

Jira Service Desk Basics

Scaling Agile with Jira Align Dean MacNeil, Aslam Cader. 2020-11-27 Accelerate business value delivery with Jira Align, the enterprise agile planning platform, by connecting strategy with execution to maximize outcomes

Key Features Improve coordination and transparency between multiple programs, products, and business portfolios Increase customer satisfaction by responding quickly to ever-evolving customer needs Deliver higher quality products faster and more predictably with real-time insights and OKR tracking

Book Description Jira Align is a platform purpose-built for enterprises to connect strategy with execution and drive transparency, consistency, and predictability at all levels of scale. The platform supports business value delivery in agile frameworks such as LeSS, DAD, and SAFe. It also caters to organizations that mix agile with waterfall to support scaled bimodal delivery. Starting with an introduction to the platform and its features, this book takes you through the foundational building blocks of Jira Align. You'll learn how an organization can benefit from implementing Jira Align and understand how to connect dimensions such as people, work, time, and outcomes. The book takes you through the typical steps for implementing Jira Align for maximizing outcomes and helps you solve common team, program, and portfolio-level challenges by enhancing visibility, tracking dependencies and risks, and using reports for real-time, distributed decision making. Throughout the book, you'll explore features such as remote agile ceremonies, live roadmaps, and objectives and key results (OKRs). You'll also get to grips with lean portfolio management, financial reporting, and using the program board for planning and execution. By the end of this book, you'll be well versed in the key features of Jira Align and be able to leverage them to support all levels of agile at scale. What you will learn

Understand Jira Align's key factors for success Find out how you can connect people, work, time, and outcomes with Jira Align

Navigate and collaborate in Jira Align Scale team agility to the portfolio and enterprise

Delve into planning and execution, including roadmaps and predictability metrics Implement lean portfolio management and OKRs

Get to grips with handling bimodal and hybrid delivery Enable advanced data security and analytics in Jira Align

Who this book is for This book is for portfolio managers, program managers, product managers, product owners, executives, release train engineers, and scrum masters who want to empower their teams to deliver the right things at the right time and quickly respond to changes in the market. Familiarity with agile frameworks and Jira Software is necessary; the book will teach you the rest.

Practical Zendesk Administration Stafford Vaughan. 2012 Implementing Zendesk as part of your company's operations can be a time-consuming process. In this hands-on guide, author Stafford Vaughan provides the most comprehensive set of best practices for setting up and using Zendesk, distilled from years of training companies how to launch this popular customer service software. You'll learn the purpose, benefits, and pitfalls of each Zendesk feature, with examples of how you can configure it to match your company's needs and processes. Through several real-world examples, you'll also discover how other companies use the product, so you can determine how best to put Zendesk's potential into practice for your business. Customize your Zendesk customer service tool with your brand

Create tickets using email, voice, chat, feedback tabs, and social media

Implement security measures, including ways to safely login from social media sites

Generate profiles and permissions for your Zendesk customers, agents, and administrators

Understand the data capture lifecycle, and control the fields your customers are required to fill out

Apply techniques for making your agent process more efficient

Modify Zendesk to reflect your existing customer service process

Use forums to provide self-service support for your customers

Practical JIRA Administration Matthew Doar. 2011-05-26 If you're familiar with JIRA for issue tracking, bug tracking, and other uses, you know it can sometimes be tricky to set up and manage. In this concise book, software toolsmith Matt Doar clarifies some of the more confusing aspects by answering difficult and frequently asked questions about JIRA administration. **Practical JIRA**

Administration shows you how JIRA is intended to be used, making it an ideal supplement to the extensive documentation already available. The book's chapters are loosely connected, so you can go straight to the information that best serves your needs. Understand the difference between JIRA groups and JIRA project roles Discover what JIRA schemes do, and learn how to maintain them Use a consistent configuration approach to help you use JIRA as a platform Create a workflow from scratch Add, modify, and deactivate users Prepare for a JIRA upgrade, and troubleshoot if necessary Get remote access to JIRA via email, SQL, REST, and other methods

Informationweek .2008

Jira Software Essentials Patrick Li.2018-01-30 Explore Jira Software to manage your projects proficiently Key Features Plan and manage projects effortlessly with Jira Software by integrating it with other applications Improve your team's performance with Scrum and Kanban, together with agile methodology Easy-to-follow learning guide to install Jira Software and understand how it fits in with Atlassian Jira Book Description Jira Software is an agile project management tool that supports any agile methodology, be it scrum, Kanban, or your own unique flavour. From agile boards to reports, you can plan, track, and manage all your agile software development projects from a single tool. Jira Software brings the power of agile methodology to Atlassian Jira. This second edition of JIRA Agile Essentials, will help you dive straight into the action, exploring critical agile terminologies and concepts in the context of Jira Software. You will learn how to plan, track, and release great software. This book will teach you how to install and run Jira Software and set it up to run with Scrum and Kanban. It will also teach you to use Jira Software your way and run projects beyond the out-of-box Scrum and Kanban way, including a hybrid approach of both the methodologies and other options that come with Jira Software. Later, you will learn how to integrate it with the tools you are already using and enhance Jira with add-ons such as Confluence. You will learn to stay connected with your team from anywhere to ensure great development. Jira Software has numerous deployment options in the cloud, on your own infrastructure, or at a massive scale. You will be introduced to Bitbucket, Atlassian's distributed version control system, which integrates seamlessly with Jira, allowing your team to work within the two applications as one harmonious environment. With this practical guide, you will develop a great working knowledge of Jira Software and your project management will become much more efficient. What you will learn Understand the basics and agile methodologies of Jira software Use Jira Software in a Scrum environment Manage and run Jira Software projects beyond the out of box Scrum and Kanban way Combine Scrum and Kanban and use other project management options beyond just agile Customize Jira Software's various features and options as per your requirements Work with Jira Agile offline, and plan and forecast projects with agile portfolio Integrate Jira Agile with Confluence and Bitbucket Who this book is for If you want to get started with Jira Software and learn how to run your Jira projects the agile way, then this is the perfect book for you. You will need to be familiar with the basics of Jira, both from an end user's and an administrator's perspective. Experience with workflows, custom fields, and other administrative functions of Jira will be useful.

Protecting Your Internet Identity Ted Claypoole,Theresa Payton.2016-11-16 People research everything online - shopping, school, jobs, travel - and other people. Your online persona is your new front door. It is likely the first thing that new friends and colleagues learn about you. In the years since this book was first published, the Internet profile and reputation have grown more important in the vital human activities of work, school and relationships. This updated edition explores the various ways that people may use your Internet identity, including the ways bad guys can bully, stalk or steal from you aided by the information they find about you online. The authors look into the Edward Snowden revelations and the government's voracious appetite for personal data. A new chapter on the right to be forgotten explores the origins and current effects of this new legal concept, and shows how the new right could affect us all. Timely information helping to protect your children on the Internet and guarding your business's online reputation has also been added. The state of Internet anonymity has been exposed to scrutiny lately, and the authors explore how anonymous you can really choose to be when conducting activity on the web. The growth of social

networks is also addressed as a way to project your best image and to protect yourself from embarrassing statements. Building on the first book, this new edition has everything you need to know to protect yourself, your family, and your reputation online.

Jira Software Essentials - Second Edition Patrick Li.2018-01-30 Explore Jira Software to manage your projects proficiently Key Features Plan and manage projects effortlessly with Jira Software by integrating it with other applications Improve your team's performance with Scrum and Kanban, together with agile methodology Easy-to-follow learning guide to install Jira Software and understand how it fits in with Atlassian Jira Book Description Jira Software is an agile project management tool that supports any agile methodology, be it scrum, Kanban, or your own unique flavour. From agile boards to reports, you can plan, track, and manage all your agile software development projects from a single tool. Jira Software brings the power of agile methodology to Atlassian Jira. This second edition of JIRA Agile Essentials, will help you dive straight into the action, exploring critical agile terminologies and concepts in the context of Jira Software. You will learn how to plan, track, and release great software. This book will teach you how to install and run Jira Software and set it up to run with Scrum and Kanban. It will also teach you to use Jira Software your way and run projects beyond the out-of-box Scrum and Kanban way, including a hybrid approach of both the methodologies and other options that come with Jira Software. Later, you will learn how to integrate it with the tools you are already using and enhance Jira with add-ons such as Confluence. You will learn to stay connected with your team from anywhere to ensure great development. Jira Software has numerous deployment options in the cloud, on your own infrastructure, or at a massive scale. You will be introduced to Bitbucket, Atlassian's distributed version control system, which integrates seamlessly with Jira, allowing your team to work within the two applications as one harmonious environment. With this practical guide, you will develop a great working knowledge of Jira Software and your project management will become much more efficient. What you will learn Understand the basics and agile methodologies of Jira software Use Jira Software in a Scrum environment Manage and run Jira Software projects beyond the out of box Scrum and Kanban way Combine Scrum and Kanban and use other project management options beyond just agile Customize Jira Software's various features and options as per your requirements Work with Jira Agile offline, and plan and forecast projects with agile portfolio Integrate Jira Agile with Confluence and Bitbucket Who this book is for If you want to get started with Jira Software and learn how to run your Jira projects the agile way, then this is the perfect book for you. You will need to be familiar with the basics of Jira, both from an end user's and an administrator's perspective. Experience with workflows, custom fields, and other administrative functions of Jira will be useful.

Mastering Jira Ravi Sagar.2015-05-22 If you are a JIRA administrator managing small-to-medium JIRA instances and want to learn how to manage enterprise-scale instances, then this book will help you expand your knowledge and equip you with advanced skills. Prior understanding of JIRA core concepts is required.

JIRA Essentials - Third Edition Patrick Li.2015-04-27 If you wish to develop your practical skills with JIRA in order to install, use, and manage your projects, then this is the perfect book for you. You need to be familiar with software project management and basic computer operations, specifically the system on which you will use JIRA.

JIRA Service Desk A Complete Guide - 2021 Edition Gerardus Blokdyk.

Atlassian Jira Service Desk A Complete Guide - 2020 Edition Gerardus Blokdyk.2019-09-29 Resource management: which team needs extra help to meet its target? What major projects is the PMO team currently managing? Is the change management procedure being followed? How could you describe your dream project management software? Have you selected a systems integrator to implement Liferay? This valuable Atlassian Jira Service Desk self-assessment will make you the credible Atlassian Jira Service Desk domain authority by revealing just what you need to know to be fluent and ready for any Atlassian Jira Service Desk challenge. How do I reduce the effort in the Atlassian Jira Service Desk work to be done to get problems solved? How can I ensure that plans of action include every Atlassian Jira Service Desk task and that every Atlassian Jira Service Desk

outcome is in place? How will I save time investigating strategic and tactical options and ensuring Atlassian Jira Service Desk costs are low? How can I deliver tailored Atlassian Jira Service Desk advice instantly with structured going-forward plans? There's no better guide through these mind-expanding questions than acclaimed best-selling author Gerard Blokdyk. Blokdyk ensures all Atlassian Jira Service Desk essentials are covered, from every angle: the Atlassian Jira Service Desk self-assessment shows succinctly and clearly that what needs to be clarified to organize the required activities and processes so that Atlassian Jira Service Desk outcomes are achieved. Contains extensive criteria grounded in past and current successful projects and activities by experienced Atlassian Jira Service Desk practitioners. Their mastery, combined with the easy elegance of the self-assessment, provides its superior value to you in knowing how to ensure the outcome of any efforts in Atlassian Jira Service Desk are maximized with professional results. Your purchase includes access details to the Atlassian Jira Service Desk self-assessment dashboard download which gives you your dynamically prioritized projects-ready tool and shows you exactly what to do next. Your exclusive instant access details can be found in your book. You will receive the following contents with New and Updated specific criteria: - The latest quick edition of the book in PDF - The latest complete edition of the book in PDF, which criteria correspond to the criteria in... - The Self-Assessment Excel Dashboard - Example pre-filled Self-Assessment Excel Dashboard to get familiar with results generation - In-depth and specific Atlassian Jira Service Desk Checklists - Project management checklists and templates to assist with implementation INCLUDES LIFETIME SELF ASSESSMENT UPDATES Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books. Lifetime Updates is an industry-first feature which allows you to receive verified self assessment updates, ensuring you always have the most accurate information at your fingertips.

JIRA 7 Essentials - Fourth Edition Patrick Li.2016-11-23 Explore the great features of the all-new JIRA 7 to manage projects and effectively handle bugs and software issues About This Book- Updated for JIRA 7, this book covers all the new features introduced in JIRA 7 with a dedicated chapter on JIRA Service Desk-one of the biggest new add-ons to JIRA- This book lays a strong foundation to work with agile projects in JIRA from both the administrator and end user's perspective- Work through step-by-step exercises at the end of each chapter for you to try out and reinforce your skills Who This Book Is For This book will be especially useful for project managers but it's also intended for other JIRA users, including developers, and any other industry besides software development, who would like to leverage JIRA's powerful task management and workflow features to better manage their business processes. What You Will Learn- Understand JIRA's data hierarchy and how to design and work with projects in JIRA- Plan and set up a new JIRA 7 instance from scratch for production use- Using JIRA for agile software projects, business process management, customer service support, and more- Understand issues and work with them- Design both system and custom fields to behave differently under different contexts- Create and design your own screens and apply them to different project and issue types- Gain an understanding of the workflow and its various components- Set up both incoming and outgoing mail servers to work with e-mails In Detail Atlassian JIRA is an enterprise-issue tracker system. One of its key strengths is its ability to adapt to the needs of the organization, ranging from building Atlassian application interfaces to providing a platform for add-ons to extend JIRA's capabilities. JIRA 7 Essentials, now in its fourth edition, provides a comprehensive explanation covering all major components of JIRA 7, which includes JIRA Software, JIRA Core, and JIRA Service Works. The book starts by explaining how to plan and set up a new JIRA 7 instance from scratch for production use before moving on to the more key features such as e-mails, workflows, business processes, and so on. Then you will understand JIRA's data hierarchy and how to design and work with projects in JIRA. Issues being the corner stone of using JIRA, you will gain a deep understanding of issues and their purpose. Then you will be introduced to fields and how to use custom fields for more effective data collections. You will then learn to create new screens from scratch and customize it to suit your needs. The book then covers workflows and business processes, and you will also be able to set up both incoming and outgoing mail servers to work with e-mails. Towards the end, we explain JIRA's security model and introduce you to one of JIRA's new

add-ons: JIRA Service Desk, which allows you to run JIRA as a computer support portal. Style and approach This is a comprehensive, practical guide on using JIRA to efficiently manage all your projects. It provides clear, step-by-step explanations, and shows how you can use the various features of JIRA to manage your projects more efficiently.

Jira Service Desk Basics Rynder Roy Klomp. 2018

Automate Everyday Tasks in Jira Gareth Cantrell. 2021-01-22 Learn how to automate tasks and create rules in Jira with the help of different use cases Key Features Automate daily repetitive and tedious tasks without coding experience Discover how to automate processes in the Jira family including Jira software, Jira Service Desk, and Jira Core Explore different use cases to understand automation features in Jira Book Description Atlassian Jira makes it easier to track the progress of your projects, but it can lead to repetitive and time-consuming tasks for teams. No-code automation will enable you to increase productivity by automating these tasks. Automate Everyday Tasks in Jira provides a hands-on approach to implementation and associated methodologies that will have you up and running and productive in no time. You will start by learning how automation in Jira works, along with discovering best practices for writing automation rules. Then you'll be introduced to the building blocks of automation, including triggers, conditions, and actions, before moving on to advanced rule-related techniques. After you've become familiar with the techniques, you'll find out how to integrate with external tools, such as GitHub, Slack, and Microsoft Teams, all without writing a single line of code. Toward the end, you'll also be able to employ advanced rules to create custom notifications and integrate with external systems. By the end of this Jira book, you'll have gained a thorough understanding of automation rules and learned how to use them to automate everyday tasks in Jira without using any code. What you will learn Understand the basic concepts of automation such as triggers, conditions, and actions Find out how to use if-then scenarios and conditions to automate your processes with practical examples Use smart values to achieve complex and more powerful automation Implement use cases in a practical way, including automation with Slack, Microsoft Teams, GitHub, and Bitbucket Discover best practices for writing and maintaining automation rules Explore techniques for debugging rules and solving common issues Who this book is for This book is for Jira administrators and project managers who want to learn about automation capabilities provided in Jira. Familiarity with Jira and working knowledge of workflows and project configurations is required.

Jira Service Desk a Clear and Concise Reference Gerardus Blokdyk. 2018-09-14 What is the purpose of JIRA Service Desk in relation to the mission? What is the JIRA Service Desk sustainability risk? Meeting the challenge: are missed JIRA Service Desk opportunities costing us money? Design Thinking: Integrating Innovation, JIRA Service Desk Experience, and Brand Value Does JIRA Service Desk create potential expectations in other areas that need to be recognized and considered? This easy JIRA Service Desk self-assessment will make you the dependable JIRA Service Desk domain authority by revealing just what you need to know to be fluent and ready for any JIRA Service Desk challenge. How do I reduce the effort in the JIRA Service Desk work to be done to get problems solved? How can I ensure that plans of action include every JIRA Service Desk task and that every JIRA Service Desk outcome is in place? How will I save time investigating strategic and tactical options and ensuring JIRA Service Desk costs are low? How can I deliver tailored JIRA Service Desk advice instantly with structured going-forward plans? There's no better guide through these mind-expanding questions than acclaimed best-selling author Gerard Blokdyk. Blokdyk ensures all JIRA Service Desk essentials are covered, from every angle: the JIRA Service Desk self-assessment shows succinctly and clearly that what needs to be clarified to organize the required activities and processes so that JIRA Service Desk outcomes are achieved. Contains extensive criteria grounded in past and current successful projects and activities by experienced JIRA Service Desk practitioners. Their mastery, combined with the easy elegance of the self-assessment, provides its superior value to you in knowing how to ensure the outcome of any efforts in JIRA Service Desk are maximized with professional results. Your purchase includes access details to the JIRA Service Desk self-assessment dashboard download which gives you your dynamically prioritized projects-ready tool and shows you

exactly what to do next. Your exclusive instant access details can be found in your book. You will receive the following contents with New and Updated specific criteria: - The latest quick edition of the book in PDF - The latest complete edition of the book in PDF, which criteria correspond to the criteria in... - The Self-Assessment Excel Dashboard, and... - Example pre-filled Self-Assessment Excel Dashboard to get familiar with results generation ...plus an extra, special, resource that helps you with project managing. INCLUDES LIFETIME SELF ASSESSMENT UPDATES Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books. Lifetime Updates is an industry-first feature which allows you to receive verified self assessment updates, ensuring you always have the most accurate information at your fingertips.

ACP-100 Jira Administration for Data Center and Server Practice Questions & Dumps Pascal Books.2021-03-24 Jira Administrators manage, customize, and configure Jira from within the Jira user interface. ACP Certification in Jira Administration covers the skills needed to optimize Jira for any development or business team. Preparing for the ACP-100 exam to become a Certified Jira Administrator by Atlassian? Here we have brought Perfect Exam Questions for you so that you can prepare well for this Exam ACP-100. Unlike other online simulation practice tests, you get an eBook version that is easy to read & remember these questions. You can simply rely on these questions for successfully certifying this exam.

Jira 8 Essentials Patrick Li.2022-10-28 Implement future-proof solutions for all types of teams with Data Center by learning about performance, reliability, scalability, and security Purchase of the print or Kindle book includes a free PDF Key FeaturesExplore all of Jira's core features as well as the advanced features offered by Data CenterLearn to use Jira for issue management, field management, screen management, and business workflowsInstall, update, and manage third-party apps from Atlassian marketplace to extend Jira capabilitiesBook Description This new and improved sixth edition comes with the latest Jira 8.21 Data Center offerings, with enhanced features such as clustering, advanced roadmaps, custom field optimization, and tools to track and manage tasks for your projects. This comprehensive guide to Jira 8.20.x LTS version provides updated content on project tracking, issue and field management, workflows, Jira Service Management, and security. The book begins by showing you how to plan and set up a new Jira instance from scratch before getting you acquainted with key features such as emails, workflows, and business processes. You'll also get to grips with Jira's data hierarchy and design and work with projects. Since Jira is used for issue management, this book will help you understand the different issues that can arise in your projects. As you advance, you'll create new screens from scratch and customize them to suit your requirements. Workflows, business processes, and guides on setting up incoming and outgoing mail servers will be covered alongside Jira's security model and Jira Service Management. Toward the end, you'll learn how Jira capabilities are extended with third-party apps from Atlassian marketplace. By the end of this Jira book, you'll have understood core components and functionalities of Jira and be able to implement them in business projects with ease. What you will learnExamine various deployment options and system requirements for hosting Jira Data CenterUnderstand Jira's data hierarchy and learn how to design and work with projects in JiraUse Jira for agile software projects, business process management, customer service support, and moreExplore field configuration schemes and find out how to apply them to projectsDevelop and design customized screens and apply them to different projectsCreate configurable reports on projects and share information through dashboards for reporting and analysisWho this book is for This book is especially useful for project managers, but it's also intended for other Jira users, including developers, and any other industry besides software development, who would like to leverage Jira's powerful task management and workflow features to better manage their business processes.

Jira 8 Essentials Patrick Li.2019-02-28 Publisher's note: A new sixth edition, updated with enhanced Jira 8.21 and Data Center features has now been published. Key Features Work on agile projects in Jira from both the administrator and end user's perspective Explore the improved Scrum and Kanban board and backlog Work through exercises at the end of each chapter to reinforce your skills Book Description Atlassian Jira enables effective bug tracking for your software and mobile

applications and provides tools to track and manage tasks for your projects. Jira Essentials is a comprehensive guide, now updated to Jira 8 to include enhanced features such as updates to Scrum and Kanban UI, additional search capabilities, and changes to Jira Service Desk. The book starts by explaining how to plan and set up a new Jira 8 instance from scratch before getting you acquainted with key features such as emails, workflows, business processes, and much more. You'll then understand Jira's data hierarchy and how to design and work with projects. Since Jira is used for issue management, this book delves into the different issues that can arise in your projects. You'll explore fields, including custom fields, and learn to use them for more effective data collection. You'll create new screens from scratch and customize them to suit your requirements. The book also covers workflows and business processes, and guides you in setting up incoming and outgoing mail servers. Toward the end, you'll study Jira's security model and Jira Service Desk, which allows you to run Jira as a support portal. By the end of this Jira book, you will be able to implement Jira 8 in your projects with ease. What you will learn Understand Jira's data hierarchy and how to design and work with projects in Jira Use Jira for agile software projects, business process management, customer service support, and more Understand issues and work with them Design both system and custom fields to behave differently under different contexts Create and design your own screens and apply them to different project and issue types Gain an understanding of the workflow and its various components Set up both incoming and outgoing mail servers to work with e-mails Who this book is for This book will be especially useful for project managers but it's also intended for other Jira users, including developers, and any other industry besides software development, who would like to leverage Jira's powerful task management and workflow features to better manage their business processes.

Modern Technologies in Materials, Mechanics and Intelligent Systems X.Y. Huang,X.B. Zhu,K.L. Xu,J.H. Wu.2014-10-10 Volume is indexed by Thomson Reuters CPCI-S (WoS). Collection of selected, peer reviewed papers from the 2014 4th International Conference on Intelligent System and Applied Material (GSAM 2014), August 23-24, 2014, Taiyuan, China. The 462 papers are grouped as follows: Chapter 1: Advanced Material Science and Technologies, Chapter 2: Building Materials, Civil Engineering, Architecture and Construction Technologies, Chapter 3: Biomedical Engineering, Chapter 4: Energy and Power Systems, Electrical and Electronic Engineering, Chapter 5: Designing of Machines, Manufacturing Technologies, Automation and Control in Mechanical Engineering, Chapter 6: Measurements and Monitoring, Chapter 7: Applied Mathematics, Processing of Data and Signal, Data Mining and Computational Procedures, Chapter 8: Theory and Practice of Information Technologies and Communications.

The Art of Agile Marketing Bill Cushard.2018-06-30

User Story Mapping Jeff Patton,Peter Economy.2014-09-05 User story mapping is a valuable tool for software development, once you understand why and how to use it. This insightful book examines how this often misunderstood technique can help your team stay focused on users and their needs without getting lost in the enthusiasm for individual product features. Author Jeff Patton shows you how changeable story maps enable your team to hold better conversations about the project throughout the development process. Your team will learn to come away with a shared understanding of what you're attempting to build and why. Get a high-level view of story mapping, with an exercise to learn key concepts quickly Understand how stories really work, and how they come to life in Agile and Lean projects Dive into a story's lifecycle, starting with opportunities and moving deeper into discovery Prepare your stories, pay attention while they're built, and learn from those you convert to working software

JIRA 7 Administration Cookbook Patrick Li.2016-05-26 Over 80 hands-on recipes to help you efficiently administer, customize, and extend your JIRA 7 implementation About This Book Make JIRA adapt to your organization and process flow Gather and display the right information from users with customized forms and layouts Extend the capabilities of JIRA with add-ons, scripts, and integrations with other popular applications and cloud platforms Use JIRA Service Desk as a customer service support portal Who This Book Is For This book is for administrators who

customize, support, and maintain JIRA for their organization. What You Will Learn Customize basic settings for your projects, such as screens and fields Create and customize workflows to suit your business process needs Make workflows more effective and efficient Manage users and groups inside JIRA and manage advanced login options Secure your JIRA instance using effective practices Perform e-mail functionalities with JIRA Extend JIRA to integrate with other products and services In Detail JIRA 7 Administration Cookbook, Second Edition covers all the new major features that provide better prioritizing capabilities, enhanced visibility, and the ability to customize JIRA application to meet your needs. We start by upgrading your existing JIRA instance and working through tasks you can perform at the server level to better maintain it. We then delve deep into adapting JIRA to your organization's needs, starting with the visual elements of setting up custom forms to capturing important data with custom fields and screens, and moving on to ensuring data integrity through defining field behaviors. You'll gain insights into JIRA's e-mail capabilities, including managing outgoing e-mail rules and processing incoming e-mails for automated issue creation. The book contains tips and tricks that will make things easier for you as administrators, such as running scripts to automate tasks, getting easy access to logs, and working with tools to troubleshoot problems. The book concludes with a chapter on JIRA Service Desk, which will enable you to set up and customize your own support portal, work with internal teams to solve problems, and achieve optimized services with SLA. Style and approach This recipe-based book allows administrators to explore the exciting capabilities of JIRA. After reading this book, you will be able to extend and customize your JIRA implementation.

Jira Work Management for Business Teams John Funk.2022-02-11 Explore all the fundamental concepts and major applications of Jira Work Management to build and manage your business projects efficiently Key Features Get to grips with Jira Core updates Discover how to use all the new JWM features such as lists, templates, calendars, and forms Learn about administration schemes, automation, and simple administration capabilities Book Description Jira Work Management (JWM) is the newest project management tool from Atlassian, replacing Atlassian's previous product, Jira Core Cloud. While Jira Software focuses on development groups, JWM is specifically targeted toward business teams in your organization, such as human resources, accounting, legal, and marketing, enabling these functional groups to manage and enhance their work, as well as stay connected with their company's developers and other technical groups. This book helps you to explore Jira project templates and work creation and guides you in modifying a board, workflow, and associated schemes. Jira Work Management for Business Teams takes a hands-on approach to JWM implementation and associated processes that will help you get up and running with Jira and make you productive in no time. As you explore the toolset, you'll find out how to create reports, forms, and dashboards. The book also shows you how to manage screens, field layouts, and administer your JWM projects effectively. Finally, you'll get to grips with the basics of creating automation rules and the most popular use cases. By the end of this Jira book, you'll be able to build and manage your own Jira Work Management projects and make basic project-related adjustments to achieve optimal productivity. What you will learn Understand how JWM can help your company to increase productivity Discover how to use templates to create projects quickly and with ease Leverage JWM's newest features, including an in-line editable list, a built-in calendar, a roadmap-style timeline, and an updated board Explore custom fields and see the impact of your project screen arrangement Get to grips with simple administration and how schemes can be used to ease maintenance Find out how Atlassian Marketplace apps can extend your Jira product Discover how to use automation to complete routine and repetitive tasks Who this book is for This book is for product managers and project managers who want to learn how to quickly get started with non-software projects in Jira. End users working as part of functional teams, including human resources, finance, legal, and marketing teams will also benefit greatly from this book. Familiarity with Jira is helpful but not required.

The Five Love Languages Gary Chapman.2009-12-17 Marriage should be based on love, right? But does it seem as though you and your spouse are speaking two different languages? #1 New York

Times bestselling author Dr. Gary Chapman guides couples in identifying, understanding, and speaking their spouse's primary love language-quality time, words of affirmation, gifts, acts of service, or physical touch. By learning the five love languages, you and your spouse will discover your unique love languages and learn practical steps in truly loving each other. Chapters are categorized by love language for easy reference, and each one ends with simple steps to express a specific language to your spouse and guide your marriage in the right direction. A newly designed love languages assessment will help you understand and strengthen your relationship. You can build a lasting, loving marriage together. Gary Chapman hosts a nationally syndicated daily radio program called A Love Language Minute that can be heard on more than 150 radio stations as well as the weekly syndicated program Building Relationships with Gary Chapman, which can both be heard on fivelovelanguages.com. The Five Love Languages is a consistent New York Times bestseller - with over 5 million copies sold and translated into 38 languages. This book is a sales phenomenon, with each year outselling the prior for 16 years running!

JIRA Agile Essentials Patrick Li.2015-06-25 JIRA Agile (formerly known as GreenHopper) is a plugin that adds agile project management to any JIRA project. It allows you to visualize your existing process and stimulate incremental improvement. JIRA Agile brings the power of agile methodology to Atlassian JIRA. With JIRA Agile Essentials you will dive straight into the action, exploring critical agile terminologies and concepts in the context of JIRA Agile. Learn to install and run JIRA Agile, and set it up to run with Scrum and Kanban. Collaborate with your colleagues to define requirements, create user stories, and manage and plan sprints based on the availability of your members. Create reports and share your project progress with other stakeholders. With this practical guide, you will develop a great working knowledge of JIRA Agile and make your project management much more efficient.

Effective DevOps Jennifer Davis,Ryn Daniels.2016-05-30 Some companies think that adopting devops means bringing in specialists or a host of new tools. With this practical guide, you'll learn why devops is a professional and cultural movement that calls for change from inside your organization. Authors Ryn Daniels and Jennifer Davis provide several approaches for improving collaboration within teams, creating affinity among teams, promoting efficient tool usage in your company, and scaling up what works throughout your organization's inflection points. Devops stresses iterative efforts to break down information silos, monitor relationships, and repair misunderstandings that arise between and within teams in your organization. By applying the actionable strategies in this book, you can make sustainable changes in your environment regardless of your level within your organization. Explore the foundations of devops and learn the four pillars of effective devops

Encourage collaboration to help individuals work together and build durable and long-lasting relationships Create affinity among teams while balancing differing goals or metrics Accelerate cultural direction by selecting tools and workflows that complement your organization Troubleshoot common problems and misunderstandings that can arise throughout the organizational lifecycle Learn from case studies from organizations and individuals to help inform your own devops journey

Practical JIRA Plugins Matthew Doar.2011-07-29 One advantage of using JIRA for issue tracking, bug tracking, or project management is the ability to extend this tool with hundreds of plugins from the JIRA community. In this concise book, software toolsmith Matt Doar—the author of Practical JIRA Administration—shows you how to create and maintain your own JIRA plugins to meet the specific needs of a project. This book uses detailed examples to clarify some of the more confusing aspects of JIRA plugins, and serves as an ideal supplement to the extensive documentation already available. Use JIRA's Plugin SDK, and learn several aspects common to all plugins Create your own custom field type, using a JIRA plugin Delve into advanced aspects of custom field plugins, and discover how searching for values in custom fields works Create JIRA plugins to use with workflows, and learn about conditions, validators, and post-functions Store data using the PropertySet interface and the Active Objects plugin Upgrade a plugin and upload it to Atlassian Plugin Exchange (PAC)

Meathead Meathead Goldwyn,Rux Martin.2016-05-17 New York Times Bestseller Named 22 Essential Cookbooks for Every Kitchen by SeriousEats.com Named 25 Favorite Cookbooks of All

Time by Christopher Kimball Named Best Cookbooks Of 2016 by Chicago Tribune, BBC, Wired, Epicurious, Leite's Culinaría Named 100 Best Cookbooks of All Time by Southern Living Magazine

For succulent results every time, nothing is more crucial than understanding the science behind the interaction of food, fire, heat, and smoke. This is the definitive guide to the concepts, methods, equipment, and accessories of barbecue and grilling. The founder and editor of the world's most popular BBQ and grilling website, AmazingRibs.com, "Meathead" Goldwyn applies the latest research to backyard cooking and 118 thoroughly tested recipes. He explains why dry brining is better than wet brining; how marinades really work; why rubs shouldn't have salt in them; how heat and temperature differ; the importance of digital thermometers; why searing doesn't seal in juices; how salt penetrates but spices don't; when charcoal beats gas and when gas beats charcoal; how to calibrate and tune a grill or smoker; how to keep fish from sticking; cooking with logs; the strengths and weaknesses of the new pellet cookers; tricks for rotisserie cooking; why cooking whole animals is a bad idea, which grill grates are best; and why beer-can chicken is a waste of good beer and nowhere close to the best way to cook a bird. He shatters the myths that stand in the way of perfection. Busted misconceptions include:

- Myth: Bring meat to room temperature before cooking. Busted! Cold meat attracts smoke better.
- Myth: Soak wood before using it. Busted! Soaking produces smoke that doesn't taste as good as dry fast-burning wood.
- Myth: Bone-in steaks taste better. Busted! The calcium walls of bone have no taste and they just slow cooking.
- Myth: You should sear first, then cook. Busted! Actually, that overcooks the meat. Cooking at a low temperature first and searing at the end produces evenly cooked meat.

Lavishly designed with hundreds of illustrations and full-color photos by the author, this book contains all the sure-fire recipes for traditional American favorites and many more outside-the-box creations. You'll get recipes for all the great regional barbecue sauces; rubs for meats and vegetables; Last Meal Ribs, Simon & Garfunkel Chicken; Schmancy Smoked Salmon; The Ultimate Turkey; Texas Brisket; Perfect Pulled Pork; Sweet & Sour Pork with Mumbo Sauce; Whole Hog; Steakhouse Steaks; Diner Burgers; Prime Rib; Brazilian Short Ribs; Rack Of Lamb Lollipops; Huli-Huli Chicken; Smoked Trout Florida Mullet -Style; Baja Fish Tacos; Lobster, and many more.

JIRA Development Cookbook Jobin Kuruvilla. 2016-09-30 Your one-stop resource for mastering extensions and customizations in JIRA 7+ About This Book Explore the new features of JIRA 7 and best practices for agile development and integration with development tools Customize the look and feel of your JIRA UI to match your specific user needs Create seamless reports that make sense of your data through easy-to-use techniques Who This Book Is For If you are a JIRA developer or administrator, or a project manager who wants to fully exploit the exciting capabilities of JIRA, then this is the perfect book for you. What You Will Learn Create and deploy your own JIRA plugins Manipulate workflows to transform JIRA into a user-friendly system Create custom reports that show statistics for particular people, projects, versions, or other fields within issues Simplify reporting by writing your own JIRA gadgets, which can be added into a user's dashboard Master database handling by extending and retrieving custom field details from the database Deal with custom fields on an issue and program custom field option In Detail JIRA provides issue and project tracking for software development teams to improve code quality and the speed of development. With the new version of JIRA, you can create your own JIRA plugins and customize the look and feel of your JIRA UI easier than ever. JIRA Development Cookbook , Third Edition, is a one-stop resource to master extensions and customizations in JIRA. This book starts with recipes about simplifying the plugin development process followed by recipes dedicated to the plugin framework. Then, you will move on to writing custom field plugins to create new field types or custom searchers. You will also learn how to program and customize workflows to transform JIRA into a user-friendly system. With so much data spanning different projects, issues, and so on, we will cover how to work on reports and gadgets to get customized data according to our needs. At the end of the book, you will learn how to customize JIRA by adding new tabs, menus, and web items; communicate with JIRA via the REST APIs; and work with the JIRA database. Style and approach The most unique aspect of this book is its approach. This book is recipe-based, with real-world examples, that will empower you to implement

agile processes and explore the exciting capabilities of Jira.

Hands-On Agile Software Development with JIRA David Harned.2018-07-28 Plan, track, and release great software Key Features Learn to create reports and dashboard for effective project management Implement your development strategy in JIRA. Practices to help you manage the issues in the development team Book Description As teams scale in size, project management can get very complicated. One of the best tools to deal with this kind of problem is JIRA. This book will start by organizing your project requirements and the principles of Agile development to get you started. You will then be introduced to set up a JIRA account and the JIRA ecosystem to help you implement a dashboard for your team's work and issues. You will learn how to manage any issues and bugs that might emerge in the development stage. Going ahead, the book will help you build reports and use them to plan the releases based on the study of the reports. Towards the end, you will come across working with the gathered data and create a dashboard that helps you track the project's development. What you will learn Create your first project (and manage existing projects) in JIRA Manage your board view and backlogs in JIRA Run a Scrum Sprint project in JIRA Create reports (including topic-based reports) Forecast using versions Search for issues with JIRA Query Language (JQL) Execute bulk changes to issues Create custom filters, dashboards, and widgets Create epics, stories, bugs, and tasks Who this book is for This book is for administrators who wants to apply the Agile approach to managing the issues, bugs, and releases in their software development projects using JIRA.

Mastering JIRA 7 Ravi Sagar.2016-10-14 Become an expert at using JIRA 7 through this one-stop guide! About This Book This comprehensive guide will help you implement, customize and administer JIRA 7 application to meet the needs of your organization You will get to know the strategies needed to develop and deploy JIRA 7, along with best practices when working with Jira It covers the latest integrations of JIRA 7 with third-party platforms to help you professionally manage your software development projects Who This Book Is For If you are a JIRA administrator who is managing small-to-medium JIRA instances and you want to learn how to manage enterprise-scale instances, then this book will help you expand your knowledge and equip you with advanced skills. Prior understanding of the JIRA core concepts is required. What You Will Learn Plan the installation and upgrade of your JIRA instance to the newest version Configure issue type schemes, create customized workflows, modify permission schemes, and change notification schemes Implement JIRA Service Desk to manage your support tickets Customize JIRA for test management, helpdesk, and requirement management Deploy JIRA for Agile tracking using the Scrum and Kanban techniques Develop JIRA add-ons to extend JIRA's functionality Migrate data from external systems using CSV import Generate reports directly from the JIRA database and use custom JavaScript and CSS Integrate your JIRA application with third-party tools such as Confluence, SVN, and Git In Detail Atlassian JIRA 7 is an enterprise issue tracker system. One of its key strengths is its ability to adapt to the needs of an organization, ranging from building software products to managing your support issues. This book provides a comprehensive explanation covering all three components of JIRA 7, such as JIRA Software, JIRA Core, and Jira Service Desk. It shows you how to master the key functionalities of JIRA and its customizations and useful add-ons, and is packed with real-world examples and use cases. You will first learn how to plan for a JIRA 7 installation and fetch data. We cover JIRA reports in detail, which will help you analyze your data effectively. You can add additional features to your JIRA application by choosing one of the already built-in add-ons or building a new one to suit your needs. Then you'll find out about implementing Agile methodologies in JIRA by creating Scrum and Kanban boards. We'll teach you how to integrate your JIRA Application with other tools such as Confluence, SVN, Git, and more, which will help you extend your application. Finally, we'll explore best practices and troubleshooting techniques to help you find out what went wrong and understand how to fix it. Style and approach This comprehensive book covers the advanced and new features of JIRA 7 with the help of rich code-based, real-world examples and use cases.

JIRA Service Desk A Complete Guide - 2020 Edition Gerardus Blokdyk.2020-04-16 Are your

customers facing similar frustrating situations with your organizations service desks? What are your essential service desk features? What are the critical areas in IT service desk that require more attention than others? Are all service desk staff trained in the process activities prior to implementation of new or modified process activities? Are there existing service desk scripts, solutions, and related materials in place for participating jurisdictions? Defining, designing, creating, and implementing a process to solve a challenge or meet an objective is the most valuable role... In EVERY group, company, organization and department. Unless you are talking a one-time, single-use project, there should be a process. Whether that process is managed and implemented by humans, AI, or a combination of the two, it needs to be designed by someone with a complex enough perspective to ask the right questions. Someone capable of asking the right questions and step back and say, 'What are we really trying to accomplish here? And is there a different way to look at it?' This Self-Assessment empowers people to do just that - whether their title is entrepreneur, manager, consultant, (Vice-)President, CxO etc... - they are the people who rule the future. They are the person who asks the right questions to make JIRA Service Desk investments work better. This JIRA Service Desk All-Inclusive Self-Assessment enables You to be that person. All the tools you need to an in-depth JIRA Service Desk Self-Assessment. Featuring 2200 new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which JIRA Service Desk improvements can be made. In using the questions you will be better able to: - diagnose JIRA Service Desk projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices - implement evidence-based best practice strategies aligned with overall goals - integrate recent advances in JIRA Service Desk and process design strategies into practice according to best practice guidelines Using a Self-Assessment tool known as the JIRA Service Desk Scorecard, you will develop a clear picture of which JIRA Service Desk areas need attention. Your purchase includes access details to the JIRA Service Desk self-assessment dashboard download which gives you your dynamically prioritized projects-ready tool and shows your organization exactly what to do next. You will receive the following contents with New and Updated specific criteria: - The latest quick edition of the book in PDF - The latest complete edition of the book in PDF, which criteria correspond to the criteria in... - The Self-Assessment Excel Dashboard - Example pre-filled Self-Assessment Excel Dashboard to get familiar with results generation - In-depth and specific JIRA Service Desk Checklists - Project management checklists and templates to assist with implementation INCLUDES LIFETIME SELF ASSESSMENT UPDATES Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books. Lifetime Updates is an industry-first feature which allows you to receive verified self assessment updates, ensuring you always have the most accurate information at your fingertips.

Hands-On Test Management with Jira Afsana Atar.2019-02-19 Learn best practices for testing with Jira and model industry workflows that can be used during the software development lifecycle Key FeaturesIntegrate Jira with test management tools such as Zephyr, Test Management, and SynapseRTUnderstand test case management, traceability, and test execution with reportsImplement continuous integration using Jira, Jenkins, and automated testing toolsBook Description Hands-On Test Management with Jira begins by introducing you to the basic concepts of Jira and takes you through real-world software testing processes followed by various organizations. As you progress through the chapters, the book explores and compares the three most popular Jira plugins—Zephyr, Test Management, and synapseRT. With this book, you'll gain a practical understanding of test management processes using Jira. You'll learn how to create and manage projects, create Jira tickets to manage customer requirements, and track Jira tickets. You'll also understand how to develop test plans, test cases, and test suites, and create defects and requirement traceability matrices, as well as generating reports in Jira. Toward the end, you'll understand how Jira can help the SQA teams to use the DevOps pipeline for automating execution and managing test cases. You'll get to grips with configuring Jira with Jenkins to execute automated test cases in Selenium. By the end of this book, you'll have gained a clear understanding of how to model and implement test management processes using Jira. What you will learnUnderstand QMS to

effectively implement quality systems in your organization Explore a business-driven structured approach to Test Management using TMap NEXT Implement different aspects of test planning, test strategy, and test execution Organize and manage Agile projects in Scrum and Kanban Uncover Jira plugins available in the Atlassian Marketplace for testing and project management Configure a DevOps pipeline for continuous integration using Jira with Jenkins Who this book is for If you're a quality assurance professional, software project manager, or test manager interested in learning test management best practices in your team or organization, this book is for you. Prior knowledge of test management and Jenkins will be beneficial in understanding the concepts covered in this book.

Jira Quick Start Guide Ravi Sagar. 2019-01-24 Leverage Jira's powerful task management and workflow features to better manage your business processes Key Features The book covers all major applications of Jira, which are Jira Software, Jira Core, Jira Service Desk. Configure project workflows and the fields that will be used in the project with the help of Jira's features Create tickets for issues and manage your projects using the Jira software Book Description Jira is an issue tracker and project management system. With their latest release, the Jira team has now expanded their user base to agile teams as well as business teams. This book provides a comprehensive explanation covering all major components of Jira, including Jira Software, Jira Core, and Jira Service Desk. This book starts with an introduction to Jira's unique features and how it can be used as an issue-tracking tool. It will then teach you about how a new project is created by a Jira administrator, what responsibilities there are, and using correct and relevant schemes in your project. You will then learn how to configure project workflows and fields for project screens. You will understand the various permissions used in projects and the importance of project roles in Jira. Then, the book talks about the concepts of versions acting as milestones and using components when handling issues in your projects. It will then focus on analysing data using built-in reports and creating dashboards in Jira. At the end, it will discuss various best practices for users as well as project managers or project administrators. What you will learn Implement Jira as a project administrator or project manager Get familiar with various functionalities of Jira Configure projects and boards in your organisation's Jira instance Understand how and when to use components and versions in your projects Manage project configurations and Jira schemes Learn the best practices to manage your Jira instance Who this book is for This book will be especially useful for project managers but it's also intended for other Jira users, including developers, and any other industry besides software development, who would like to use Jira for project management.

Jira 8 Administration Cookbook Patrick Li. 2019-06-27 Build customized solutions that fulfil your business requirements using the latest features of Jira 8 Key Features Learn how to customize Jira applications to suit your organizational requirements Extend Jira's capabilities for custom integrations with other products and services such as Slack and GitHub Explore practical recipes for troubleshooting and securing your Jira instances with best practices Book Description Jira is a project management tool used widely by organizations to plan, track, and release software. Jira administrators are at the heart of these processes and need to know how to successfully administer and customize Jira offerings. This updated Jira 8 Administration Cookbook demonstrates how to efficiently work with Jira Core and Jira Service Desk. The book starts with a variety of recipes to help you manage users and workflows. You'll learn how to set up custom forms and capture important data with custom fields and screens. Next, you'll gain insights into the latest email capabilities, which assist you with everything from managing outgoing email rules to processing incoming emails for automated issue creation. Later, you'll be guided through running scripts to automate tasks, getting easy access to logs, and even working with tools to troubleshoot problems. The book will also ensure you understand how to integrate Jira with Slack, set up SSO with Google, and delegate administrator permissions. Finally, the chapter on Jira Service Desk will enable you to set up and customize your own support portal, work with internal teams to solve problems, and achieve optimized services with Service Level Agreement (SLA). By the end of this book, you'll have the skills to extend and customize your Jira implementation effectively. What you will learn Learn how to delegate administrator permissions effectively Gain insights into integrating Jira with Bitbucket

Cloud and GitHub Explore ways to collaborate with your internal teams on service requests Understand how to add permissions to fields Learn how to set up SSO with Google Discover how to copy over configuration settings between Jira instances Who this book is for This book is for administrators who are looking to customize, support, and maintain Jira for their organizations. A good understanding of Jira's core concepts is a must to make the most out of this book. For certain recipes, some knowledge of HTML, CSS, JavaScript, and basic programming will also be helpful.

Measure What Matters John Doerr. 2018-04-24 #1 New York Times Bestseller Legendary venture capitalist John Doerr reveals how the goal-setting system of Objectives and Key Results (OKRs) has helped tech giants from Intel to Google achieve explosive growth—and how it can help any organization thrive. In the fall of 1999, John Doerr met with the founders of a start-up whom he'd just given \$12.5 million, the biggest investment of his career. Larry Page and Sergey Brin had amazing technology, entrepreneurial energy, and sky-high ambitions, but no real business plan. For Google to change the world (or even to survive), Page and Brin had to learn how to make tough choices on priorities while keeping their team on track. They'd have to know when to pull the plug on losing propositions, to fail fast. And they needed timely, relevant data to track their progress—to measure what mattered. Doerr taught them about a proven approach to operating excellence: Objectives and Key Results. He had first discovered OKRs in the 1970s as an engineer at Intel, where the legendary Andy Grove (the greatest manager of his or any era) drove the best-run company Doerr had ever seen. Later, as a venture capitalist, Doerr shared Grove's brainchild with more than fifty companies. Wherever the process was faithfully practiced, it worked. In this goal-setting system, objectives define what we seek to achieve; key results are how those top-priority goals will be attained with specific, measurable actions within a set time frame. Everyone's goals, from entry level to CEO, are transparent to the entire organization. The benefits are profound. OKRs surface an organization's most important work. They focus effort and foster coordination. They keep employees on track. They link objectives across silos to unify and strengthen the entire company. Along the way, OKRs enhance workplace satisfaction and boost retention. In *Measure What Matters*, Doerr shares a broad range of first-person, behind-the-scenes case studies, with narrators including Bono and Bill Gates, to demonstrate the focus, agility, and explosive growth that OKRs have spurred at so many great organizations. This book will help a new generation of leaders capture the same magic.

Atlassian Jira Service Desk A Complete Guide - 2020 Edition Gerardus Blokdyk. 2019 Atlassian Jira Service Desk A Complete Guide - 2020 Edition.

JIRA 7 Essentials Patrick Li. 2016-11-23 Explore the great features of the all-new JIRA 7 to manage projects and effectively handle bugs and software issues About This Book Updated for JIRA 7, this book covers all the new features introduced in JIRA 7 with a dedicated chapter on JIRA Service Desk—one of the biggest new add-ons to JIRA This book lays a strong foundation to work with agile projects in JIRA from both the administrator and end user's perspective Work through step-by-step exercises at the end of each chapter for you to try out and reinforce your skills Who This Book Is For This book will be especially useful for project managers but it's also intended for other JIRA users, including developers, and any other industry besides software development, who would like to leverage JIRA's powerful task management and workflow features to better manage their business processes. What You Will Learn Understand JIRA's data hierarchy and how to design and work with projects in JIRA Plan and set up a new JIRA 7 instance from scratch for production use Using JIRA for agile software projects, business process management, customer service support, and more Understand issues and work with them Design both system and custom fields to behave differently under different contexts Create and design your own screens and apply them to different project and issue types Gain an understanding of the workflow and its various components Set up both incoming and outgoing mail servers to work with e-mails In Detail Atlassian JIRA is an enterprise-issue tracker system. One of its key strengths is its ability to adapt to the needs of the organization, ranging from building Atlassian application interfaces to providing a platform for add-ons to extend JIRA's capabilities. JIRA 7 Essentials, now in its fourth edition, provides a comprehensive explanation

covering all major components of JIRA 7, which includes JIRA Software, JIRA Core, and JIRA Service Works. The book starts by explaining how to plan and set up a new JIRA 7 instance from scratch for production use before moving on to the more key features such as e-mails, workflows, business processes, and so on. Then you will understand JIRA's data hierarchy and how to design and work with projects in JIRA. Issues being the corner stone of using JIRA, you will gain a deep understanding of issues and their purpose. Then you will be introduced to fields and how to use custom fields for more effective data collections. You will then learn to create new screens from scratch and customize it to suit your needs. The book then covers workflows and business processes, and you will also be able to set up both incoming and outgoing mail servers to work with e-mails. Towards the end, we explain JIRA's security model and introduce you to one of JIRA's new add-ons: JIRA Service Desk, which allows you to run JIRA as a computer support portal. Style and approach This is a comprehensive, practical guide on using JIRA to efficiently manage all your projects. It provides clear, step-by-step explanations, and shows how you can use the various features of JIRA to manage your projects more efficiently.

JIRA Strategy Admin Workbook Rachel Wright.2020-01-24 Transform your application from a foggy, contaminated, and overgrown swamp to an organized, tidy, and trimmed garden.Key Features* Establish and streamline vital processes with more than a hundred recommendations* Apply best practices and guidelines for each administrative area* Use real-world examples to learn how to avoid common pitfallsBook DescriptionThe application development process can easily get out of hand if you do not track and control it at all times. You need a robust project management tool that tracks the issues and bugs in your project and ensures its smooth completion.The JIRA Strategy Admin Workbook begins by discussing how to set up a new application and audit and improve its functionality. As you progress through the chapters, you'll learn how to upgrade and maintain an application once it is properly set up. You'll learn to create workflows that can track how your application functions, and improve it by analyzing the behavior of the workflow. You'll also learn how to use addons, plugins, and other tools that extend your application.By the end of the book, you'll gain insight into your application and discover alternative strategies to perform your administrative tasks better.What you will learn* Master all the processes for a well-planned implementation* Discover simple ways to streamline administration* Explore how to audit and clean up the application* Discover ways to maintain and extend JIRA* Learn how to create repeatable procedures* Discover ways to stay out of the 'JIRA swamp'Who This Book Is ForThis book is ideal for administrators, project managers, analysts, and organizations that want to get started with JIRA. If you have been using JIRA for a while, this book will show you simple ways to streamline your application and make daily work more manageable. To get the most out of this book, you should have an end user's understanding of JIRA functions.

Team Topologies Matthew Skelton,Manuel Pais.2019-09-17 Effective software teams are essential for any organization to deliver value continuously and sustainably. But how do you build the best team organization for your specific goals, culture, and needs? Team Topologies is a practical, step-by-step, adaptive model for organizational design and team interaction based on four fundamental team types and three team interaction patterns. It is a model that treats teams as the fundamental means of delivery, where team structures and communication pathways are able to evolve with technological and organizational maturity. In Team Topologies, IT consultants Matthew Skelton and Manuel Pais share secrets of successful team patterns and interactions to help readers choose and evolve the right team patterns for their organization, making sure to keep the software healthy and optimize value streams. Team Topologies is a major step forward in organizational design for software, presenting a well-defined way for teams to interact and interrelate that helps make the resulting software architecture clearer and more sustainable, turning inter-team problems into valuable signals for the self-steering organization.

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Table of Contents Jira Service Desk Basics

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Understanding the eBook Jira Service Desk Basics <ul style="list-style-type: none"> ◦ The Rise of Digital Reading Jira Service Desk Basics ◦ Advantages of eBooks Over Traditional Books 2. Identifying Jira Service Desk Basics <ul style="list-style-type: none"> ◦ Exploring Different Genres ◦ Considering Fiction vs. Non-Fiction ◦ Determining Your Reading Goals 3. Choosing the Right eBook Platform <ul style="list-style-type: none"> ◦ Popular eBook Platforms ◦ Features to Look for in an Jira Service Desk Basics ◦ User-Friendly Interface 4. Exploring eBook Recommendations from Jira Service Desk Basics <ul style="list-style-type: none"> ◦ Personalized Recommendations ◦ Jira Service Desk Basics User Reviews and Ratings ◦ Jira Service Desk Basics and Bestseller Lists 5. Accessing Jira Service Desk Basics Free and Paid eBooks <ul style="list-style-type: none"> ◦ Jira Service Desk Basics Public Domain eBooks ◦ Jira Service Desk Basics eBook Subscription Services ◦ Jira Service Desk Basics Budget-Friendly Options 6. Navigating Jira Service Desk Basics eBook Formats <ul style="list-style-type: none"> ◦ ePub, PDF, MOBI, and More ◦ Jira Service Desk Basics Compatibility with Devices ◦ Jira Service Desk Basics Enhanced | <p>eBook Features</p> <ol style="list-style-type: none"> 7. Enhancing Your Reading Experience <ul style="list-style-type: none"> ◦ Adjustable Fonts and Text Sizes of Jira Service Desk Basics ◦ Highlighting and Note-Taking Jira Service Desk Basics ◦ Interactive Elements Jira Service Desk Basics 8. Staying Engaged with Jira Service Desk Basics <ul style="list-style-type: none"> ◦ Joining Online Reading Communities ◦ Participating in Virtual Book Clubs ◦ Following Authors and Publishers Jira Service Desk Basics 9. Balancing eBooks and Physical Books Jira Service Desk Basics <ul style="list-style-type: none"> ◦ Benefits of a Digital Library ◦ Creating a Diverse Reading Collection Jira Service Desk Basics 10. Overcoming Reading Challenges <ul style="list-style-type: none"> ◦ Dealing with Digital Eye Strain ◦ Minimizing Distractions ◦ Managing Screen Time 11. Cultivating a Reading Routine Jira Service Desk Basics <ul style="list-style-type: none"> ◦ Setting Reading Goals Jira Service Desk Basics ◦ Carving Out Dedicated Reading Time 12. Sourcing Reliable Information of Jira Service Desk Basics <ul style="list-style-type: none"> ◦ Fact-Checking eBook Content of Jira Service Desk Basics ◦ Distinguishing Credible Sources 13. Promoting Lifelong Learning <ul style="list-style-type: none"> ◦ Utilizing eBooks for Skill Development ◦ Exploring Educational eBooks 14. Embracing eBook Trends <ul style="list-style-type: none"> ◦ Integration of Multimedia Elements ◦ Interactive and Gamified eBooks |
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Jira Service Desk Basics Introduction

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