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

* **Epic (Medium - Large Project)** - Cross-ProductA tangible business initiative or technical functionality that needs to be broken down into one to many Stories & Tasks for work
* **Stories/Tasks (Small Project - Tasks)** - 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
* **Bug (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 (small components of work) -** 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?**

* **Roadmap - iConnect** [**Example**](https://gryphtech.atlassian.net/jira/software/c/projects/ICT/boards/24/roadmap)
	+ **Instant Understanding & Visibility**
	+ **Progress/Burndown of items**
	+ *(Move away from AirTable)*
* **Rank/Priority**
	+ **Mindset: (3) sprints ahead**
* **SubTasks - (when to use, not to use)**
	+ NOTE - Sub-tasks are - mostly dev items for consideration - lose visibility and fall through the cracks.. Without good board JQL, they do not appear on dashboards, boards, and parent issues are easily closed with open sub-tasks - *see sample JQL*
		- Sample JQL for surfacing subtasks in reporting, boards & dashboards
			* *("Epic Link" = REP-114 OR parent in issuesWhereEpicIn("key=REP-114")) or ("Epic Link" = REP-73 OR parent in issuesWhereEpicIn("key=REP-73"))*

**Issue**

* + **Summary -** Nomenclature (Note: team does this well, already)
		- **Project Name** *(Big)* **- Story/Task** *(Med)* **- To-do Item** *(few descriptive words)*
		- **Example: “REP - Websites - Template #12 Additional image container”**
	+ **Assigning, Commenting (and chat) - (JIRA is noisy)**
	+ **Linking - dependencies seen in** [**Roadmaps**](https://images.ctfassets.net/zsv3d0ugroxu/6rSLndhK0F7n6tGN3tpFNg/ef4ba113ce035676c2a8426ea0843bb9/screenshot_JSWRoadmaps_BrokenDependency)
	+ **Labels**
	+ [**Components**](https://gryphtech.atlassian.net/plugins/servlet/project-config/IL10/administer-components)
		- **iConnect - “**[**Customer Success**](https://gryphtech.atlassian.net/jira/software/c/projects/ICT/boards/24/backlog?quickFilter=126&issueLimit=100)**” & grouping by module**
	+ **Bulk Entry of issues**
* **Button available on issue creation**
* <https://confluence.atlassian.com/jirasoftwarecloud/creating-issues-using-the-csv-importer-764478441.html>

**Searching: Jira Query Language (JQL):**

* **Basic & Advanced:**
* **Search Summary**
* **Search Text**
* **Labels & Components**
* **Your Saved Filters (Searches) & Sharing**
* **Permissions/Sharing**

**Exercise: Build Advanced JQL search for:**

**Tickets (you) entered, in Project X, older than X, that still need to be worked on**

***Hints 1) Google 2) sometimes using a NOT in JQL syntax is easier, 3) specific dates: ‘'yyyy-MM-dd', or duration e.g. '-5d', '4w 2d'.***

**Export CSV = import CSV (once spec file is created can use for repeated import**

**Bulk Operations**

**Enter (Sprint) start dates/end dates**

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

 [**Customize!**](https://gryphtech.atlassian.net/jira/dashboards/10012)

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

**Exercise: Copy “Product” Dashboard, add custom query**

**Boards - Product**

[**Board**](https://gryphtech.atlassian.net/jira/software/c/projects/IL10/boards/43)

 **Simple Workflow**

* Swimlanes
* Quick Filters
* Card Layout
* Prioritization - “Order by Rank” - important things at the top

**Best Practices**

* **Data Driven Process - The numbers tell us we need more Why/How**
	1. Maximum effort for Minimum results vs. Operational efficiency
		+ What is the BIG Why?
		+ We always ask this question.
		+ We do NOT ALWAYS accept the answers (with exceptions)
	2. Impact across company (and customers - issues are readily handled)
	3. Resource consumption/allocation (searching, followup)
	4. What does this displace? What else is important you could be doing?
* **Meeting Agendas**
	1. If no agenda no meeting…
	2. If not notes posted afterwards, meeting never happened…
	3. Meetings in a vacuum? Update JIRA
* **Approvals/Sign-Offs** - 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 Teams with link to JIRA asking to update within JIRA
* **Update Description - v. Comment train** - eye tracking / quick ID of issue when viewed
	1. Important updates and changes should not get buried in comments
	2. History has original content if needed, but things evolve in Agile
* **Anyone should be able to pick up a JIRA and see…**
	1. Today -What is assigned to me, by rank
	2. What is assigned to the team
	3. Burndown
	4. ETA - release

**Additional**

* [**Agile Introduction**](https://docs.google.com/document/d/1RWeZSfEEia-qZYB9Pgf9lcvMGNfmisIv3cfETwXusis/edit?usp=sharing) **- Rob’s email**
* [**Path to Agility**](https://docs.google.com/document/d/1VVh1X5ObA0lF4sSRkIa076SRpbS5lD5-/edit?usp=sharing&ouid=118219844094147872505&rtpof=true&sd=true)
* [**Search JIRA like a Boss**](https://confluence.atlassian.com/jiracore/blog/2015/07/search-jira-like-a-boss-with-jql)
* [**GT & PHX - Meeting Etiquette**](https://gryphtechcanada-my.sharepoint.com/%3Aw%3A/g/personal/gcohen_gryphtech_com/Ed_bpt18CltFkguWTmm-SjUBuix5PzJmnrvP9QQ0mwnBpw?e=J5DBa1)

JQL Answers:

*project in (x, y, z) [or] project = XX*

*created < startOfYear(-1) [or] created < 2021-XX-XX*

*Status not in (Done, Closed, Done1) [or] resolution = unresolved*

*Creator = graham [or] creator = currentuser() [or] reporter = XX*