

# Управление проектами с использованием ПО Jira

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2018/19 уч. год





## Jira Software

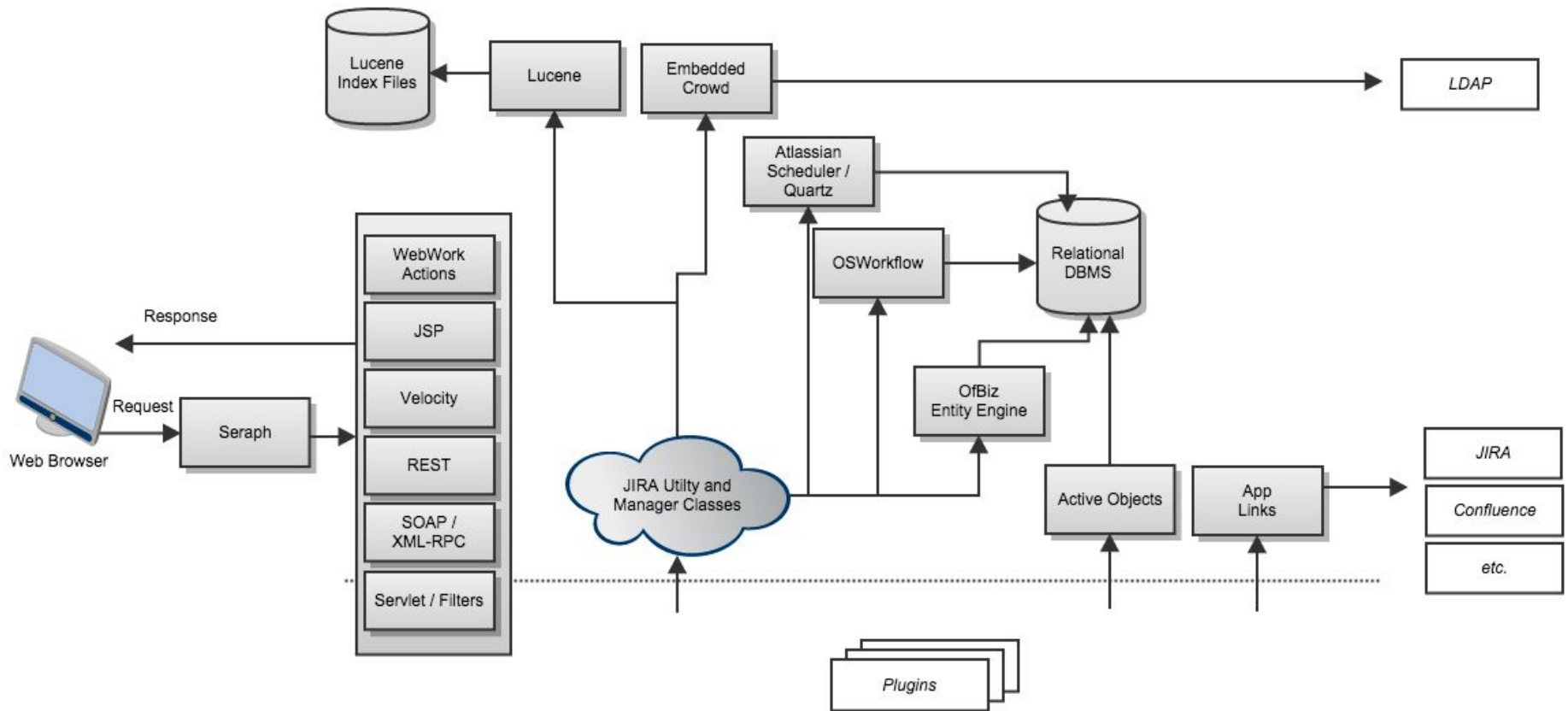
- ПО для управления программными проектами, разработчик -- Atlassian.
- Название -- транслитерация японского слова *Gojira* (“Годзилла”).
- “Выросло” из системы отслеживания ошибок (Issue Tracking Software).
- Первая версия вышла в 2002 г.
- Кроссплатформенное ПО, написано на Java.
- Проприетарное ПО, есть бесплатная лицензия для образовательных целей и для проектов свободного ПО.
- Используется во многих крупных компаниях и проектах -- Fedora, Hibernate, NASA, Apache, Skype, Twitter и других.
- Обычно используется в “комплекте” с другими продуктами Atlassian (Bitbucket, Confluence) и / или свободным ПО (GitLab).

- Управление проектом (Agile-style).
- Мощная система отслеживания ошибок.
- Система для службы технической поддержки (Service Desk).
- Настраиваемый жизненный цикл (workflow) задачи.
- Интеграция с почтовым сервером, возможность управления задачами с помощью email.
- Интеграция с системами контроля версий, возможность управления задачами с помощью коммитов.
- Кастомизация системы с помощью плагинов -- есть магазин с бесплатными и платными расширениями.

# Issue Tracking vs Bug Tracking

- Багтрекер:
  - Позволяет фиксировать ошибки в программном коде.
  - Жизненный цикл задачи простой -- “подтверждена” / “отклонена” -- “в работе” -- “закрыта”.
- Issue Tracking System:
  - Обычно фиксирует не только баги, но и требования заказчиков к модификации ПО.
  - Жизненный цикл задачи более сложный (и часто настраиваемый, т.к. зависит от конкретного проекта).
  - Часто включает в себя функциональность по управлению проектами.

# Архитектура Jira



# Проекты и задачи

- Управление проектом осуществляется с помощью задач (*issues*).
- Задачи группируются по проектам (*projects*).
- В разных проектах управление задачами осуществляется независимо.
- В разных проектах могут быть разные спринты и релизы.
- Пользователь может иметь различные наборы ролей в разных проектах.
- Жизненный цикл задач (*workflow*) может отличаться у разных проектов.
- Обычно каждый проект связан со своим репозиторием исходных кодов.

## Browse Projects

Create New Project

### PROJECT TYPES

 Software

 Business





















All Project Types

### CATEGORIES

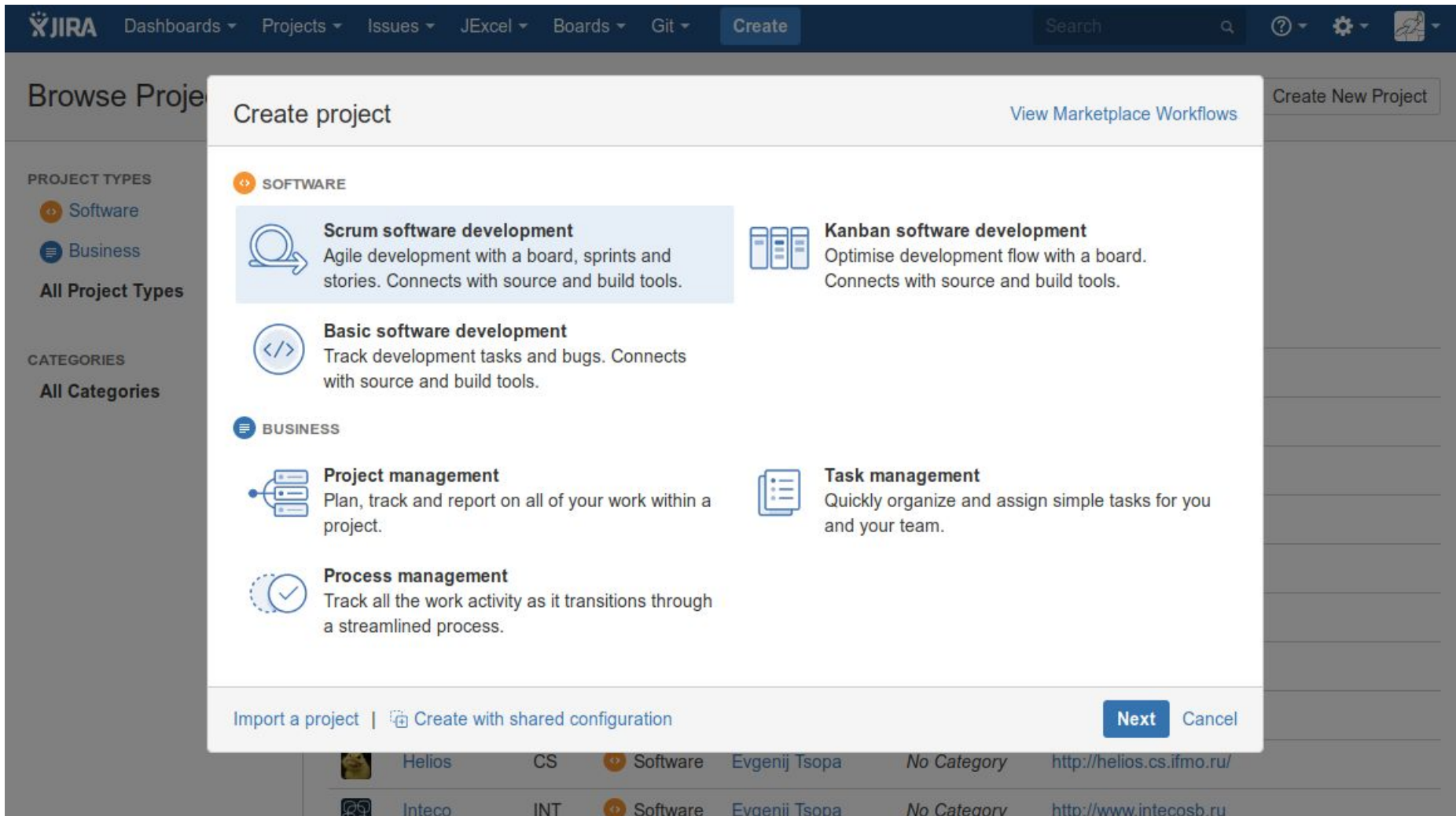
All Categories

## All Project Types - All Categories



Contains text...

	Project	Key	Project Type	Project Lead	Project Category	URL
	Autoconf	ATC	 Software	Vladimir Berlev	No Category	No URL
	Billboard	LLB	 Software	Evgenij Tsopa	No Category	No URL
	BTI-24	BTI	 Software	Evgenij Tsopa	No Category	No URL
	Collectors	CLC	 Software	Evgenij Tsopa	No Category	No URL
	Ecomeds	ECO	 Software	Evgenij Tsopa	No Category	<a href="http://www.ecomeds.ru/">http://www.ecomeds.ru/</a>
	Elcom	ELC	 Software	Evgenij Tsopa	No Category	<a href="http://elcom.spb.ru/">http://elcom.spb.ru/</a>
	Exset	EXS	 Software	Evgenij Tsopa	No Category	<a href="http://www.exset.com">http://www.exset.com</a>
	GIBDD	GBD	 Software	Evgenij Tsopa	No Category	No URL
	Helios	CS	 Software	Evgenij Tsopa	No Category	<a href="http://helios.cs.ifmo.ru/">http://helios.cs.ifmo.ru/</a>
	Inteco	INT	 Software	Evgenij Tsopa	No Category	<a href="http://www.intecosb.ru">http://www.intecosb.ru</a>

# Создание проекта



The screenshot shows the JIRA 'Create project' dialog box. The background is the JIRA interface with a dark blue header containing navigation tabs like 'Dashboards', 'Projects', 'Issues', 'JExcel', 'Boards', 'Git', and a 'Create' button. A search bar and user profile icon are also visible. The dialog box is titled 'Create project' and has a 'View Marketplace Workflows' link in the top right. It is divided into two main sections: 'SOFTWARE' and 'BUSINESS'. Under 'SOFTWARE', there are three options: 'Scrum software development' (highlighted), 'Basic software development', and 'Kanban software development'. Under 'BUSINESS', there are three options: 'Project management', 'Task management', and 'Process management'. At the bottom of the dialog, there are links for 'Import a project' and 'Create with shared configuration', along with 'Next' and 'Cancel' buttons. Below the dialog, a table of existing projects is partially visible.

Avatar	Project Name	Key	Category	Created By	Category	URL
	Helios	CS	Software	Evgenij Tsopa	No Category	http://helios.cs.ifmo.ru/
	Inteco	INT	Software	Evgenij Tsopa	No Category	http://www.intecosb.ru



# Типы проектов

- “Business” -- “базовый” тип проекта:
  - Вся базовая функциональность по управлению задачами.
- “Software” -- программный проект:
  - Всё из “базового” типа.
  - Интеграция с системами контроля версий.
  - Интеграция с системами непрерывной интеграции.
  - Интеграция с другими инструментами разработчика.
  - Agile Boards “из коробки”.
- “Service Desk” -- [техническая] поддержка клиентов:
  - Всё из “базового” типа.
  - Пресеты под работу по SLA.
  - “Публичный” портал для заказчиков.
  - Более гибкая конфигурация разграничения доступа (чтобы заказчик не увидел лишнего).

# Профили программных проектов

- Basic -- “базовый” профиль, настраиваем всё по своему усмотрению.
- Готовые пресеты (workflow + набор представлений) под различные Agile-методики:

- Scrum

ISSUE TYPES

- 🔴 Bug
- ✅ Task
- 🔄 Sub-task
- 📄 Story
- ⚡ Epic

WORKFLOW

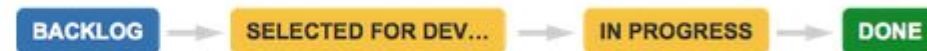


- Kanban

ISSUE TYPES

- 🔴 Bug
- ✅ Task
- 🔄 Sub-task
- 📄 Story
- ⚡ Epic

WORKFLOW



- (...) тысячи их!

# Что содержит проект?

- Workflow -- набор статусов задачи и переходов между ними.
- Boards & backlogs -- инструменты взаимодействия со списком задач.
- Дополнительные настройки:
  - Интеграция с VCS.
  - Интеграция с CI.
  - Представление задачи (набор её полей).
  - Настройки структуры и версий программного проекта -- позволяют фильтровать задачи.
  - Спринты и релизы.
  - Роли и права доступа.
  - Политики оповещения пользователей.

# Параметры программного проекта



## Issue types

Keep track of different types of issues, such as bugs or tasks. Each issue type can be configured differently.

Scheme:

[Issues Type Software Scheme](#)

- Task
- Bug
- New Feature
- Search for justice
- Sub-task SUB-TASK



## Workflows

Issues can follow processes that mirror your team's practices. A workflow defines the sequence of steps that an issue will follow, e.g. "In Progress", "Resolved".

Scheme:

[Software Workflow Scheme](#)

[Workflow for Software Project](#)



## Screens

Screens allow you to arrange the fields to be displayed for an issue. Different screens can be used when an issue is created, viewed, edited, or transitioned through a workflow.

Scheme:

[Default Issue Type Screen Scheme for Software](#)

- CRD: Scrum Default Screen Scheme DEFAULT
- Default Screen Scheme



## Fields

Different issues can have different information fields. A field configuration defines how fields behave for the project, e.g. required/optional; hidden/visible.

Scheme:

[System Default Field Configuration](#)

- Default Field Configuration DEFAULT



## Settings

Some general project configuration options.



## Versions

For software projects, JIRA allows you to track different versions, e.g. 1.0, 2.0. Issues can be assigned to versions.

This project has no unarchived versions. [Add a version](#)



## Components

Projects can be broken down into components, e.g. "Database", "User Interface". Issues can then be categorised against different components.

This project does not use any components. [Add a component](#)



## Roles

JIRA enables you to allocate particular people to specific roles in your project. Roles are used when defining other settings, like notifications and permissions.

Project Lead: [Evgenij Tsopa](#)

Default Assignee: [Project Lead](#)

Roles: [View Project Roles](#)



## Permissions

Project permissions allow you to control who can access your project, and what they can do, e.g. "Work on Issues". Access to individual issues is granted to people by issue permissions.

Scheme: [Default software scheme](#)

Issues: [None](#)



## Notifications

JIRA can notify the appropriate people of particular events in your project, e.g. "Issue Commented". You can choose specific people, groups, or roles to receive notifications.

Scheme: [Default Notification Scheme](#)

Email: [webservd@tune-it.ru](#)



## Development tools

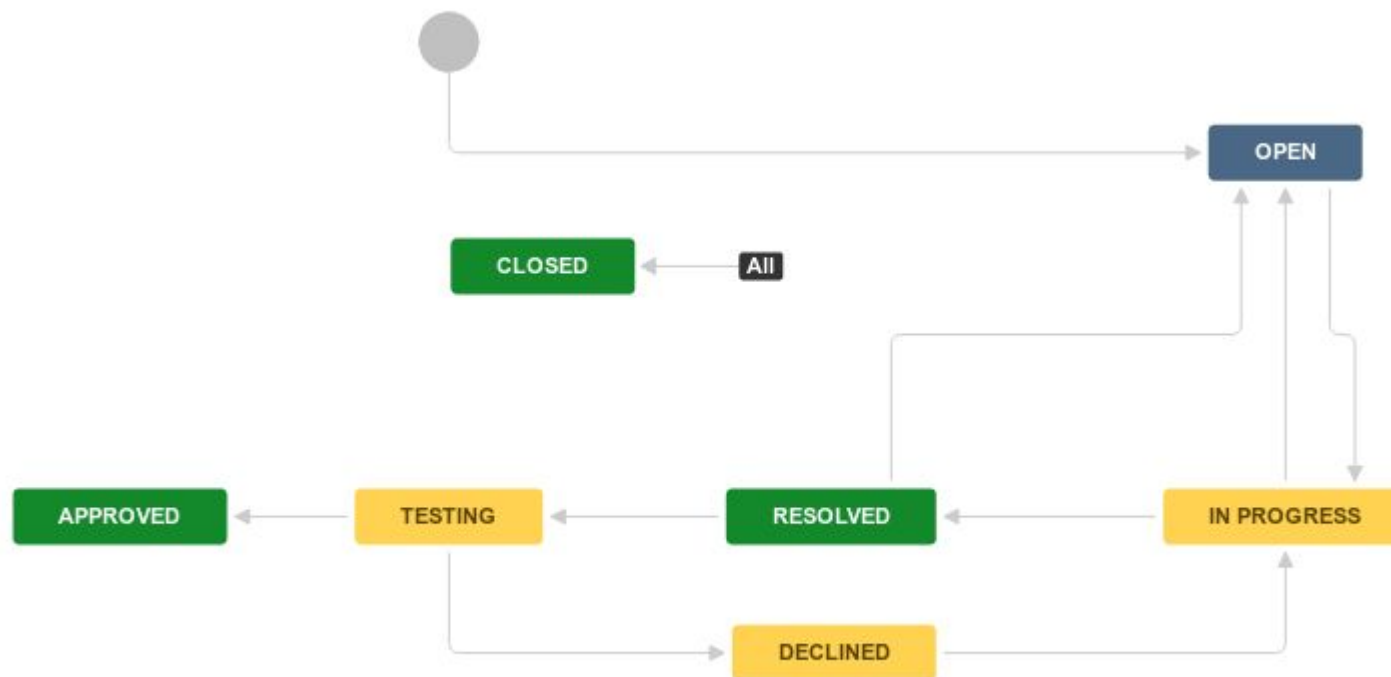
Integrate your development tools with JIRA to allow users to create branches right from their JIRA issues and to provide visibility into commits, reviews, builds and deployments.

View permission: [Application Role \(Anyone\)](#)

Applications: [None](#)

# Workflow

- Набор статусов задачи и переходов между ними.
- У разных проектов и разных типов задач может быть разным.
- Задаётся при создании проекта, может меняться в дальнейшем.
- Есть готовые пресеты для “типовых” проектов, можно создавать свои пресеты.



- ISSUE TYPES
  - Issue types
  - Issue type schemes
  - Sub-tasks
- WORKFLOWS
  - Workflows**
  - Workflow schemes
- SCREENS
  - Screens
  - Screen schemes
  - Issue type screen schemes
- FIELDS
  - Custom fields
  - Field configurations
  - Field configuration schemes
- ISSUE FEATURES
  - Time tracking
  - Issue linking
- ISSUE ATTRIBUTES
  - Statuses
  - Resolutions
  - Priorities
- Issue security schemes
- Notification schemes

## Workflows

[+ Add Workflow](#) [Import](#) [?]

**i** To delete a workflow, you must first unassign it from all workflow schemes and draft workflow schemes.

### Active

Name	Last modified	Assigned Schemes	Steps	Operations
<b>Workflow for Software Project</b> <b>i</b>	29/Jul/16 Alexey Pismak	• <a href="#">Software Workflow Scheme</a>	7	<a href="#">View</a> · <a href="#">Edit</a> · <a href="#">Copy</a>
<b>Workflow for Software Project for Bleizard</b>	03/Oct/17 Evgenij Tsopa	• <a href="#">Bleizard Workflow Scheme</a>	7	<a href="#">View</a> · <a href="#">Edit</a> · <a href="#">Copy</a>

### Inactive

Name	Last modified	Assigned Schemes	Steps	Operations
<b>jira</b> (Read-only System Workflow) <b>DEFAULT</b> The default JIRA workflow.			5	<a href="#">View</a> · <a href="#">Copy</a>
<b>classic default workflow</b> The classic JIRA default workflow			5	<a href="#">Edit</a> · <a href="#">Copy</a> · <a href="#">Delete</a>
<b>Copy of Software Simplified Workflow for Project CRD</b> Generated by JIRA Software version 7.0.4-D20150923T101309. This workflow is managed internally by JIRA Software. Do not manually modify this workflow. (This copy was automatically generated from a draft, when workflow 'Software Simplified Workflow for Project CRD' was made inactive.)	02/Nov/15 Alexey Pismak		6	<a href="#">Edit</a> · <a href="#">Copy</a> · <a href="#">Delete</a>
<b>Copy of Workflow for Software Project</b>	18/Jul/16 Evgenij Tsopa		4	<a href="#">Edit</a> · <a href="#">Copy</a> · <a href="#">Delete</a>
<b>Software Simplified Workflow for Project CRD</b> Generated by JIRA Software version 7.0.4-D20150923T101309. This workflow is	02/Nov/15 Alexey Pismak		6	<a href="#">Edit</a> · <a href="#">Copy</a> · <a href="#">Delete</a>

# Boards & Backlogs

- Board -- упорядоченный список задач из одного или нескольких проектов, сгруппированный по тому, или иному набору критериев.
  - В проекте может быть сконфигурировано несколько board'ов.
  - Пользователь может создавать свои board'ы, видимые только ему.
- Backlog -- некое подобие todo-list'а с возможностью быстрой правки задачи.
- У каждого профиля программного проекта есть готовые пресеты board'а и backlog'а.



# Scrum Board

- Список задач формируется для конкретного спринта.
- Задачи сгруппированы по статусам.

Scrum 1

## Scrum Sprint 1

Implement the new weather alert system 🌤️ ⚠️ - and make over 50,000+ customers very happy 😊

🕒 35 days remaining Complete sprint ⋮

🔍 Quick filters ▾ Assignee ▾

TO DO	IN PROGRESS	DONE
<p>SMART-43 Recalibrate the semi-coherent anomaly i...</p> <p>Make rocket go now 👤 ⬆️ - SMART-45</p> <p>Reticulate splines 👤 ⬆️ - SMART-46</p> <p>Align the dish 👤 ⬆️ - SMART-47</p> <p>SMART-17 Add app alert for changed weather event...</p> <p>MK-33 replicators are down. 👤 ⬆️ - SMART-40</p> <p>Adjust API for alert popup 👤 ⬆️ - SMART-39</p> <p>Update notifications settings with weather</p>	<p>Add app alert for changed weather events 111 👤 ⬆️ 4w SMART-17 👤</p> <p>SMART-3 Push notifications documentation updates</p> <p>Update documentation and push through channels 👤 ⬆️ - SMART-29</p> <p>SMART-6 Low-power indicator optimasation on mod...</p> <p>Draw up new schematics for power indicator panel 👤 ⬇️ 3d SMART-19 👤</p> <p>Reset power-indicator threshold after fatal shutdown due to low power 👤 ⬆️ 3h SMART-33</p>	<p>Recalibrate the semi-coherent anomaly in preparation to fluctuate our tachyon catalyst 👤 ⬆️ - SMART-43 👤</p> <p>Hello world! 👤 ⬆️ - SMART-44</p> <p>SMART-17 Add app alert for changed weather event...</p> <p>Update documentation 👤 ⬆️ - SMART-28 👤</p> <p>SMART-3 Push notifications documentation updates</p> <p>Review new copy 👤 ⬆️ - SMART-35</p> <p>Low-power indicator optimasation on model B6.2 Epic 123</p>



# Scrum Backlog

Scrum 1

## Backlog

Quick filters ▾ Assignee ▾

Scrum Sprint 1 6 issues 8h 140h 0 Linked pages 0 ...

Implement the new weather alert system 🌤️⚠️ - and make over 50,000+ customers...  
02/Apr/18 1:21 PM • 13/Apr/18 1:21 PM

VERSIONS

EPICS

Recalibrate the semi-coherer	VERSION 1.0	SMART-43	↑	140h
Add app alert for changed weather events		SMART-17	↑	-
Update notifications settings with weather option		SMART-8	↓	5h
Push notifications documentation upc	Epic 456	SMART-3	↑	-
Low-power indicator optimasation on	Epic 123	SMART-6	↓	-
Investigate power outages		SMART-10	↑	3h

Backlog 16 issues Create sprint

Build the solar panel	SMART-12	↑	-
Invert every graviton attractor	SMART-16	↑	-
Update positronic circuits to amplify our multiphasic re	SMART-9	↑	-
New control panel design	SMART-4	↓	6h
Account for antimatter modulatr	VERSION 1.0 SMART-15	↑	3h
Run full diagnostic on B-model power arrays	SMART-5	↓	2h
Charge every warp conduit	SMART-11	↑	-
Expand the subspace wave in order to engage the flux	SMART-1	↓	4h
Reverse another cluster circuit	SMART-7	↑	3h

SMART-17 🔊 🗙 ... ✕

### Add app alert for changed weather events



Status

Done ▾ ✓ Done

As a user I want to know when bad weather is approaching so I can cover or protect my solar panels.

Scope & requirements

- Software change only
- Third party weather tracking API
- Does not include app alert development
- Restore release notes

<http://google.com>

Attachments



Add a comment...

# Kanban Board

- Задачи группируются по статусам.
- Спринтов нет.

SMART board

## Kanban board

Release ▾ ⋮

🔍 Quick filters ▾ Assignee ▾

SELECTED FOR DEVELOPMENT 2    IN PROGRESS 10    DONE 15

▾ Expedite 3 issues

- Add app alert for changed weather events 111  
🟢 ↑ ●●● SMART-17
- Invert every graviton attractor  
🔵 ↑ ●●● SMART-16
- Investigate power outages  
🔴 ↑ ●●● SMART-10

▾ Everything Else 24 issues

- Account for antimatter modulator  
🔵 ↑ ●●● SMART-15
- Run full diagnostic on B-model power arrays  
🟢 ↓ ●●● SMART-5
- SMART-3 Push notifications documentation updates  
Update documentation and push through channels  
🔵 ↑ ●●● SMART-29
- SMART-6 Low-power indicator optimisation on mod...  
Draw up new schematics for power indicator panel  
🔵 ↓ ●●● SMART-19
- Build the solar panel  
🔵 ↑ ●●● SMART-12
- Recalibrate the semi-coherent anomaly in preparation to fluctuate our tachyon catalyst  
🟢 ↑ ●●● SMART-43
- Hello world!  
🔵 ↑ ●●● SMART-44

# Kanban Backlog

SMART board

## Backlog

Quick filters ▾ Assignee ▾

**Selected for Development** 3 issues

**VERSIONS**

- Investigate power outages SMART-10 ↑
- Account for antimatter modulator **VERSION 1.0** SMART-15 ↑
- Run full diagnostic on B-model power arrays SMART-5 ↓

**Backlog** 23 issues

- Engage the silent drive **SUB-TASK OF SMA...** SMART-30 ↓
- Make rocket go now **SUB-TASK OF SMA...** SMART-45 ↑
- Reticulate splines **SUB-TASK OF SMA...** SMART-46 ↑
- Align the dish **SUB-TASK OF SMA...** SMART-47 ↑
- Adjust API for alert popup **SUB-TASK OF SMA...** SMART-39 ↑
- Update notifications settings with weather option SMART-8 ↓
- Push notifications documenta 3 sub-tasks **Epic 456** SMART-3 ↑
- Invert polar displacement array **SUB-TASK OF SMA...** SMART-23 ↑
- Check the power cord is plugged **SUB-TASK OF SMA...** SMART-24 ↑
- hdkshgfklsdg **SUB-TASK OF SMA...** SMART-26 ↑
- Update positronic circuits to amplify our multiphasic repulsoi SMART-9 ↑
- Charge every ward conduit SMART-11 ↑

SMART-15

### Account for antimatter modulator

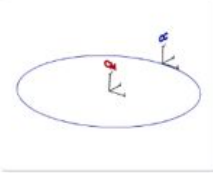
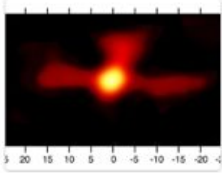
Status: Selected for Development ▾

This is crucial for milestone 6.

**Requirements**

- Antimatter does not engulf the entire universe
- Antimatter preferable doesn't implode or open any rifts in time

**Attachments**

**Assignee**

# Спринты

- Создаются в backlog'e.
- Возможность их создания зависит от профиля программного проекта.
- В общем случае, активным может быть только один спринт (но есть опция "Parallel Sprints").

Backlog

Board ▾ ⌆

QUICK FILTERS: Only My Issues Recently Updated

VERSIONS

6.1.30.15 2 issues Start Sprint ⋮

EPICS

CRD-552 CEWA Make editable field "Insurance case"

CRD-557 CEWA Create "select all" checkbox while creating insurance coverage

+ Create issue

2 issues Estimate 0

6.1.30.16 1 issue ⋮

CRD-563 CEWA Total estimate wrong count

+ Create issue

1 issue Estimate 0

Backlog 7 issues Create Sprint

# Релизы и эпики

- Дополнительные атрибуты для более эффективного планирования.
- Управляются через backlog.

## Backlog

QUICK FILTERS: Only My Issues Recently Updated

VERSIONS	EPICS
All issues	6.1.30.14 11 issues 06/Oct/16 2:08 PM • 20/Oct/16 2:08 PM

### Create Epic

Project\* MyCardif CEWA (CRD)

Issue Type\*  Task

Summary\*

Assignee Automatic  
[Assign to me](#)

Create and

### Create Version

Project\* MyCardif CEWA

Name\*

Description

Start Date

Release Date

[Create](#) [Cancel](#)

### Configure Fields

Show Fields: All Custom Where is my field?

**Field Tab**

<input checked="" type="checkbox"/> Assignee	<input type="checkbox"/> Priority
<input type="checkbox"/> Build version	<input type="checkbox"/> Projects
<input type="checkbox"/> Deadline	<input type="checkbox"/> Reporter
<input type="checkbox"/> Description	<input type="checkbox"/> Sprint
<input type="checkbox"/> Labels	<input type="checkbox"/> Tester
<input type="checkbox"/> Linked Issues	

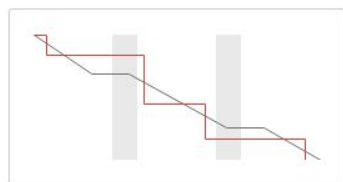
**Info**

<input type="checkbox"/> Affects Version/s	<input type="checkbox"/> Fix Version/s
<input type="checkbox"/> Component/s	<input type="checkbox"/> Time Tracking
<input type="checkbox"/> Due Date	



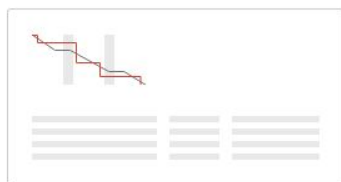
- Jira автоматически строит отчёты по факту выполнения задач проекта.
- Набор доступных отчётов зависит от типа и профиля проекта.

## Agile



**Burndown Chart**

Track the total work remaining and project the likelihood of achieving the sprint goal. This helps your team manage its progress and respond accordingly.



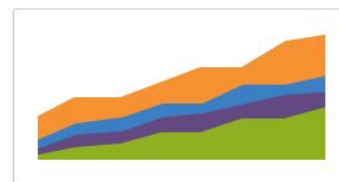
**Sprint Report**

Understand the work completed or pushed back to the backlog in each sprint. This helps you determine if your team is overcommitting or if there is excessive scope creep.



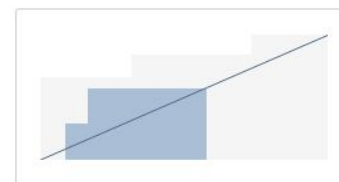
**Velocity Chart**

Track the amount of work completed from sprint to sprint. This helps you determine your team's velocity and estimate the work your team can realistically achieve in future sprints.



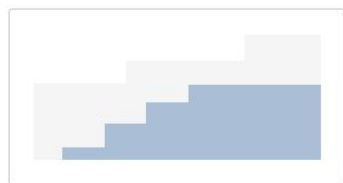
**Cumulative Flow Diagram**

Shows the statuses of issues over time. This helps you identify potential bottlenecks that need to be investigated.



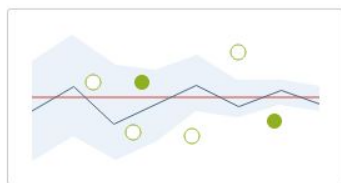
**Version Report**

Track the projected release date for a version. This helps you monitor whether the version will release on time, so you can take action if work is falling behind.



**Epic Report**

Understand the progress towards completing an epic over time. This helps you manage your team's progress by tracking the remaining incomplete/unestimated work.



**Control Chart**

Shows the cycle time for your product, version or sprint. This helps you identify whether data from the current process can be used to determine future performance.



**Epic Burndown**

Track the projected number of sprints required to complete the epic (optimized for Scrum). This helps you monitor whether the epic will release on time, so you can take action if work is falling behind.



**Release Burndown**

Track the projected release date for a version (optimized for Scrum). This helps you monitor whether the version will release on time, so you can take action if work is falling behind.



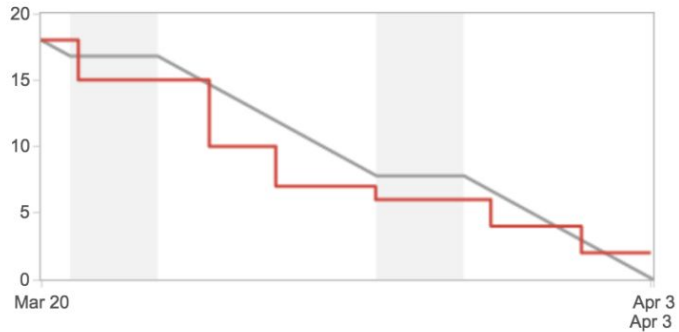


# Agile Reports: Sprint Report

## Sprint Report Sample Sprint 1 ▾

Closed Sprint 20/Mar/15 8:02 AM - 03/Apr/15 6:42 AM [Linked pages](#)

[View Sample Sprint 1 in Issue Navigator](#)



## Status Report

## Completed Issues

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (16)
SSP-18	As a user, I'd like a historical story to show in reports	💡 Story	🔼 Medium	<span>DONE</span>	3
SSP-19	As an Agile team, I'd like to learn about Scrum >> Click the "SSP-1" link at the left of this row to see detail in the Description tab on the right	💡 Story	🔼 Medium	<span>DONE</span>	5
SSP-20	As a product owner, I'd like to express work in terms of actual user problems, aka User Stories, and place them in the backlog >> Try creating a new story with the "+ Create Issue" button (top right of screen)	💡 Story	🔼 Medium	<span>DONE</span>	3
SSP-21	As a product owner, I'd like to rank stories in the backlog so I can communicate the proposed implementation order >> Try dragging this story up above the previous story	💡 Story	🔼 Medium	<span>DONE</span>	1

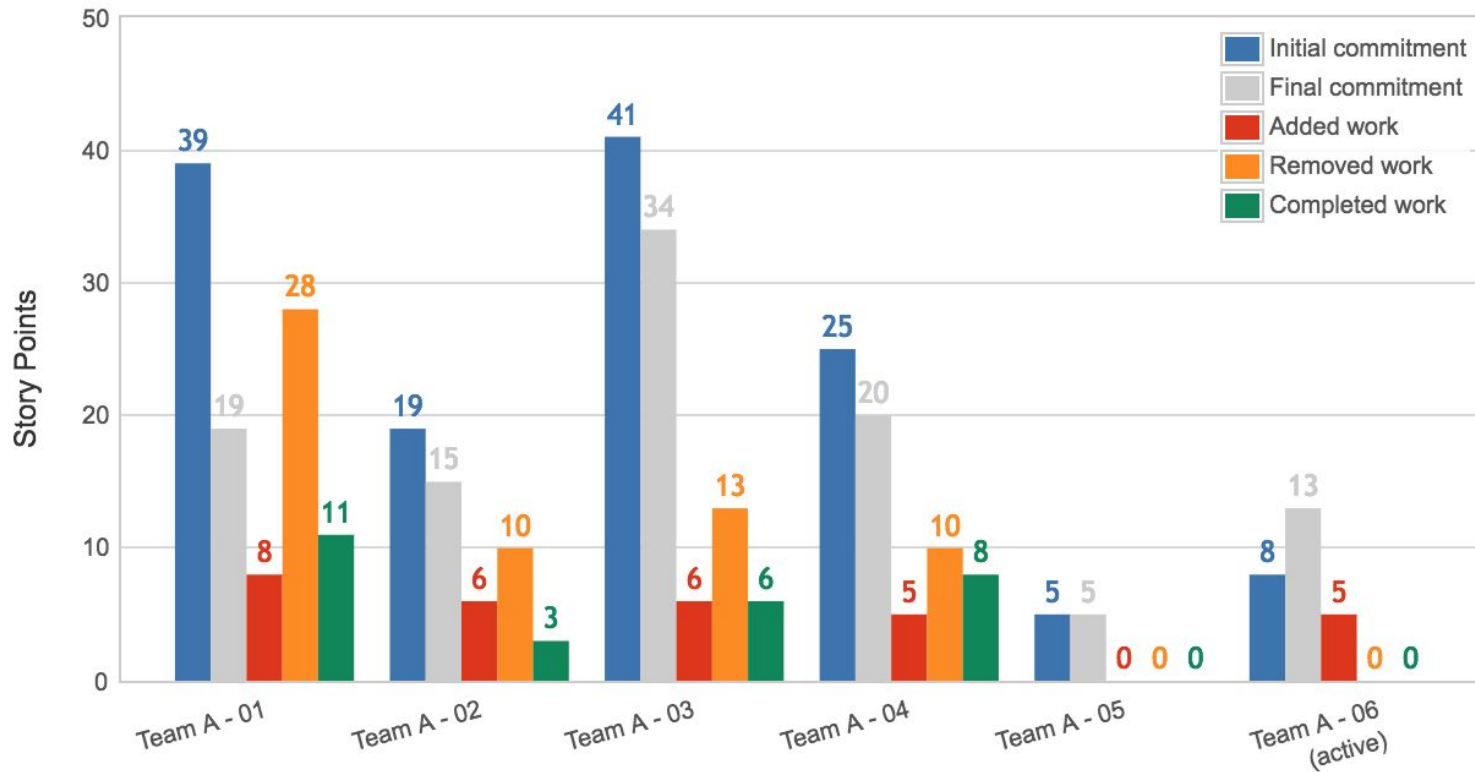


# Agile Reports: Velocity Chart

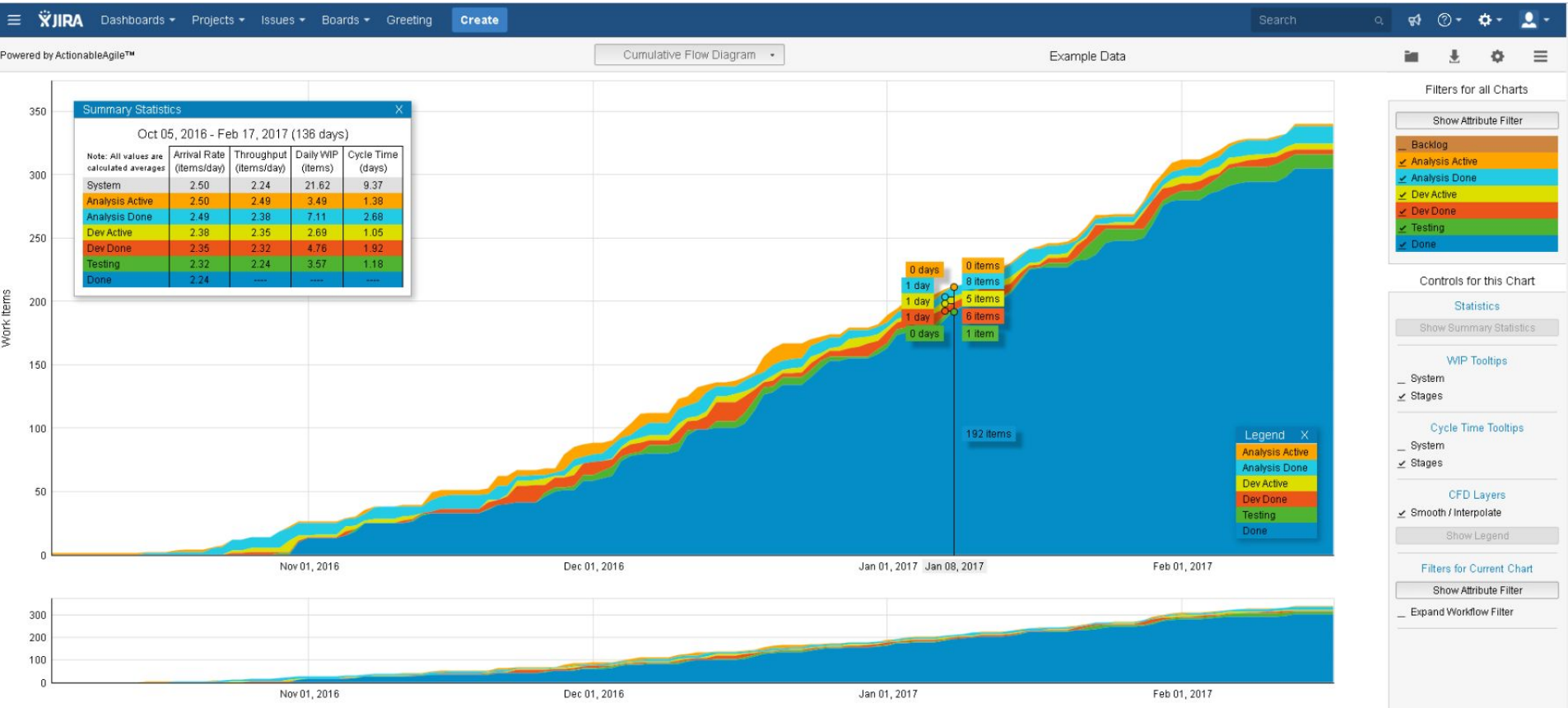
## Agile Velocity Chart

### Team A - Velocity Chart

Export Support



# Agile Reports: Cumulative Flow Diagram





# Agile Reports: Version Report

SSP board

Version Report [Switch report](#)



## How to read this chart

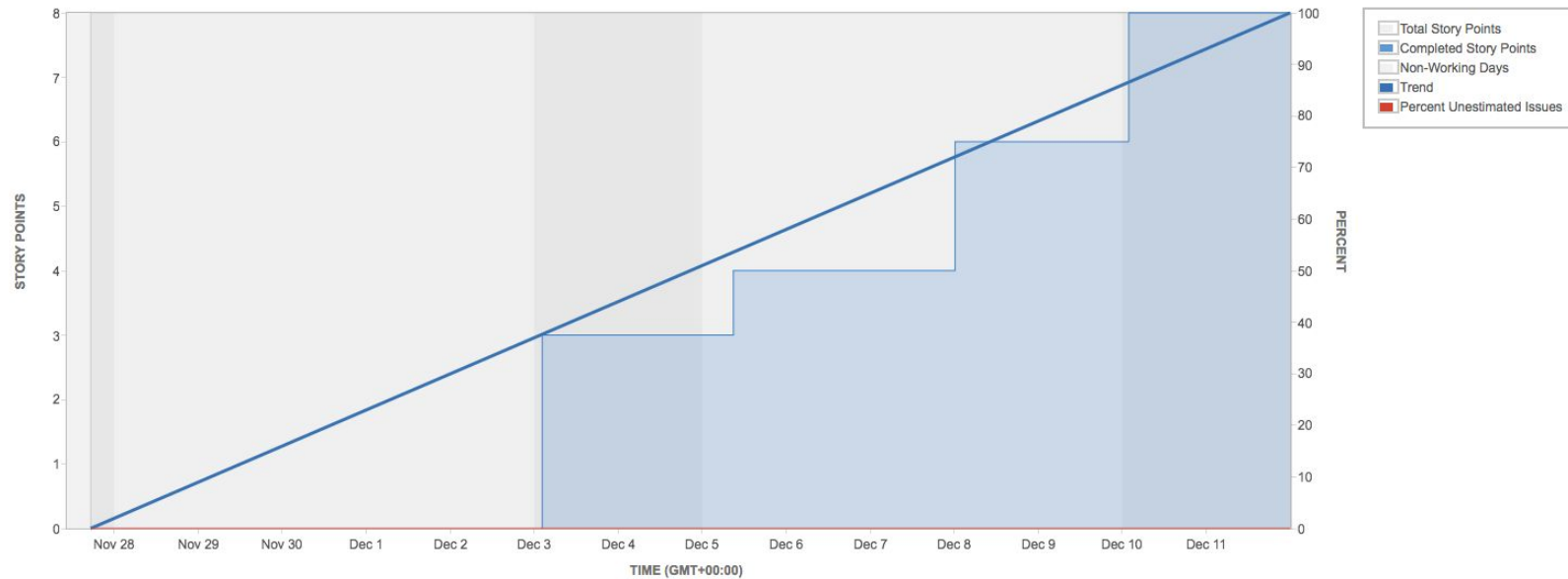
Track the projected release date for a version. This helps you monitor whether the version will release on time, so you can take action if work is falling behind.

[Hide this information](#)

SSP: Version 1.0

Released on 11/Dec/16

[View Version 1.0 in Issue Navigator](#)



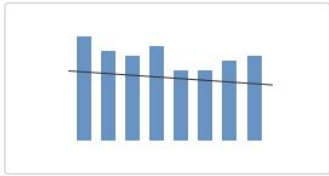
Predicted completion date: January 19, 2017  
Optimistic completion date: January 18, 2017  
Pessimistic completion date: January 19, 2017

Status Report

Completed Issues

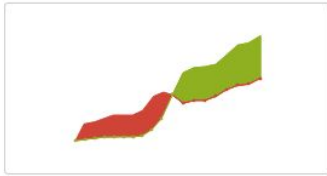
[View in Issue Navigator](#)

# Issue Analysis Reports



**Average Age Report**

Shows the average age of unresolved issues for a project or filter. This helps you see whether your backlog is being kept up to date.



**Created vs. Resolved Issues Report**

Maps created issues versus resolved issues over a period of time. This can help you understand whether your overall backlog is growing or shrinking.



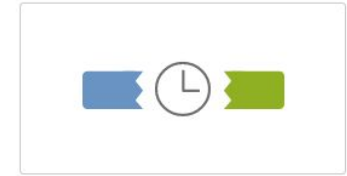
**Pie Chart Report**

Shows a pie chart of issues for a project/filter grouped by a specified field. This helps you see the breakdown of a set of issues, at a glance.



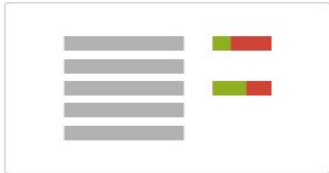
**Recently Created Issues Report**

Shows the number of issues created over a period of time for a project/filter, and how many were resolved. This helps you understand if your team is keeping up with incoming work.



**Resolution Time Report**

Shows the length of time taken to resolve a set of issues for a project/filter. This helps you identify trends and incidents that you can investigate further.



**Single Level Group By Report**

Shows issues grouped by a particular field for a filter. This helps you group search results by a field and see the overall status of each group.



**Time Since Issues Report**

For a date field and project/filter, maps the issues against the date that the field was set. This can help you track how many issues were created, updated, etc, over a period of time.

# Forecast & Management Reports



## Time Tracking Report

Shows the original and current time estimates for issues in the current project. This can help you determine whether work is on track for those issues.



## User Workload Report

Shows the time estimates for all unresolved issues assigned to a user across projects. This helps you understand the user's workload better.

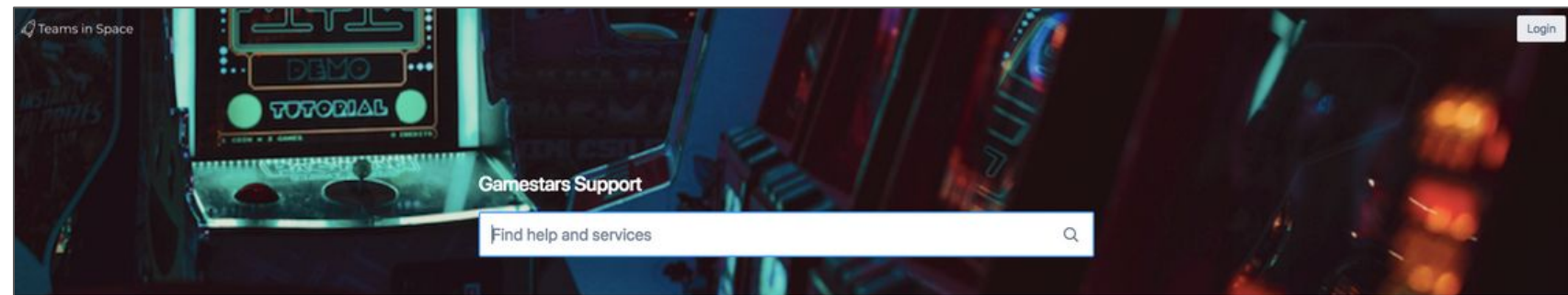


## Version Workload Report

Shows the time estimates for all unresolved issues assigned to a version, broken down by user and issues. This helps you understand the remaining work for the version.

- Официальный плагин от Atlassian, организующий Service Desk на базе Jira.
- Стоит от \$10.
- Содержит:
  - Customer Portal -- интерфейс, через который заказчики взаимодействуют с технической поддержкой.
  - Конфигурационный интерфейс, позволяющий назначать разным категориям заявок разные уровни SLA.
  - API, позволяющий взаимодействовать с заявками через JQL.

# Service Desk Customer Portal



**Ask a Librarian**

Contact Ask a Librarian service for library enquiries, registrations for Library Services Online training...

**Customer Service Desk**

Welcome! You can raise a Customer Service Desk request from the options provided.

**Facilities**

Welcome! You can raise a Facilities request from the options provided.

**Finance and Purchasing...**

Welcome to the Finance Service Desk. The team is standing by to help with all your finance and...

**IT Service Desk**

Welcome! You can raise a IT Service Desk request from the options provided. Search is the...

**IT Systems Ops**

Welcome! You can raise a IT Systems Ops request from the options provided.




### Request types

**GROUPS**

- Common Requests
- Logins and Accounts
- Computers
- Applications
- Servers and Infrastructure
- Hidden from portal
- + Add group

### Common Requests

[Add existing request type](#)

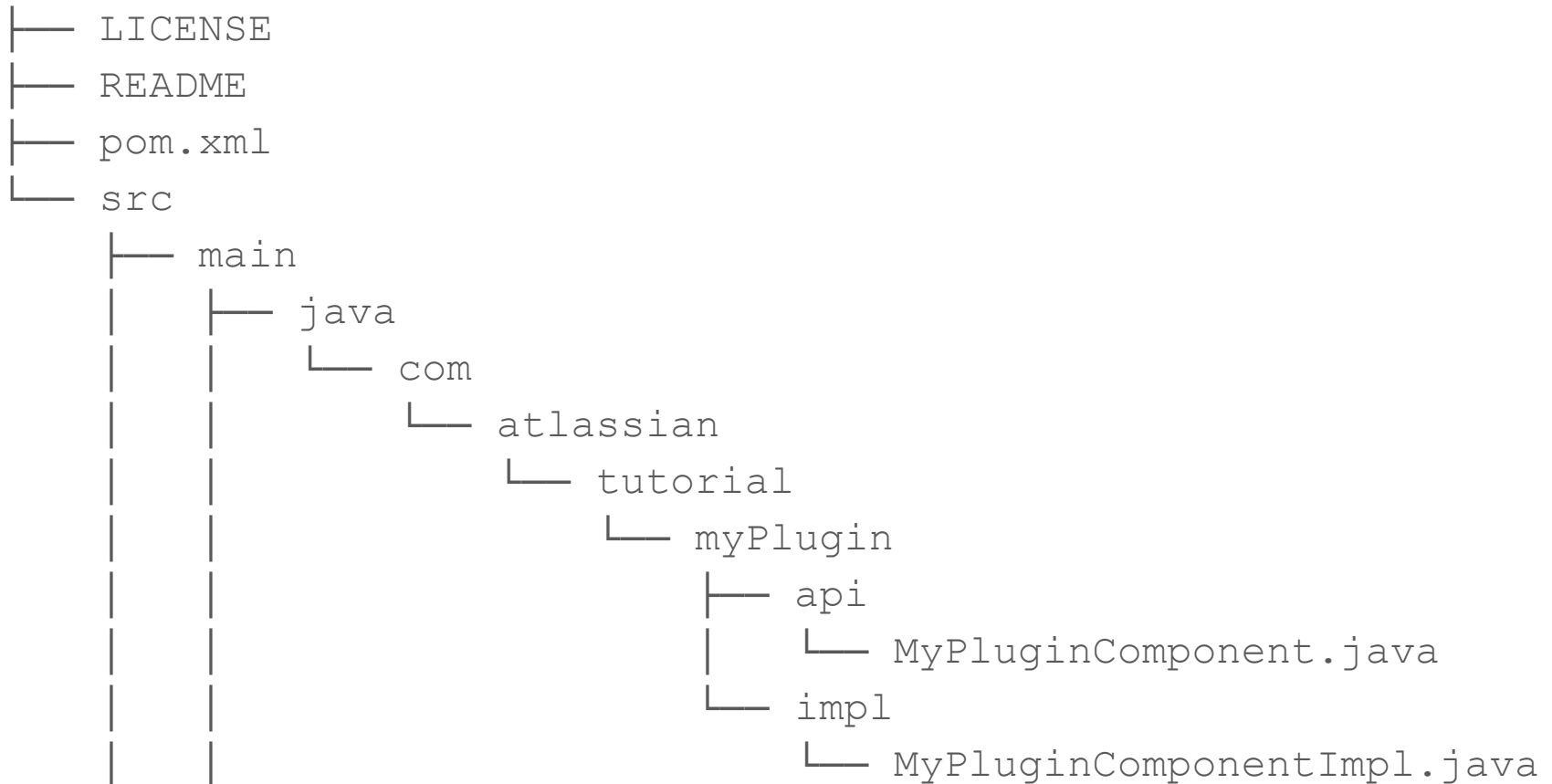
Icon	Request name	Issue type	Description (Optional)	Actions
	<input type="text"/>	<span style="border: 1px solid #ccc; padding: 2px;">Incident</span>	<input type="text"/>	<a href="#">Create request type</a>
	Report a system problem <a href="#">EMAIL</a>	<span style="border: 1px solid #ccc; padding: 2px;">Incident</span>	Having trouble with a system?	<a href="#">Edit fields</a> <a href="#">Edit groups</a> <span style="border: 1px solid #ccc; border-radius: 50%; padding: 0 5px;">3</span> <span style="font-size: 1.2em;">x</span>
	Get IT help	<span style="border: 1px solid #ccc; padding: 2px;">Service Request</span>	Get assistance	<a href="#">Edit fields</a> <a href="#">Edit groups</a> <span style="border: 1px solid #ccc; border-radius: 50%; padding: 0 5px;">2</span> <span style="font-size: 1.2em;">x</span>



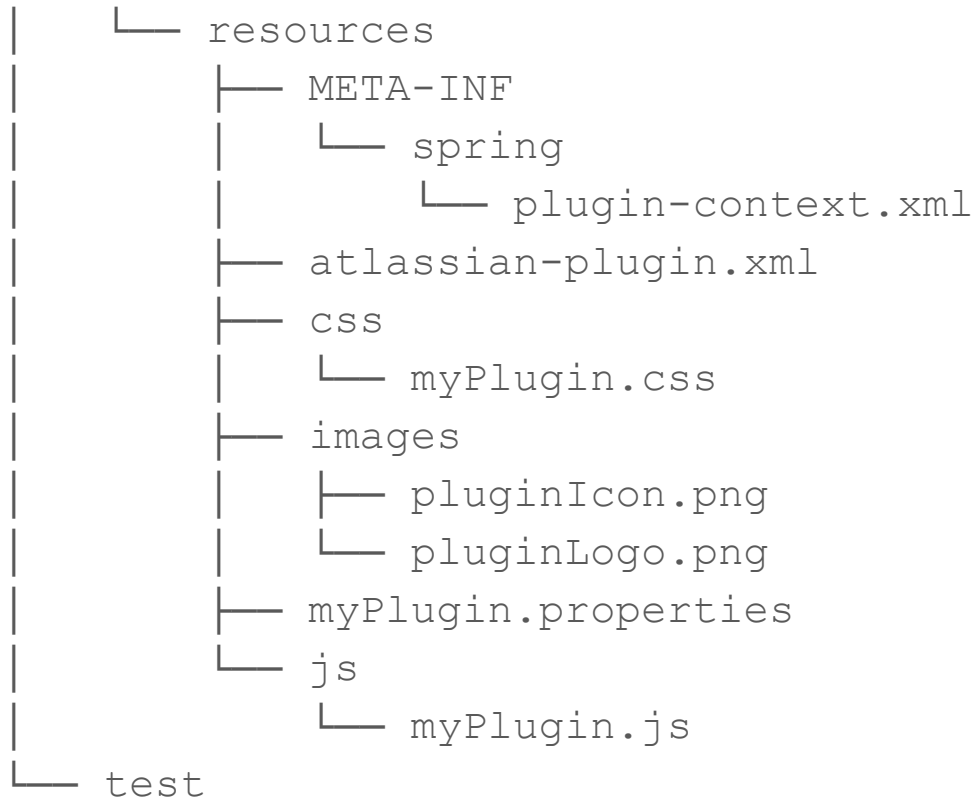
- Разрабатываются с помощью Atlassian SDK.
- SDK -- набор задач для Maven.
- Похожи по структуре на обычные веб-приложения на Spring.
- Могут менять и добавлять практически всё, что угодно.
- Есть магазин плагинов.



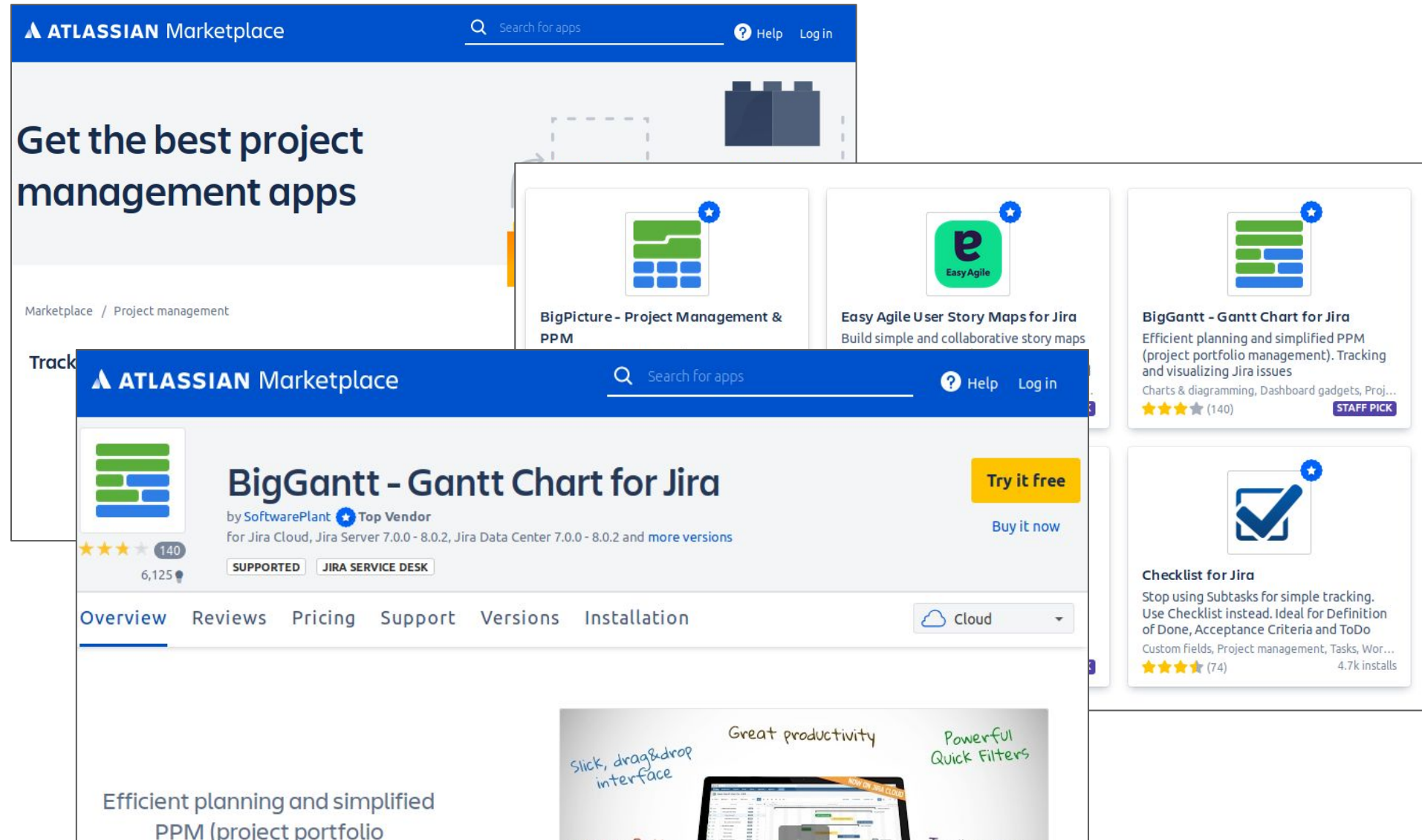
# Структура плагина



# Структура плагина (продолжение)



(...)



**ATLASSIAN Marketplace** Search for apps Help Log in

## Get the best project management apps

Marketplace / Project management

Track

### BigPicture - Project Management & PPM

Build simple and collaborative story maps

### Easy Agile User Story Maps for Jira

Build simple and collaborative story maps

### BigGantt - Gantt Chart for Jira

Efficient planning and simplified PPM (project portfolio management). Tracking and visualizing Jira issues

Charts & diagramming, Dashboard gadgets, Proj...

★★★★☆ (140) **STAFF PICK**

### Checklist for Jira

Stop using Subtasks for simple tracking. Use Checklist instead. Ideal for Definition of Done, Acceptance Criteria and ToDo

Custom fields, Project management, Tasks, Wor...

★★★★☆ (74) 4.7k installs

### BigGantt - Gantt Chart for Jira

by SoftwarePlant **Top Vendor**

For Jira Cloud, Jira Server 7.0.0 - 8.0.2, Jira Data Center 7.0.0 - 8.0.2 and more versions

★★★★☆ (140) 6,125

**SUPPORTED** **JIRA SERVICE DESK**

**Try it free**  
**Buy it now**

Overview Reviews Pricing Support Versions Installation Cloud

Efficient planning and simplified PPM (project portfolio)

Great productivity  
Slick, drag&drop interface  
Powerful Quick Filters