

# IET Wiki Jira Usage Principals

Added by [Curtis Bray](#), last edited by [Constance Fuller](#) on Apr 22, 2009

Middleware/Telecommunication IT services are quickly adopting Jira for not only issue tracking but for light-weight project management for projects and maintenance as well. As time progresses more and more IET units will be adopting Jira while building and maintaining their own services. Below are some principals that should guide the usage of Jira: (note: CR Product Managers = Project Mangers in this document)

## Common Principals

1. Jira's primary purpose is to track development deliverables for a release of an IT service. The service may be a deployment of custom software, deployment of a vendor application and could span software, hardware and network projects.
2. Jira is meant to be a catalog of ALL outstanding issues for a service. The ability to 'bucket' items into future releases or parking lots allows the tool to capture all known issues even if they aren't going to be addressed in the near term.
3. Jira projects should group releases according to these [standard release types](#)

## Project Management Principals

Jira's flexibility allows it to be used to work issues from a project management perspective:

1. Group into project phases (e.g. planning, design, etc) for new project development
2. Cross reference Jira tickets within traditional PM tools such as MS Project
3. Track general tasks that may not result in programming effort, but are required for the service release
4. Track assignments, due dates and estimates
5. Communicate progress between individual contributors and the project manager

## Issue Tracking Principals

Jira is also a key tool once the system is in production to track ongoing operational issues and patching those issues:

1. QA Needs: Jira is key to the testing process of the system before deployment to production and tracking the those bug fix issues for resolution
2. Development Needs: Jira is a key tool for developers to track technical issues within the system (code improvements, architectural enhancements, known data inconsistencies, etc) which may not be visible to the end users
3. Jira's flexibility should encourage anyone team members to create issues that are found within the system.
  - a. Traditionally project management and QA/QC will create the majority of tickets, but developers or other team members are encouraged to log issues and sub-tasks that are required to complete the project. The project managers can then work to appropriately categorize/schedule using the Project Management Principals.

## Labels

[mw\\_pm](#) [mw\\_standards](#)

*Printed by Atlassian Confluence 3.4.6, the Enterprise Wiki.*