

JIRA

User Manual

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1. Introduction

JIRA is produced by the company Atlassian and used by thousands of companies for issue tracking and project management.

Consat uses JIRA mainly as a ticketing system. Tickets, or issues, can easily be tracked by the users during their development/resolution. These tickets contain information about support interventions made by Consat's employees, including notes, discussions between the different parts and even attachments. Each ticket is unique, with its own reference number and direct link, to allow them to be easily and quickly found, even after being resolved and closed.

The name originates from the Japanese word Gojira, which is the name for the fictional monster known in the Western world as Godzilla.













1.1 Project

A JIRA project is a collection of issues and will have its own name. Access to the projects are limited to the relevant users. E.g. VTTIC is the project for Västtrafik, KING is for Kingston while CA is for Consat's internal tickets. Users from Kingston are unable to see Västtrafik's tickets, while Consat employees have access to all projects to offer support on the issues.

1.2 Issue

1.2.1. Issue Types







JIRA can be used to track various types of issues.

-  **Bug:** A problem which impairs or prevents the functions.
-  **Change Request:** Change request affecting project scope.
-  **Debt:** Debt to the system, internal improvements, needed refactoring (not new features or improved features).
-  **Epic:** Created by JIRA Agile - do not edit or delete. Issue type for a big user story that needs to be broken down.
-  **Improvement:** An improvement or enhancement to an existing feature or task.
-  **Incident**
-  **New feature:** A new feature of the product, which has yet to be developed.
-  **Order:** Hardware order.
-  **Problem**
-  **Task:** A task that needs to be done.
-  **Test Task:** A task to mark a test effort was done in a release cycle, but with no real development issue to connect it to.
-  **Unplanned User Story:** Created by JIRA Agile - do not edit or delete. Issue type for a user story.

-  **User story:** An XP user story.

1.2.2. Priority

An issue has a priority level which indicates its importance. The currently defined priorities are listed below.

- **P0:** Not prioritized, trivial – Cosmetic problem like misspelled words or misaligned text/button.
-  **P1:** Blocker – System unusable, this problem will block progress.
-  **P2:** Critical – No workarounds, this issue is cause a problem and requires urgent attention
-  **P3:** Major – Major loss of function, this issue has a significant impact
-  **P4:** Normal – Regular issue, some loss of functionality under specific circumstances
-  **P5:** Minor – Minor loss of function, or other problem where easy workaround is present
- A
- B
- C
- D
-  Sprint

1.2.3. Status

Each status has a status, which indicates its stage. The standard progression is Open → In Progress → Resolved → Closed. However, there are additional status for exceptions.

- **Open** – The issue is open and ready for the assigned to start working on it.
- **In Progress** – This issue is being actively worked on.
- **Resolved** – A resolution has been taken, and it is awaiting verification by the reporter. From this stage, the issue can be reopened or closed.
- **Closed** – The issue is considered finished as the resolution is correct.

Additional types of status.

- **Reopened** – This issue was once resolved, but the resolution has been deemed incorrect by the reporter.
- **On hold** – The issue is on hold, waiting for input.
- **Escalated** – The issue has been sent from support to developers.

1.2.4. Resolution

While an issue can be resolved in many ways, only one of them is “fixed”.

- **Fixed** – A fix for this issue has been implemented.

- **Won't fix** – The issue will not be fixed, e.g. it may no longer be relevant.
- **Duplicate** – The problem is a duplicate of an existing issue. Note that you should link the other issue.
- **Incomplete** – There is not enough information to work on this issue.
- **Cannot reproduce** – All attempts at reproducing this issue failed, or not enough information was available to reproduce the issue. Reading the code produces no clues as to why this behaviour would occur. If more information is added later, then this issue will be reopened.
- **Not a fault** – The reported problem was not a problem.

2. Create an Issue

There are currently two ways of creating an issue: send an email to the address linked to a project or use the website.

2.1 Anatomy of a Jira Issue

Create Issue Configure Fields

Project

Issue Type

Field Tab **Test Information**

Summary

Priority

Component/s
Start typing to get a list of possible matches or press down to select.

Affects Version/s
Start typing to get a list of possible matches or press down to select.

Fix Version/s
Start typing to get a list of possible matches or press down to select.

Assignee
[Assign to me](#)

Environment
For example operating system, software platform and/or hardware specifications (include as appropriate for the issue).

Description

Original Estimate (eg. 3w 4d 12h) ?
An estimate of how much work remains until this issue will be resolved.
The format of this is '*w *d *h *m' (representing weeks, days, hours and minutes - where * can be any number)
Examples: 4d, 5h 30m, 60m and 3w.

Attachment No file selected.
The maximum file upload size is 10,00 MB.

Detected At
The phase at which the issue was detected, e.g. FAT, SAT, Integration test, etc

Cost Carrier
Konto för tidsskrivning av det utförda jobbet (= det som skall stå på tidrapporten)

Labels
Begin typing to find and create labels or press down to select a suggested label.

Argus case

Create another

A JIRA issue contains many fields, some of them mandatory while others are there to offer additional information for resolving the problem. Fields marked with a red star must be filled.

Field name	Description	Example
* Project	The relevant project	CA, Wishlist, VTTIC, SKYSS
* Issue Type	The type of issue	Bug, Improvement
* Summary	The title of the issue	Traffic Studio – Traffic types crashes punctuality report Vehicle 1300 – Speed info not picked up
Priority	Level of priority	P0, P1, etc.
Component/s	Which components are affected by the issue	Alarm, Click Once, Traffic Information
Affects Version/s	Which version is affected by the issue, usually the version where it was discovered	I4M 20161006 140406 16.10.19.13
Fix Version/s	Which version has the resolution (field used by Consat)	I4M 20160112 130304 15.17.16.0
* Assignee	The one responsible for the issue. Leave it to Automatic unless advised otherwise.	Automatic
Environment	The environment in which it was discovered. Operating system, software platform, browser type specific hardware.	Windows 7, Linux, AIC 3, Chrome, Safari
Description	The description of the issue. Be specific and include the steps taken to create the problem, if they are known.	“Punctuality report won’t generate if I select Low-Rush Traffic types. The loading button just keeps going.”
Original estimate	Internal use by Consat.	
Attachment	Log, screenshot, file which can help to identify the issue and/or recreate it.	Vehicle computer log, screenshot of search criteria for a malfunctioning report.
Detected At	The phase where the issue was detected.	FAT, SAT, Integration test
Cost Carrier	Internal use by Consat.	

Labels	Labels to help with search function.	Traffic Studio, APC, Flash, Displays, Stop Point
Argus case	Internal use by Consat.	

Once an issue is created, it is given its own unique link, which can easily be shared and referred to.

2.2 By Email

Creating an issue via email is the simplest way. However, it limits which options you can control, such as priority level and issue type. Note that these fields are set to the standard values defined for the project.

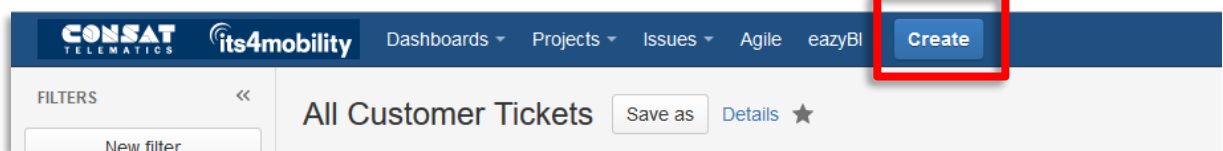
If you do not have the email address assigned to your project, ask your project manager at Consat.

1. The **subject** of the email will be used as the “**Summary**” of the JIRA issue.
2. The **content** of the email will be the “**Description**” of the JIRA issue.

These are the two fields you can fill via emails. The rest will be automatically generated or fulfilled later by our support staff when investigating the issue.

2.3 Via the website

1. Click on the **Create** button at the top of the browser. A new view will open on top of the browser with the fields described above.



2. Proceed from top to bottom, as to not forget any important field.
 - a. Select a **Project**. You might have only one choice depending on your user rights.
 - b. Select an **Issue Type**. They are described in *Chapter 1.2.1* as well as via the help button on the website next to its field.
 - c. Type in a **Summary**, which is used as the title. Be precise, but also concise. A good habit is to state which part of the system is affected, then a quick description of the issue. E.g. Driver Interface – Tunnel mode crashes after 11.59pm.
 - d. Select a **Priority Level** from P0 to P5. These are described in *Chapter 1.2.2* as well as via the help button on the website next to its field.
 - e. Start typing the name of the **affected component**. The field is auto-complete and should help you find it. If not in the list, leave it blank and mention it in the Description.

- f. Start typing the name of the **affected version**. The field is auto-complete and should help you find it. If not in the list, leave it blank and mention it in the Description.
- g. Leave **Assignee** to Automatic, unless advised otherwise.
- h. Enter relevant information about the **environment** where the issue was found, such as browser if web-based, but also Operative System or the version of the vehicle computer.
- i. Enter a detailed **description**. If you are reporting a bug, try to provide which steps were taken so we can recreate it.
- j. Add any **attachment** by browsing to them on your computer. These can be useful tools in recreating bugs or understanding your issue.
- k. Fill in other fields if you find them relevant. Else click on **Create** to proceed. You can always cancel the issue by clicking on **Cancel**.

3. Useful Links

JIRA is developed by Atlassian and they have compiled a useful guide about how to use it, in general and in specific.

<https://confluence.atlassian.com/agile/jira-agile-user-s-guide>