imc
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Jira Usage in Projects

Project Guide

imc Learning Suite

January 05, 2023

Introduction

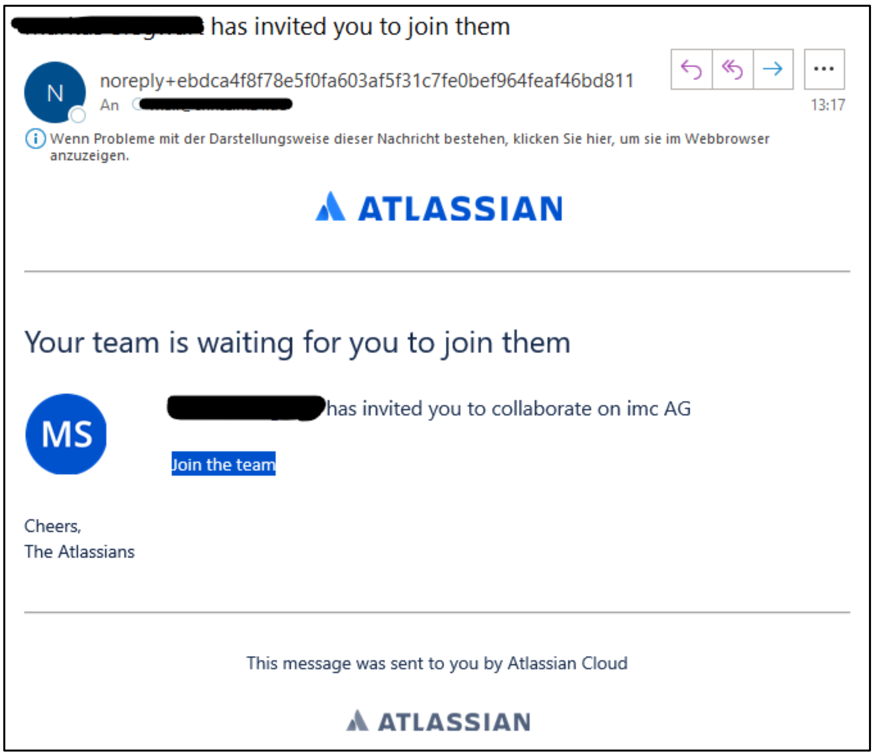
This customer guide introduces the usage of imc Jira for projects. The main purpose of this document is to describe for customers how to use Jira and work with ticket-based workflows.

During project phase, imc uses Jira as a **Management Tool** including task list of open (and completed) project tasks. The task list covers general questions, potential issues, risks, coordination work, and project related items. Jira is hosted in the Cloud by Atlassian.

Jira is available via https://im-c.atlassian.net or https://im-c.atlassian.net/jira.

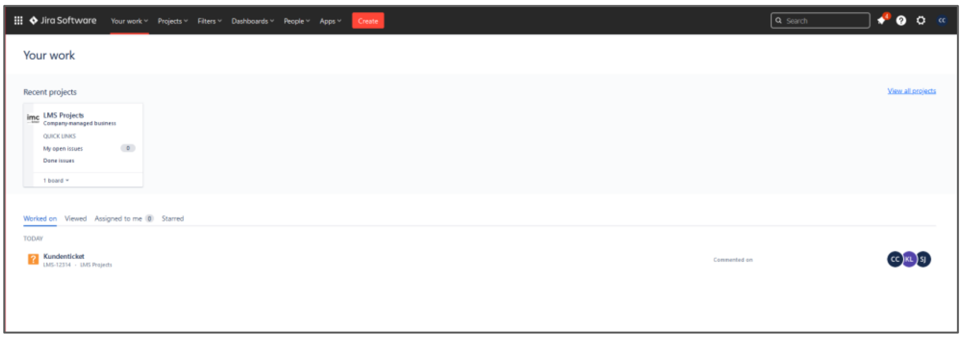
Onboarding Instructions

Once your Business Consultant / Project Manager and you have designated 1 -2 individuals for the use of JIRA these will be notified by email to register their accounts. You will receive instructions via mail.

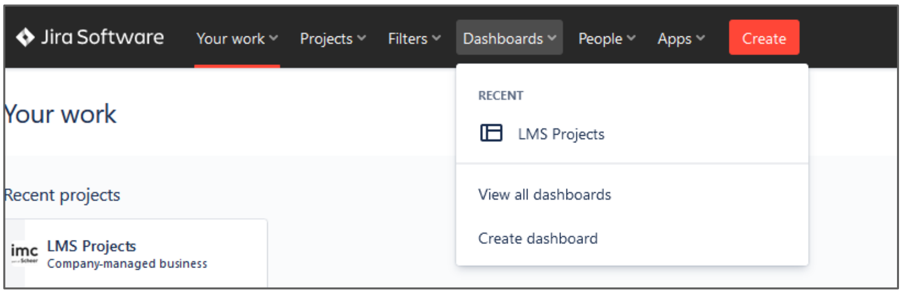


Please follow the link and login to Atlassian Jira in the Cloud.

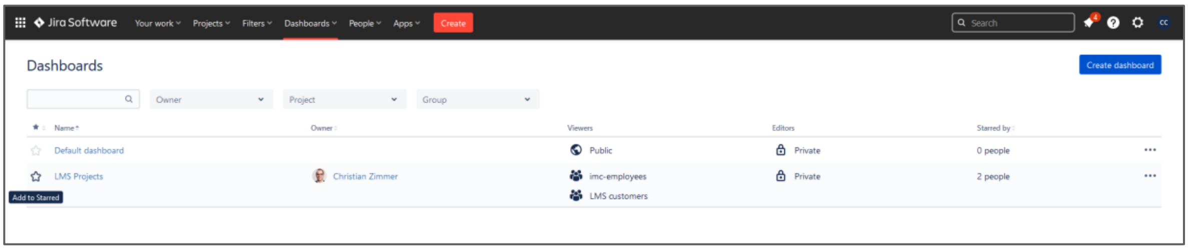
After you have successfully logged on you will see the following screen.



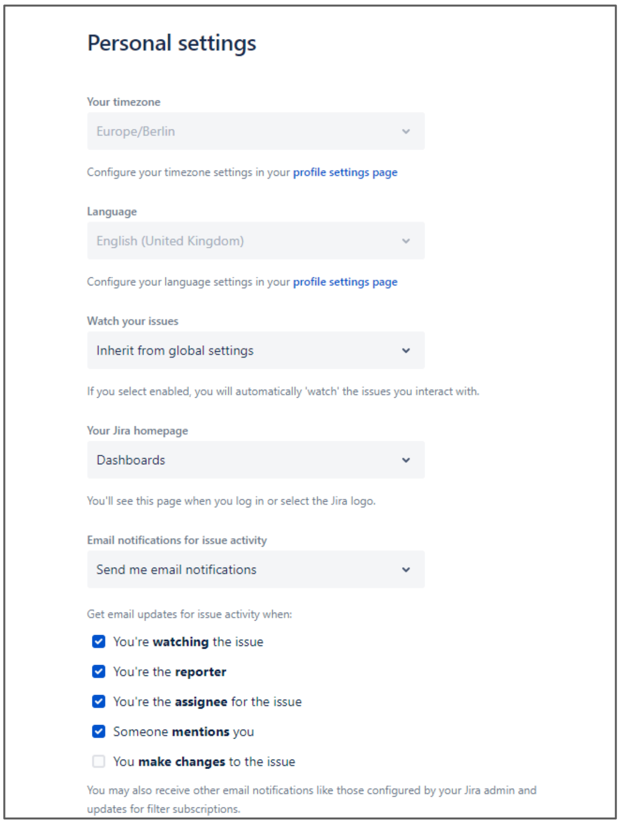
From the “Your Work” screen you should add the preconfigured dashboard **LMS Projects** by “View all dashboards”.



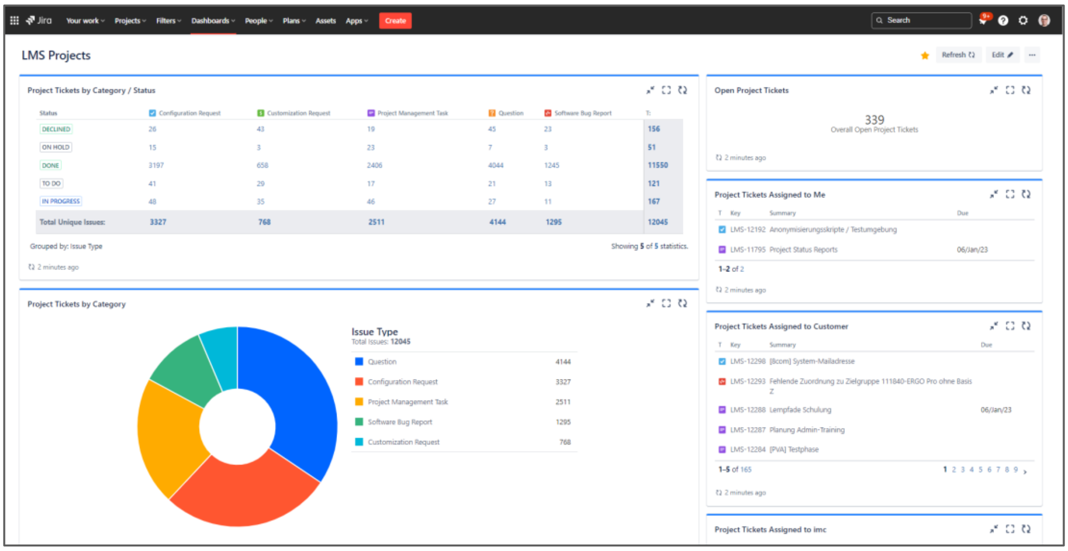
You should use the “Add to Starred” function for the **LMS Projects** dashboard.



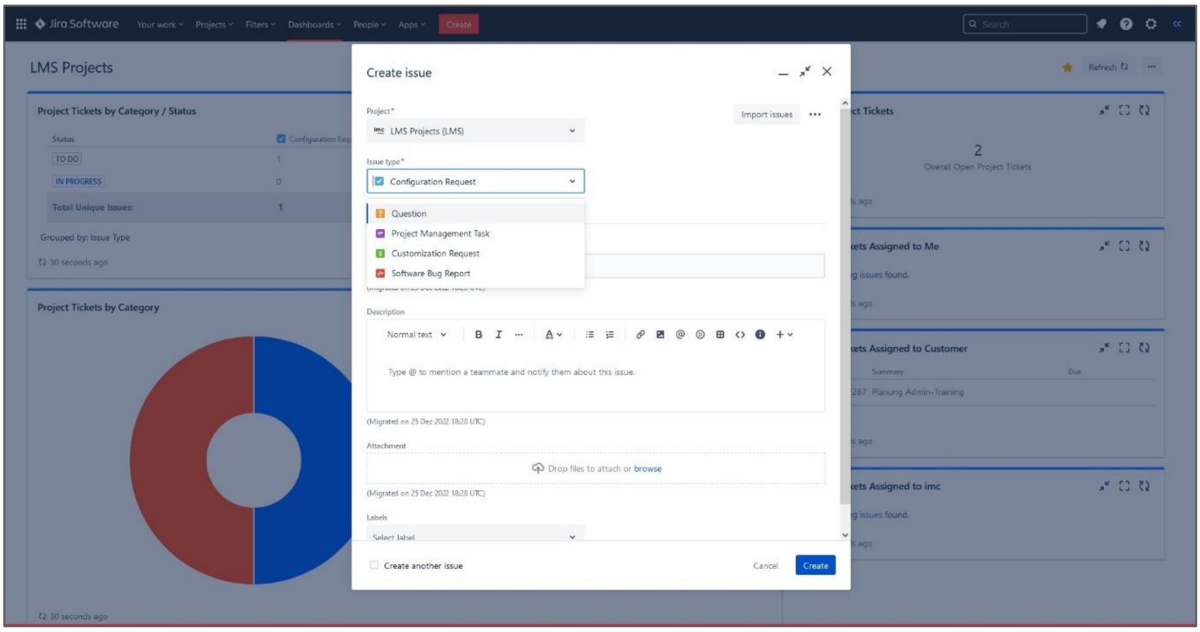
We also recommend setting the Jira homepage to “Dashboards” such that you directly get re-connected to the **LMS Projects** Dashboard after login.



The **LMS Projects** dashboard will also be your starting point to create tickets.



At the top of the screen, you'll be able to create issues by selecting the "Create" button . Next, the "Create Issue" pop-up screen will allow you to enter the ticket details, beginning with the "Issue Type". There are five issue types to select from.



Issue Type Overview:

- **Question**: This issue type is for general project related questions or questions how to work with the LMS
- **Project Management Task**: This is a project "to do", i.e., tasks for either the Product Manager / Technical Services or the Business consultant. Examples might be setup kick-off, coordinate workshops, coordinate deliveries, or project closure.
- **Configuration Request:** This issue type is for system configurations which are implemented by the Business Consultant.
- **Customization Request**: This issue type is for system customizations / change requests which are implemented by the Product management / Technical services.

- **Software Bug Report**: This issue type is used during the review phase to indicate a missing or not working functionality.

Please note these are global issue types whose definition might vary slightly from project to project based on the exchange between Customer and Business consultant.

With the “Issue Type” having been selected, you’ll still have to fill in “Summary” and “Description”. To complete the issue, you simply select “Create”. If you want to create multiple issues, please make sure to select the “Create another” before selecting “Create”.

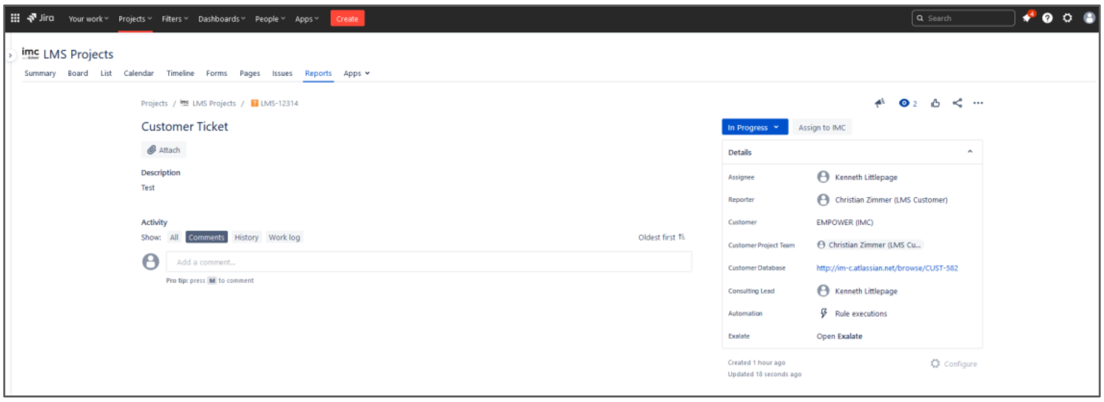
Once the ticket has been created it will automatically be assigned to the Business Consultant who will also be notified. The main functions in the ticket will be:

- **Edit** – Allowing you to change the base information of the ticket i.e., issue type, summary etc.

- **Comment** – Either use the button or directly click in the comment field to comment the ticket

- **Attachments** – Drag and drop any attachments i.e., pdf, screenshot etc. relevant to the issue

- **Assign to IMC** – Assigns the ticket to the responsible business consultant. Effectively this removes the ticket from you list of “Assigned to me” tickets, indicating that the action is now required by the individual the ticket was assigned to



Once commented there will be a continuous history of comments to the related issue like an email exchange.

Should any additional questions arise please contact your business consultant for assistance.