



**BTB**  
beta tau beta

**OO16**  
hroug

# Atlassian JIRA

što je *sve issue*?

*because you've got issues*



# Agenda

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hroug

- Što je sve Atlassian **JIRA**?
- Osnovni JIRA **koncepti**
- Što je sve issue: **razvoj softvera**
- Proširivost i nadogradivost
- Što je sve issue: **helpdesk, CRM i SLA**
- Što je sve issue: **praćenje rada**
- Što je sve issue: ideje...
- **Izvještavanje**
- Integracija
- **Rezime**
- Pitanja





# Što je sve Atlassian JIRA?



- **Sustav za upravljanje predmetima**  
(issue management system)
- Java alat za
  - Bug tracking
  - Project tracking
  - Application lifecycle management
  - Helpdesk, CRM
  - Praćenje rada / operative
- Korisnici: više od 14 tisuća u 122 zemlje



YAHOO!

BBC

P&G



EXTRADE

CREDIT SUISSE



JOHNS HOPKINS  
UNIVERSITY



# Nagradno pitanje 1



- Koje još Atlassian produkte znate?

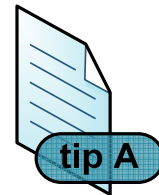




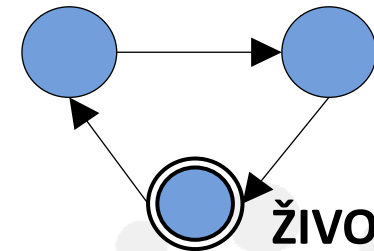
# Osnovni JIRA koncepti

- **Projekti**
- **Predmeti**
- Komponente
- Verzije
- **Projektne role**
- **Životni ciklusi**
- Notifikacije
- Dozvole
- **Korisnička polja**
- Korisnički ekrani
- **Work log**

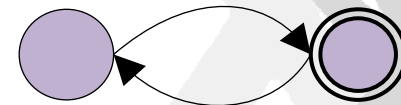
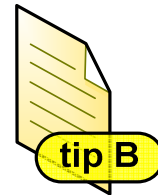
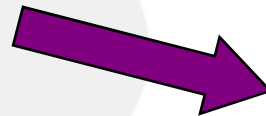
PROJEKT



PREDMET



ŽIVOTNI  
CIKLUS







# Osnovni JIRA koncepti

**1** Demonstration Project / DEMO-10 **2**  
**Build a rocket** **3**

*Click to [add a comment](#) to this issue.*

*Click to [log work](#), attach [files](#) and [screenshots](#), manage [votes](#) and [watchers](#), create [sub-tasks](#), [move](#), [link](#) or [clone](#) this issue.*

*Click these transitions to move this issue to the next stage in its [workflow](#).*

*Click to view this issue in XML, MS Word or printable format.*

[Edit](#) [Assign](#) [Assign To Me](#) [Comment](#) [More Actions](#) [Close Issue](#) [Reopen Issue](#) [Workflow](#) [Views](#)

**Details**

Type: **4** Bug  
Priority: **6** Major  
Affects Version/s: **8** Demo Project V2.0  
Component/s: **10** Component 1  
Labels: **11** None   
Environment: **12** Earth and nearby planets

Status: **5** Resolved ([View Workflow](#))  
Resolution: **7** Fixed  
Fix Version/s: **9** Demo Project V2.0

**People**

Assignee: Andrew Lui **14**  
Reporter: Andrew Lui **15**  
 Watch (0) **16**

**Dates**

Due: 16/Mar/10 **17**  
Created: 01/Oct/09 12:47 AM **18**  
Updated: Today 12:27 AM **19**  
Resolved: 14/Mar/10 7:04 PM **20**

**Time Tracking**

Estimated: 12w **21**  
Remaining: 11w 4d 3h **22**  
Logged: 5h **23**

**Description**

**13** Same as the last one (see [DEMO-9](#))

**Activity**

[All](#) [Comments](#) [Work Log](#) [History](#) [Activity](#) [Source](#) [Builds](#)

There are no comments yet on this issue.



# Osnovni JIRA koncepti



**JIRA** Giles Gaskell [Atlassian] Quick Search

Dashboards | Projects | Issues | Agile | Administration | + Create Issue

**My Dashboard** + Add Gadget Edit Layout Tools

**My Doc Issues**

- JIRA
- GreenHopper
- Bamboo
- Clover

**Projects**

- Bamboo (BAM)**

Lead: Mark Chaimungkalanont [Atlassian]

Open Issues (by priority):

Description: Bamboo Continuous Integration Build Server
- Clover (CLOV)**

Lead: Nick Pellow [Atlassian]

Open Issues (by priority):
- GreenHopper (GHS)**

Lead: Jean-Christophe Huet

Open Issues (by priority):
- JIRA (JRA)**

Lead: Paul Slade [Atlassian]

Open Issues (by priority):

**Favourite Filters**

Bamboo documentation issues	59
Clover documentation issues	7
Documentation issues currently assigned to me	17
GreenHopper documentation issues	9
JIRA 4.1 documentation issues	45
JIRA documentation issues	174

Create Filter | Manage Filters

**Activity Stream**

**My Projects**

17 March - 16:00

- Chris Mounford [Atlassian] changed the Summary to 'Code macro does weird formatting \*in comment preview only\*' on JRA-20679 (Code macro does weird formatting \*in comment preview only\*)
- Chris Mounford [Atlassian] changed the Summary to 'Code macro does weird formatting in \*preview\*' on JRA-20679 (Code macro does weird formatting \*in comment preview only\*)

17 March - 15:00

- Mark Lassau [Atlassian] attached one file to JRA-20679 (Code macro does weird formatting \*in comment preview only\*):
- Min'an Tan [Atlassian] created JRA-20680 (French language properties file is not unicode-escaped in release)
- Justus Pendleton [Atlassian] commented on JRA-6395

**Pie Chart: Bamboo**

Assignee	Count
Mark Chaimungkalanont [Atlassian]	693
Unassigned	1,968
Brydie McCoy [Atlassian]	1
Edwin Wong [Atlassian]	1
Krystian Brazulewicz [Atlassian]	1
Adrian Hempel [Atlassian]	1
Marek Went [Atlassian]	1
James Dumay [Atlassian]	1
Belinda Teh [Atlassian]	1
Ben Kuo	1
Ajay Sridhar [Atlassian]	1
Other	325




Total Issues: 5023 Statistic Type: Assignee





# Osnovni JIRA koncepti








 **A Test Project** Create:  Task  Bug Other ▾

**Summary**

- Issues
- Road Map
- Change Log
- Popular Issues
- Versions
- Components

### Issues






#### Unresolved: By Priority

No priority	3794	28%
 Blocker	640	5%
 Critical	578	4%
 Major	4696	34%
 Minor	3696	27%
 Trivial	338	2%






#### Unresolved: By Assignee

A. B. Citizen	597	4%
Adrian Makohon [Atlassian]	9	
Anton Mazkovo [Atlassian]	127	1%
Benjamin Naftzger [Atlassian]	2	
Ben Kuo	37	

#### Status Summary

 Open	13162	77%
 In Progress	1	
 Reopened	484	3%
 Resolved	2301	13%
 Closed	1250	7%

#### Unresolved: By Component

 Component 1	3743
 Component 2	925
 Lee 2	281
 Roy	313
 Test Documentation	277
No Component	8489



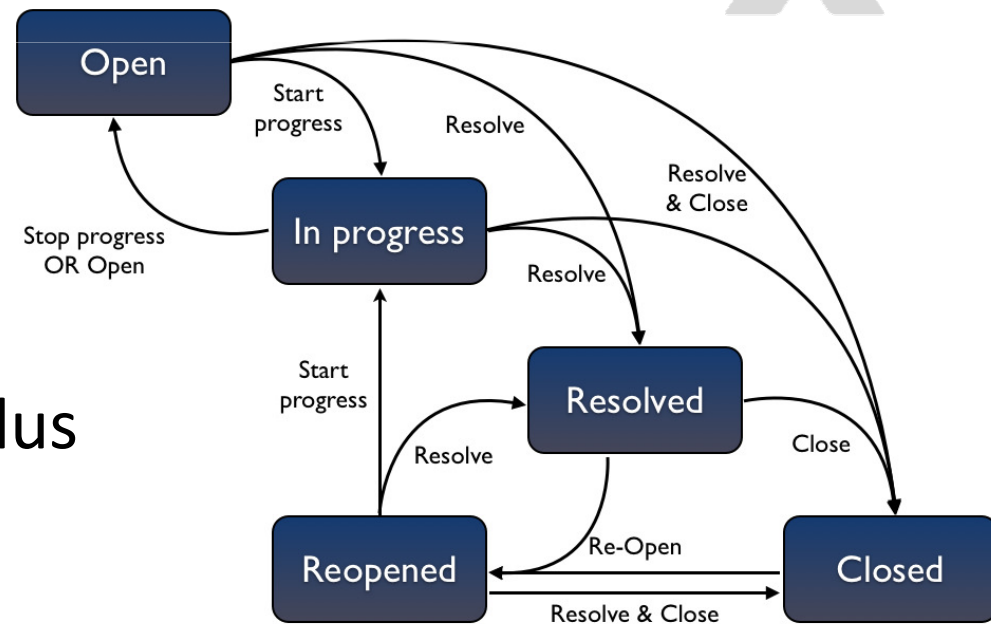


# Što je sve issue: razvoj softvera



- Pokrivene sve faze životnog ciklusa aplikacije
  - Poslovna analiza – New Feature
  - Dizajn – Task, Component
  - Implementacija – Task, Subtask, Version
  - Testiranje – Bug
  - Održavanje – CR, Improvement

- Jedinstveni životni ciklus issue-a





# Proširivost i nadogradivost

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- **Arhitektura JIRA-e**
  - Java Web aplikacija
  - Pico IoC container, Spring
  - Apache OFBiz entity engine
  - Webwork + jQuery



- **Atlassian Plugin SDK**
  - baziran na Maven-u
- **JIRA API**



- **Atlassian Plugin Exchange**
  - više od 360 dostupnih JIRA pluginova





# Što je sve issue: helpdesk, CRM i SLA

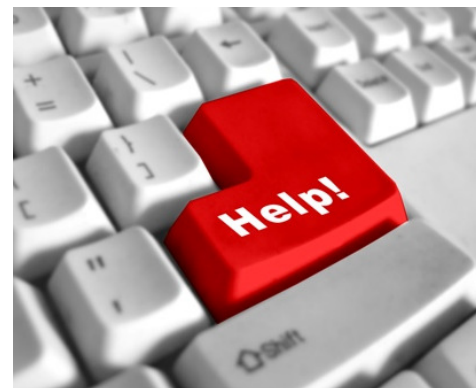


- Praćenje **SLA** ugovora
  - Incidenti, prekidi, ispadi, eskalacije
  - Prioriteti, response time



- **CRM**
  - Reklamacije, upiti klijenata

- **Helpdesk**
  - **Service request**
  - Interne reklamacije
  - Edukacije, Prijedlozi



- Životni ciklus prilagođava se individualnom ugovoru

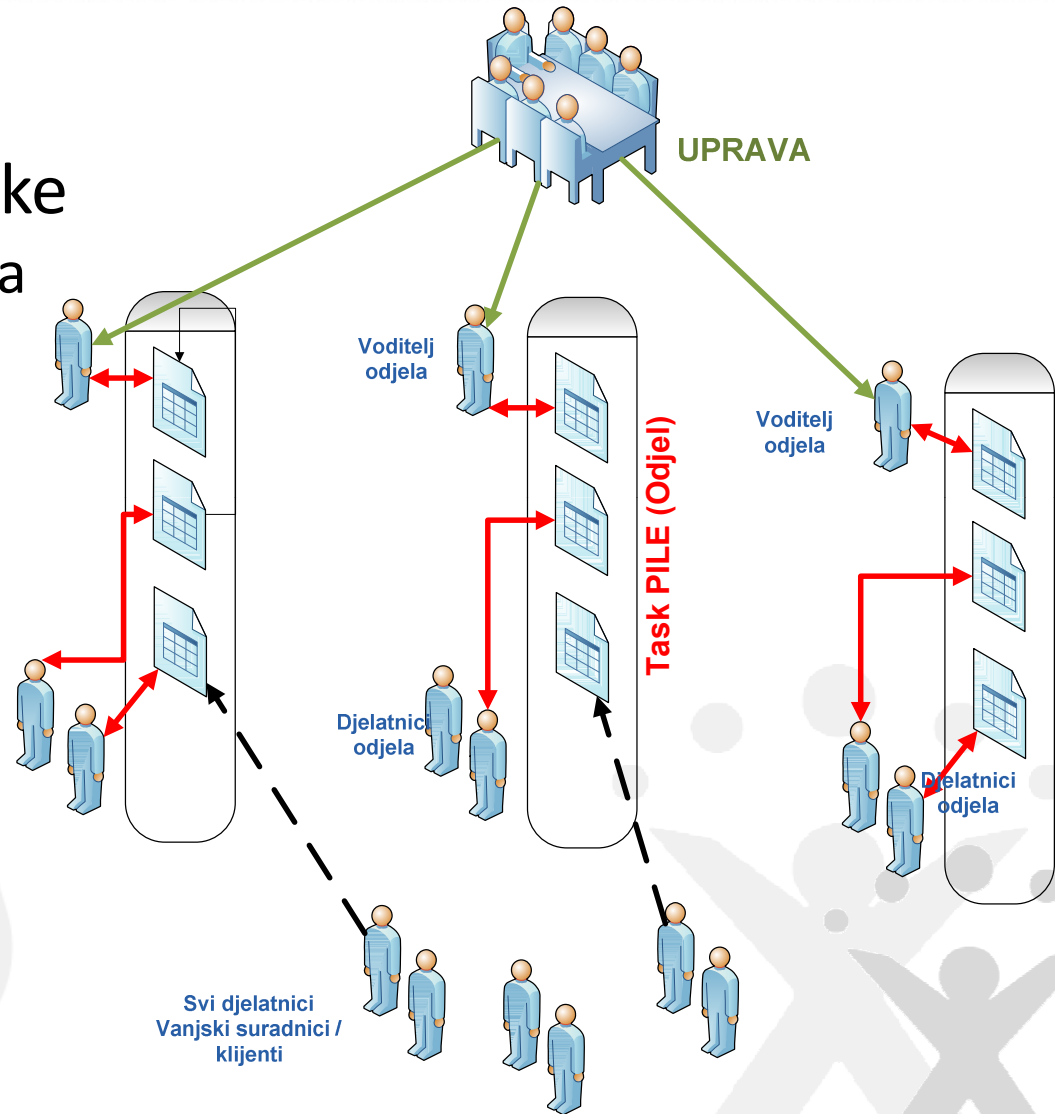




# Što je sve issue: praćenje rada

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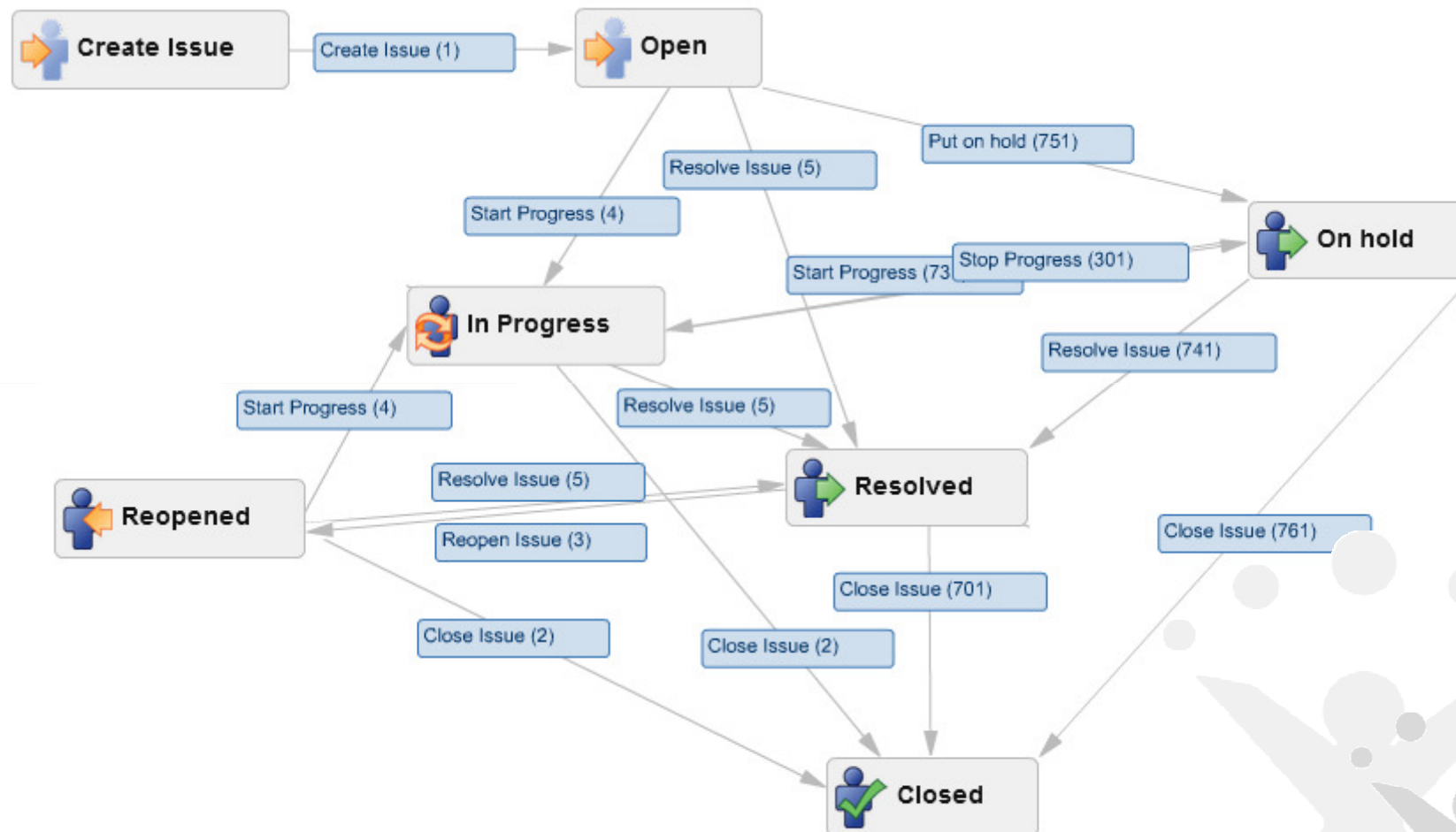
- Organizacija rada tvrtke
  - *Pile* struktura zadataka
  - Odjeli = Projekti
  - Pravila dodjeljivanja i prioritiziranja
  - **Radni nalog / task**







# Što je sve issue: praćenje rada







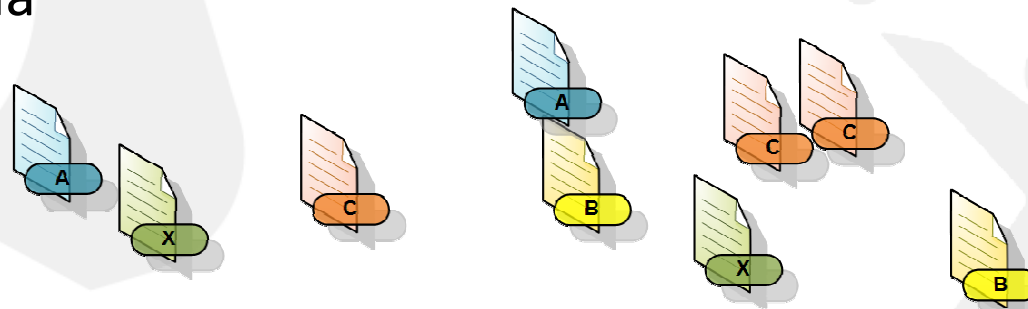
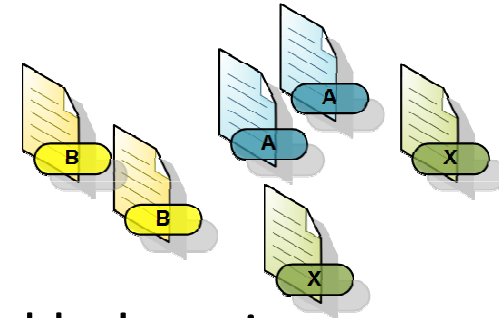
# Što je sve issue: ideje...

- **Osnovno sredstvo**

- Nabavi – Zaduži – Upotrijebi – Servisiraj – Razduži – Otpiši

- **Ostalo:**

- Putni nalog – praćenje troškova
- **Upravljanje kvalitetom** – prijava nesukladnosti
- Automatizirana prijava kvarova u distribuiranim sustavima





## JIRA Query language



### Issue Navigator

Views Tools

Query: line: 1 character: 86

Query syntax

```
(project = JIRA AND createdAt <= -730d) AND (comment ~ "Jeff Turner" AND votes > 20)
```

Search

Turn off auto-complete

Displaying Issues 1 to 46 of 46 matching issues.

T	Key	Summary	Assignee	Reporter	Pr	Status	Res	Created	Updated
	<a href="#">JIRA-1962</a>	Improve the LDAP stack in JIRA	Unassigned	<a href="#">Jeff Turner [Atlassian]</a>		Short Term Roadmap	UNRESOLVED	07/Jul/03	20/Sep/09
	<a href="#">JIRA-1991</a>	Custom fields for Projects	Unassigned	<a href="#">Francois Beaugnard</a>		Open	UNRESOLVED	10/Jul/03	01/Sep/09
	<a href="#">JIRA-8426</a>	View comments as a field (eg. in Excel view)	Unassigned	<a href="#">Jeff Turner [Atlassian]</a>		Open	UNRESOLVED	06/Nov/05	18/Sep/09



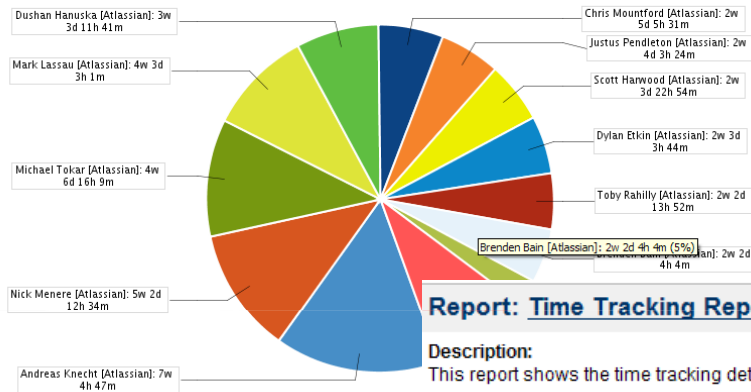
# Izvještavanje



## Report: [Workload Pie Chart Report](#)

Project: JIRA (Assignee)

### Chart



### Data Table

Andreas Knecht [Atlassian]
Nick Menere [Atlassian]
Michael Tokar [Atlassian]
Mark Lassau [Atlassian]
Dushan Hanuska [Atlassian]
Chris Mountford [Atlassian]

## Period Accumulated Bar Chart

Filter: [all fruit projects](#) Duration: 1/Jan/09 to 31/Jun/09 Period: month

Month	Value	%	Color	Label
Jan 2009	689,25	3%	Blue	689,25
Feb 2009	1.165,00	5%	Blue	1.854,25
Mar 2009	10.034,50	39%	Green	11.888,75
Apr 2009	7.934,75	31%	Blue	19.823,50
May 2009	5.728,75	22%	Green	25.552,25
Jun 2009	0,00	0%	Green	25.552,25
<b>Total</b>				<b>25.552,25</b>

## Period Accumulated Bar Chart

Filter: [all fruit projects](#) Duration: 1/May/09 to 31/May/09 Period: week

Week	Value	%	Color	Label
week 18, Apr 2009	738,75	13%	Blue	738,75
week 19, May 2009	1.665,00	29%	Green	2.403,75
week 20, May 2009	1.701,50	30%	Green	2.403,75

## Report: [Time Tracking Report](#)

### Description:

This report shows the time tracking details for a specific project.

[Excel View](#)

### Time Tracking Report for Dove

Only including sub-tasks with the selected version

Progress: 54%



2w 2d completed from current total estimate of 4w 2d

Accuracy: 0%



Issues in this version are on schedule with original estimate of 4w 2d.

Key	Summary	Original Estimate	Σ	Est. Time Remaining	Σ	Time Spent	Σ	Accuracy	Σ
<a href="#">DOVE-1</a>	Win 'homing dove' contest	-	4w 2d	-	2w	-	2w 2d	-	on track
<a href="#">DOVE-6</a>	↳ Spend prize money	-	-	-	-	-	-	-	-
<a href="#">DOVE-5</a>	↳ Win	-	-	-	-	-	-	-	-
<a href="#">DOVE-3</a>	↳ Teach dove to fly	4w	-	2w	-	2w	-	on track	-
<a href="#">DOVE-4</a>	↳ Enter competition	1d	-	0m	-	1d	-	on track	-
<a href="#">DOVE-2</a>	↳ Buy a dove	1d	-	0m	-	1d	-	on track	-
<b>Total</b>			<b>4w 2d</b>		<b>2w</b>		<b>2w 2d</b>		<b>on track</b>



# Integracija

Integracijske točke:

- **JIRA XML-RPC / SOAP / REST API**
- DB (Database Values Plugin)
- Mail handler, Event listener, Service

**Alati:**

- IDE (JDeveloper, Netbeans, Eclipse, Visual Studio)
- Revision control systems (CVS, SVN, Rational CC)
- Continuous Integration (Bamboo, Hudson)
- Wiki (Confluence)





# Integracija



- MS Project Connector / CEPTAH Bridge
- CRM (Salesforce, SugarCRM)
- Resource planning, allocation & management (Feywa)
- **MS Excel** 😊



Manage Allocations

Project: [ ] Resource: [ ]

Start Date: 24.8.2010 End Date: 24.11.2010

Org. Unit: [ ] Skill: [ ]

Free Allocations Filter: Free Allocations %: 0 Filter Type: Average Free Allocation

Show Allocations Workload Overview

Resource View - allocated | All resources view | Edit Allocations

	August/2010								1.	2.	3.	4.	5.	6.	7.	8.
	24.	25.	26.	27.	28.	29.	30.	31.								
1. Adams [msk] Robert [New York]	Vac	Vac	Vac	Vac	WEE	WEE	Vac	Vac	Hol		WEE	WEE				
2. Adams [rad] Robert [Berlin]	150%	200%	200%	200%	WEE	WEE	200%	200%	Hol		WEE	WEE				
3. Badenhausen Kurt [Berlin]					WEE	WEE			Hol		WEE	WEE				
4. Belinskij Vladimir [Moscow]					WEE	WEE			Hol		WEE	WEE				
5. Chance Matthew [Paris]	200%	200%	200%	200%	WEE	WEE	200%	200%	Hol		200%	200%			200%	200%
6. Chang Hsu-hsin [Beijing]	Vac	Vac	Vac	Vac	WEE	WEE	Vac	Vac	Hol		Vac	Vac			Vac	Vac

Manage Allocations

Project: [ ] Resource: [ ]

Start Date: 24.8.2010 End Date: 24.11.2010

Org. Unit: [ ] Skill: [ ]

Free Allocations Filter: Free Allocations %: 0 Filter Type: Average Free Allocation

Show Allocations Workload Overview

Resource View - allocated | All resources view | Edit Allocations

Project	Resource	Date from	Date to	% of Allocation	Σ = 3496.7 ...	Priority				
Feywa	Chang Hsu-...	1.1.2009	31.12.2010	100	37.0	High				
Feywa	Chance Mat...	1.1.2009	31.12.2010	100	126.0	High				
Feywa	Chance Mat...	1.5.2009	31.12.2010	100	126.0	High				
Feywa	McKitterick ...	1.5.2009	31.12.2010	100	63.0	High				
Feywa	Hsi-shan Yen				0.0	High				
Jumbo One	Livingstone ...				0.5	Undefined				
Jumbo One	Jones Michal				0.4	Undefined				
Ulite #1	Generic Role...				1.4	Medium				
Tasman bov	Erikman Nor...	4	5	6	7	8	9	10	0.0	Medium
ABITZA	Mak Rudolf	11	12	13	14	15	16	17	0.2	Medium
EEA Commo...	Mak Rudolf	18	19	20	21	22	23	24	0.4	Medium
Amelia	YÜ-hsiang F...	25	26	27	28	29	30	31	0.2	Medium
Amelia	Ying-jeou Ma								0.2	Medium
Amelia	Yat-sen Sun								0.2	Medium
GHD	McKitterick ...								0.7	Undefined
ABITZA	Chang Hsu-...	15.4.2010	15.12.2010	25	9.2	Medium				





# Rezime



- Sposoban Java produkt u **procesima razvoja**
- Komplementaran **Project Management alat**
- **Prilagodljiv** izmjenom Java koda, velik broj dostupnih **pluginova**
- Poveziv s nizom alata i (poslovnih) sustava
- Moćna i **fleksibilna konfiguracija**
- Primjenjiv u najrazličitijim poslovnim područjima
- **Organizacija, efikasnost, kontrola, fleksibilnost**



# Rezime



- **JIRA 5**
  - Remote Issue Linking
  - JQL: novi operatori i funkcije
  - Administracija filtera i dashboarda pojedinog korisnika
  - Rapid Issue Create & Edit
  - Generalna Java API / REST / performansna poboljšanja
  - Novi troubleshooting & debug alati



# Nagradno pitanje 2



- Što je (još) sve *issue*?





# Pitanja



???



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