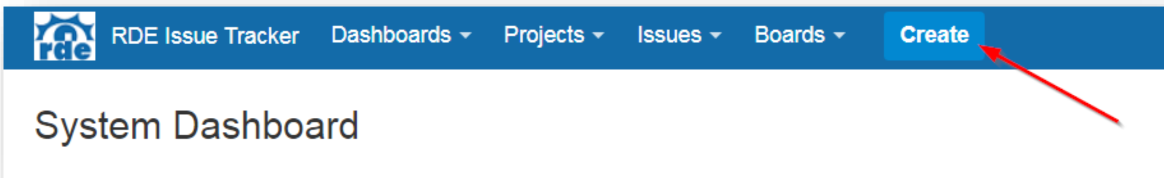
Red – Highest
Pink – High
Orange – Medium
Grey – Low

Hovering over any segment of the bar provides you with the total number and percentage of issues at that priority level.

Under the Open Issues color bar is a brief description of the Project.

2. CREATE AN ISSUE

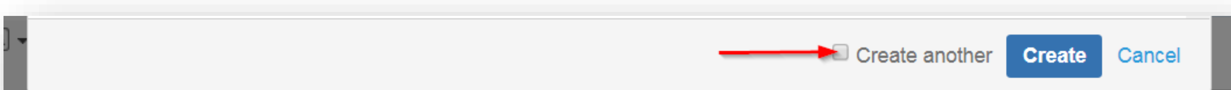
Click the 'Create' button to begin entering a new issue.



This will open a pop-up window where you will use dropdown menus to:

- select the project
- select the issue type (Question, Bug, Improvement, New Feature, Task)
- enter a Summary of the issue (input user's name and agency for easy recognition)
- select the Assignee
- describe the issue in detail
- select the priority level
- label the issue (level3 or level2 depending on highest Level involved)
- enter time of completion
- add files (e.g., screenshots, relevant documents)
- select linked Issues from a dropdown menu (this is great for when many users have the same issue, especially if it is cross-system)

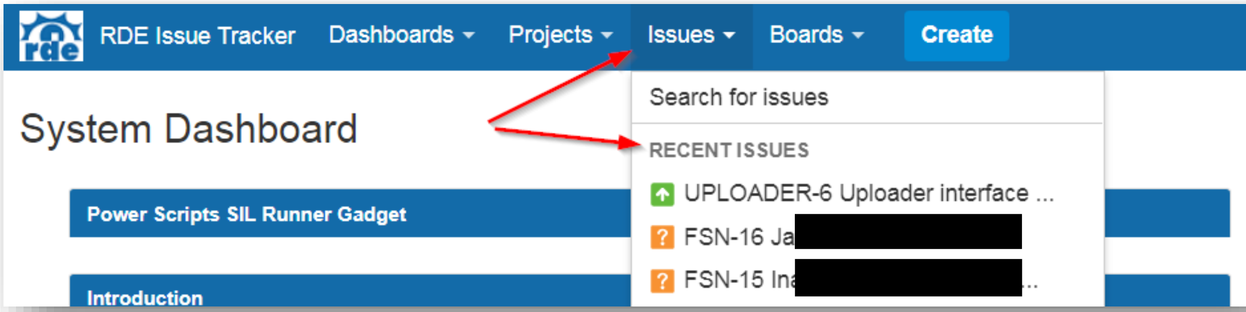
If you need to enter multiple issues you can select the 'Create Another' checkbox before you create the issue you are working on. Otherwise, click the 'Create' button.



When an issue is created the Assignee is emailed and there is no need to send a separate message.

3. VIEW AN ISSUE

Once your issue is created, it becomes easily accessible from the Issues tab, under 'Recent Issues.'

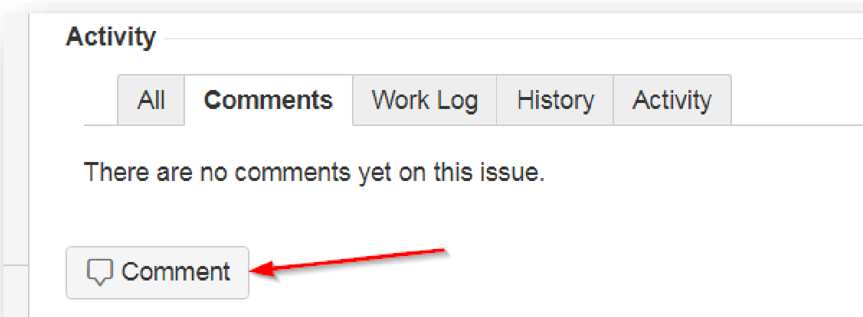


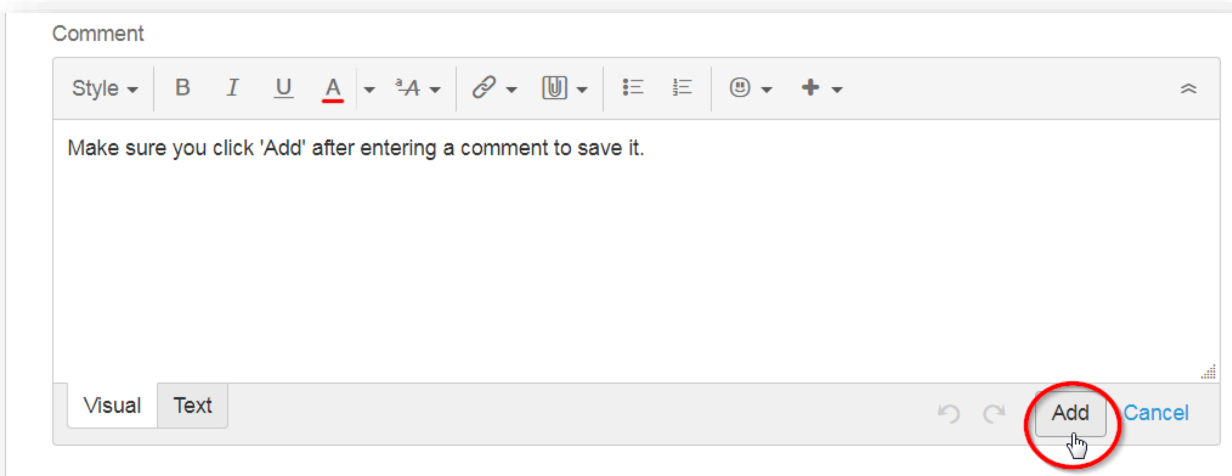
For older issues, click on the project you want to view. All open issues for that project will be listed.

You can also filter to see issues opened by you or those assigned to you—just click these filters under the Issues tab.

4. COMMENT ON AN ISSUE

1. Click the Comment button next to Edit in the toolbar, or
2. Use the Comment button farther down the page under the Activity heading.

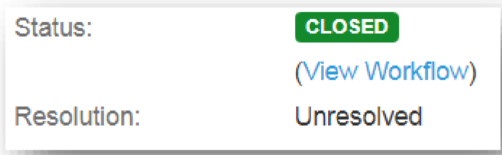




The issue details also show the status of the issue, with several options:

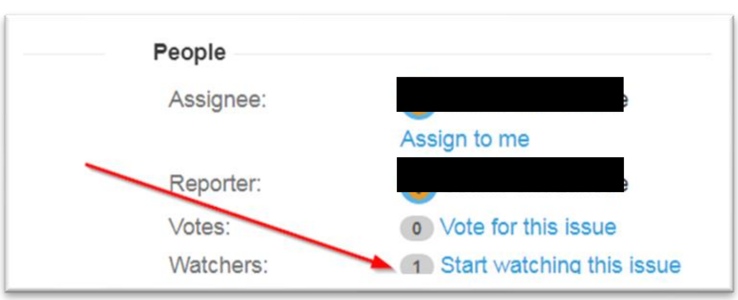
- To Do (Blue)
- In Progress (Yellow)
- Closed (Green)

While viewing an issue, click ‘View Workflow’ to see a flowchart of how the issue is being handled.



5. FOLLOW JIRA BEST PRACTICES

- Support issues are typically a Medium priority, unless otherwise specified by dev or PM.
- System issues are categorized as Bugs.
- Wishlist items are categorized as Improvements and can be labeled ‘Special Request’ using the Label dropdown menu.
- If an issue reaches Level 3 (devs were involved), that is the level to select during creation, even if lower-level personnel are also involved.
- Whenever possible, the Assignee should be the highest-level person involved, based on the Staff Assignment list on the Wiki.
- To link a person to an issue, type @ and begin typing the person’s name. This can be done in the description, comments, etc.
- If you want to watch an issue that you are not assigned to or tagged in, you can select ‘Start watching this issue’ under Watchers at the top right of the issue.



- Issues will not close automatically after they are marked Resolved. Remember to close your issues manually.