|  |  |
| --- | --- |
| **EPIC Issue** | |
|  |  |

***(Above Illustration)***

* **Epic (top level)** - A tangible business initiative or technical functionality that needs to be broken down into one to many Stories & Tasks for work
* **Stories/Tasks (mid level)** - parent work items (sometimes linked to signify a relationship to other work items), that can be accomplished in a single project release, or sequential sprints & versions, by one or more team members, through issue status update and re-assignment
* **Defect (mid level) - *not pictured*** - Unplanned issue related to improperly working software or systems, for previously working feature or function - from the same project or earlier sprint
* **Sub-Task (bottom level) -** A child unit of work, is often executed by a single team member, and essential to the completion of the parent work item

**Why use this structure?**

* **Visibility…** sub-tasks fall through the cracks.. Without fancy JQL, they do not appear on dashboards, boards, and parent issues are easily closed with open sub-tasks - *see sample JQL*

**Epic**

* Sample JQL for surfacing subtasks in reporting, boards & dashboards
  + "Epic Link" = OCW-115

**SubTasks - when to use, not to use**

* + - Sample JQL for surfacing subtasks, in project epics, in reporting, boards & dashboards
      * *("Epic Link" = OCW-114 OR parent in issuesWhereEpicIn("key=OCW-114")) or ("Epic Link" = OCW-73 OR parent in issuesWhereEpicIn("key=OCW-73"))*

**Issue Summary -** Nomenclature

**Project Name** *(Big)* **- Story/Task** *(Med)* **- To-do Item** *(descriptive)* **-**

* **Examples:** Project in ("One Content Workflow", "International Content Operations") AND status not in (Done, Closed) AND assignee = krisl ORDER BY Rank

**“More” Menu - (RemindMe, Create & Convert, Move, Link, Clone)**

**Labels & Components**

**Jira Query Language (JQL):**

* **Basic & Advanced:**
* **Search Summary**
* **Search Text**
* **Labels & Components**
* **Your Saved Filters (Searches) & Sharing**
  + **[All Remaining Work](https://bugs.indeed.com/issues/?filter=85171)**
  + [**TBA Remaining Work**](https://bugs.indeed.com/issues/?filter=85195)
  + **[COPS Remaining Work](https://bugs.indeed.com/issues/?filter=85696)**
  + [**AGGOps Remaining Work**](https://bugs.indeed.com/issues/?filter=85699)*(outstanding items remaining - TTurkey dev assignment TBD)*

**Bulk Closing Issues**

<https://wiki.indeed.com/pages/viewpage.action?pageId=148620418>

* **JQL Cheat Sheet - WIKI**
  + <https://wiki.indeed.com/display/~sito/JQL+%28JIRA+Query+Language%29+-+Finding+Issues+Linked>
* **Search JIRA like a Boss**
  + <https://confluence.atlassian.com/jiracore/blog/2015/07/search-jira-like-a-boss-with-jql>

[**OCW Dashboard**](https://bugs.indeed.com/secure/Dashboard.jspa?selectPageId=45907) **-** for COPS Associates

**Custom Dashboards** - Build your own customizable area where users can readily see their tasks and assignments

* **Add Gadget**
* **Edit Layout**

[**OCW Work Plan & Prioritization Board**](https://bugs.indeed.com/secure/RapidBoard.jspa?rapidView=4410&quickFilter=30220)

* One query to rule them all
* Secondary query
* Swimlanes
* Quick Filters
* Card Layout
* PRIORITIZATION (“Order by Rank”)

**Bulk Entry of issues**

* <https://confluence.atlassian.com/jirasoftwarecloud/creating-issues-using-the-csv-importer-764478441.html>

**Best Practices for COPS Team**

* Meeting Agendas - no agenda, no meeting - include a JIRA!
  1. Get signoff in JIRA - attach email, screen capture
* Handoffs - do not wait for someone to find your work
  1. Assign to next owner
  2. Leave a note
  3. Send email with link to JIRA asking to update within JIRA
* Update description over time
  1. History has original content if needed, but things evolve, like projects
* Anyone should be able to pick up a JIRA and see
  1. Original request
  2. Steps taken thus far/status/accomplishments
  3. Where we are/current situation
  4. ETA

**Additional**

* [**Path to Agility**](https://docs.google.com/document/d/1CjauKCIo4yw2aCrTq1fm8WCZv_3LiY3qy_Dxkrc7UMc/edit?usp=sharing)
* [**Indeed Engineering - Issue Types and Usage - Wiki**](https://wiki.indeed.com/display/JIRA/JIRA+Issue+Types+%28aka+Tickets%29+in+Product+Engineering+projects)