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"In four years of training with Atlassian, I've gained invaluable skills in Atlassian products and agile methodologies." One of Jira's key strengths lies in its hierarchy, which helps teams organize work from the big picture down to the smallest task. In this article, we'll explore: The core components of Jira hierarchy Customizing hierarchy levels for your team Best practices for using Jira hierarchy to enhance project visibility and efficiency 1. Core components of Jira hierarchy Out of the box, Jira offers a straightforward hierarchy designed for agile teams: Epics: the highest-level work item in Jira. Epics represent large bodies of work that can be broken down into smaller, manageable pieces. Think of them as your strategic goals or major features. Issues (Stories, Tasks, and Bugs): these are the building blocks of your project, representing individual pieces of work within an Epic. Sub-tasks: the smallest unit of work, breaking down Issues into specific actions or steps. This hierarchy works well for most teams, but what if your organization needs more complexity? Enter custom hierarchy levels. 2. Customizing hierarchy levels Jira Premium and Enterprise users have access to Advanced Roadmaps (Plans), which enable custom hierarchy levels. This is especially useful for organizations managing portfolios of projects or requiring cross-team alignment. Here's how to extend your hierarchy: Initiatives: one level above Epics, representing strategic themes or goals across multiple Epics. Features: a mid-level between Epics and Stories, ideal for teams delivering large functionality. 3. How to set up custom hierarchy levels Create a Jira project that will hold your initiatives. Create the initiative issue type, if it's not created yet. In Jira Software, click > Issues. Click Issue type schemes > find your project > click Edit. Drag and drop the initiative issue type to the issue types for your project. In your plan, click more ( ) > Configure > Issue sources. Select your new project as an issue source for your plan. In your plan, click Settings > Hierarchy configuration. Click + Create Level and create the new initiative level. Make sure to map the initiative issue type to it. Click Save changes. 4. Best practices for using Jira hierarchy To make the most of Jira hierarchy, consider these tips: A. Use epics to drive clarity Define clear and measurable goals for each Epic. Use the Epic's description field to outline the scope and link relevant issues. B. Keep stories actionable Ensure each Story is independent, negotiable, and delivers value. Break them into Sub-tasks only when necessary to manage execution. C. Leverage roadmaps Visualize work across teams and timeframes with Advanced Roadmaps or Planway. Use dependency mapping to identify risks and ensure alignment. D. Maintain consistency Standardize your hierarchy across projects to avoid confusion. This is particularly important in large organizations where teams collaborate on shared goals. E. Automate workflows Integrate Jira automation rules to manage hierarchy relationships. For instance, automatically transition an Epic to "In Progress" when at least one linked Issue moves to "In Progress." 5. Common pitfalls to avoid Overcomplicating the hierarchy: adding too many custom levels can make your project harder to manage. Stick to what your team needs to stay productive. Ignoring dependencies: failing to account for how Issues, Epics, and Initiatives are connected can lead to missed deadlines. Not updating work items: an out-of-date hierarchy is a recipe for confusion. Encourage your team to regularly update statuses and add comments. 6. How Planway can help with Jira hierarchy Jira's hierarchy is powerful, but it can become overwhelming without the right tools to visualize and manage it. Planway for Jira offers timeline and calendar views that help teams stay on top of their hierarchy. What's more, you can have a timeline view and a structured board view side by side and schedule issues seamlessly. With Planway, you can: See your project hierarchy and timeline on the same page. Drag and drop items to quickly reschedule tasks. Use color coding to differentiate between Epics, Stories, and Sub-tasks. Conclusion Mastering Jira hierarchy is a game-changer for agile project management. By understanding its components, customizing it to fit your needs, and following best practices, you can enhance team collaboration and project visibility. Tools like Planway for Jira take it to the next level, making your workflows even more efficient and intuitive. What does your ideal Jira hierarchy look like? Share your thoughts in the comments below! CertificationsGet certified to show off your knowledge and skills in Atlassian roles, products, and solutions. Employers know that your skills have been verified. Your certification carries Atlassian's reputation - wherever you are in the world. Showcase your credentials on your resume, LinkedIn, and more. In surveys, 86% of Atlassian Certified Professionals reported their credentials increased their credibility. Atlassian offers two types of certifications, depending on your experience and career goals. "I am always looking to learn and grow. Studying for Atlassian certifications has helped me increase my knowledge about the tools and grow in my professional career." Manager, Digital Operations at Modus Create, Atlassian certification holder Atlassian Certification Designations recognize learners who've demonstrated proficiency with Atlassian solutions by earning multiple certifications in related paths. Earning a designation can elevate your professional profile and help you stand out in a competitive job market. Learn more What is Jira used for, and how can it transform the way your team collaborates? In this in-depth article, we'll explore everything from Jira's core functionalities to its diverse applications in modern project management, software development, and beyond. Whether you're new to Jira or looking to optimize your workflows, this guide is designed to help you leverage Jira's full potential. Table of Contents Introduction: Why Jira Matters Understanding Jira: What Is It? Core Uses of Jira Issue and Bug Tracking Project Management and Workflow Customization Agile Software Development Advanced Jira Use Cases Scrum and Kanban Boards Integration with the Atlassian Ecosystem Reporting and Analytics Benefits of Using Jira Getting Started with Jira Conclusion Why Jira Matters Essentially, it is a robust platform designed to help teams manage tasks, track issues, and optimize workflows—all in one place. From small startups to large enterprises, Jira's flexibility and customizability have made it a preferred choice for project managers, software developers, and IT teams worldwide. Let's delve deeper into its functionalities. Understanding Jira: What Is It? Originally developed by Atlassian, Jira began its journey as a bug-tracking tool. Over time, it has evolved into a full-fledged project management solution. At its core, Jira allows teams to: Track issues and bugs: Identify, prioritize, and resolve issues efficiently. Manage projects: Customize workflows to suit specific project needs. Facilitate collaboration: Ensure all team members stay aligned on project goals and tasks. Today, Jira is more than just an issue tracker; it's an all-in-one solution for managing projects, workflows, and agile development processes. Core Uses of Jira Issue and Bug Tracking One of the most fundamental uses of Jira is to serve as a centralized hub for tracking issues. Whether you're dealing with software bugs, customer complaints, or internal task management, Jira's robust issue tracking system ensures that nothing falls through the cracks. With features like: Customizable issue types: Adapt the system to track different categories of work. Prioritization and escalation: Ensure that critical issues are addressed promptly. Detailed workflows: Map out the lifecycle of an issue from creation to resolution. Project Management and Workflow Customization Jira isn't just for IT and software teams. Its flexible project management capabilities make it ideal for various industries. Here's how: Custom workflows: Design processes that match your team's specific needs. Task assignment and tracking: Allocate tasks and monitor progress in real time. Automation: Use Jira's automation tools to reduce manual overhead and streamline repetitive tasks. Agile Software Development Agile methodologies have become the standard in software development, and Jira is at the forefront of this movement. Teams use Jira to: Plan sprints: Organize tasks into manageable chunks with sprint planning tools. Conduct daily stand-ups: Utilize dashboards to keep everyone in sync. Retrospectives: Analyze sprint performance with built-in reporting tools to continuously improve. Advanced Jira Use Cases Scrum and Kanban Boards For teams implementing Agile frameworks, Jira's Scrum and Kanban boards are indispensable. These visual boards help teams: Visualize workflows: Clearly see the status of tasks in real time. Manage backlogs: Prioritize work items and plan upcoming sprints. Track progress: Easily monitor the flow of tasks from "To Do" to "Done." Integration with the Atlassian Ecosystem Jira seamlessly integrates with other Atlassian tools such as Confluence, Bitbucket, and Trello. This integration creates a unified platform where teams can: Share knowledge: Use Confluence for documentation that complements your Jira tasks. Manage code: Link commits and pull requests from Bitbucket directly to Jira issues. Expand capabilities: Leverage a rich marketplace of add-ons and plugins to extend Jira's functionality. Reporting and Analytics Effective project management relies on data-driven decisions. Jira's reporting tools provide valuable insights through: Custom dashboards: Create personalized views to monitor key performance indicators. Detailed analytics: Track metrics such as cycle time, sprint velocity, and team performance. Real-time updates: Make informed decisions with data that is continuously updated. Benefits of Using Jira Understanding what Jira is used for is only the first step. Here are some of the key benefits that make it a top choice for teams worldwide: Enhanced Collaboration: Break down silos by providing a shared workspace for all team members. Improved Efficiency: Automate repetitive tasks, reduce manual errors, and streamline workflows. Scalability: Adaptable for teams of all sizes, from small projects to enterprise-level initiatives. Customization: Tailor workflows and dashboards to meet the unique demands of your projects. Comprehensive Reporting: Gain insights into team performance and project health with advanced analytics. Getting Started with Jira Ready to explore what Jira is used for in your own projects? Here's a quick guide to getting started: Sign Up for Jira: Visit the Atlassian website and choose the plan that fits your needs. Set Up Your Project: Create a new project, and customize the workflow to align with your team's processes. Invite Your Team: Collaborate seamlessly by inviting team members to join your project. Explore Integrations: Connect Jira with other tools in the Atlassian ecosystem to enhance your workflow. Leverage Training Resources: Utilize Atlassian's extensive documentation, webinars, and community forums to master Jira's functionalities. Planway: Enhancing Jira with Visual Planning In addition to Jira's robust features, teams looking for enhanced visual planning can benefit from Planway integrated with Jira. Planway is a powerful timeline and calendar tool designed to work seamlessly within the Jira environment. Here's how it adds value to your project management workflow: Visual Timeline & Calendar Views: Planway allows you to map out project timelines, visualize team availability, and track deadlines—all within Jira. This native integration transforms your Jira tasks into a clear, visual schedule. Resource & Capacity Planning: Manage team workloads effectively by viewing assignments and adjusting capacity. Planway's intuitive interface helps you ensure that no team member is overloaded while deadlines are met. Time Tracking: With Planway, teams can effortlessly log the hours spent on tasks right within the same interface used for scheduling and planning. By providing detailed insights into how time is allocated across various tasks, Planway helps teams optimize their workflows, identify bottlenecks, and make data-driven decisions to improve efficiency and project delivery. Drag-and-Drop Interface: Easily reschedule tasks and reassign responsibilities with a simple drag-and-drop functionality. This flexibility is perfect for agile teams who need to adapt quickly to changing project priorities. Seamless Integration: Since Planway works natively with Jira, you don't need to switch between different tools. All changes you make in Planway automatically update your Jira issues, keeping your project data consistent and up-to-date. Customizable Views: Whether you prefer a calendar, timeline, or list view, Planway offers customization options to suit your team's specific needs, ensuring that you always have the most relevant project information at your fingertips. Conclusion So, what is Jira used for? It's used for much more than just tracking bugs—it's a versatile platform that empowers teams to manage projects, collaborate effectively, and drive continuous improvement. Whether you're embracing Agile methodologies, customizing workflows, or integrating with a suite of productivity tools, Jira offers a robust solution that scales with your organization's needs. By understanding the full spectrum of Jira's capabilities, you can unlock new levels of efficiency and innovation within your team. Dive into Jira today and experience the transformation in how you manage work. Join the conversation on the Atlassian Community and share your experiences: How has Jira revolutionized the way your team works? Jira is a powerhouse tool for agile teams, but its true potential lies in understanding and mastering Jira issue types. Whether you're new to Jira or want to elevate your project management game, this article dives into everything you need to know about issue types, their hierarchy, best practices, and customization. What Are Issue Types in Jira? Issue types in Jira are the backbone of organizing and managing work. They represent tasks, bugs, stories, or any other unit of work in your project. Each issue type carries unique properties and workflows, enabling teams to categorize and address work efficiently. Default Jira Issue Types Jira comes with a set of predefined issue types: Epic: represents large bodies of work that can be broken down into smaller tasks or stories. Story: a user-centric requirement or feature. Task: a generic piece of work that needs completion. Bug: an issue that represents a problem or defect. Sub-task: a smaller, actionable piece of a larger task or story. Custom Issue Types Jira also allows the creation of custom issue types to cater to unique project needs. Examples include: Initiative: a strategic objective spanning multiple epics. Change Request: used for tracking changes in scope. Risk: identifies potential risks in the project lifecycle. Parent and Child Issues Understanding parent and child relationships in Jira is crucial for structuring work effectively. Parent issue: represents a higher-level task, such as an Epic or Task. Child Issue: sub-tasks or smaller work items associated with the parent issue. For example, a parent issue ("Build Landing Page") might include child issues like "Design mockups," "Write HTML/CSS code," and "Test responsiveness." Why It Matters: this hierarchy ensures all parts of a task are accounted for, while allowing granular tracking of progress. The Anatomy of a Jira Issue Every Jira issue has key components that make it actionable and traceable: Summary: a concise title describing the issue. Description: detailed information about the issue. Status: current stage in the workflow (e.g., To Do, In Progress, Done). Assignee: the person responsible for completing the issue. Reporter: the person who created the issue. Priority: indicates urgency (e.g., Low, Medium, High). Linked Issues: establishes relationships with other issues (e.g., "blocks," "is blocked by"). Attachments: files or screenshots related to the issue. Custom Fields: additional fields tailored to your team's needs. What Are Issue Type Hierarchy Levels? Jira organizes issue types into a hierarchy, allowing teams to manage work from strategic goals to granular tasks. Here's a typical hierarchy: Initiative: the highest level (customizable) representing organizational goals or themes. Epic: a major deliverable or large body of work. Story/Task: individual pieces of work contributing to the Epic. Sub-task: specific actions needed to complete a Story or Task. Example: Initiative: Improve User Onboarding Experience Epic: Redesign Registration Flow Story: Implement Multi-step Form Sub-task: Design wireframes Sub-task: Develop front-end How Planway for Jira Enhances Issue Visualization For teams looking to elevate their Jira experience, the Planway for Jira plugin is a game-changer. This tool allows you to visualize any issue type on a timeline, making it easier to track progress, plan projects, and manage team capacity. Key benefits include: Unified Timeline View: see all your issues, including Epics, Stories, Tasks, and Sub-tasks, on a single timeline. Team Capacity Management: plan workloads effectively by visualizing who's working on what. Drag-and-Drop Simplicity: adjust timelines and schedules with an intuitive drag-and-drop interface. Cross-Project Planning: manage schedules across multiple Jira projects effortlessly. Best Practices for Using Jira Issue Types Use a Clear Hierarchy: stick to a logical structure with Epics, Stories, Tasks, and Sub-tasks. Leverage Custom Issue Types: define custom types when your project needs to deviate from standard workflows. Avoid Overcomplication: too many issue types can confuse users and dilute focus. Use Linked Issues Effectively: establish relationships between issues for better context (e.g., "blocks," "duplicates," "relates to"). Adapt Workflows for Issue Types: create workflows tailored to specific issue types, ensuring tasks follow appropriate statuses and transitions. What Are Linked Issues in Jira? Linked issues are relationships between two or more issues. These relationships provide context and dependencies, making it easier to manage complex projects. Common Jira issue link types include: Blocks: one issue prevents another from progressing. Relates to: indicates a connection between issues. Duplicates: identifies identical issues. Causes: one issue results in another. Conclusion Mastering Jira issue types is essential for streamlining workflows, managing dependencies, and achieving project goals. By leveraging issue hierarchies, linked issues, and custom types, your team can maximize productivity and maintain clarity. Start small by refining your default types, then experiment with custom configurations to meet your unique needs. With the right setup, Jira becomes a tool that adapts to your processes—not the other way around. We've received reports of a sophisticated phishing campaign targeting Atlassian customers. These malicious emails use forged email headers to appear legitimate and seek to obtain user credentials by linking victims to phishing sites that closely resemble Atlassian domains. These can be hard to spot, so we ask that customers exercise caution when engaging with links and/or requests for user credentials in emails that appear to be from noreply@am.atlassian[, com received before 2023-06-19. Below is an example of a phishing email and a list of phishing domains reported by Atlassian customers, though threat actors may be using additional assets. app-atlassian[, com verify-atlassian[, com cableos-atlassian[, com apoc-atlassian[, com confirm-atlassian[, com support-atlassian[, com Please change your passwords immediately if you believe you may have entered your Atlassian credentials into a phishing site. Atlassian's security team has contacted the phishing domain registrars to request deactivation and taken additional steps to improve the security posture of our domains to prevent these types of attacks from occurring in the future. Your security is our priority, and we appreciate your partnership in remaining diligent. Please contact Atlassian Support with any questions and report any similar phishing attempts. Managing spaces and pages in Confluence is essential for effective content organization and collaboration. This guide provides a comprehensive overview of how to manage these elements, ensuring your team can work efficiently. Understanding Spaces Spaces are the primary organizational units in Confluence. They come in two main varieties: Site Spaces: Found in the Space Directory, site spaces are areas where you create content and collaborate with others. These are sometimes called global spaces. Personal Spaces: Every Confluence user can set up a personal space that they can keep private or make public so others can view and contribute. Creating and Managing Spaces To create a new space: Navigate to the "Spaces" menu in the Confluence navigation bar. Select "Create Space." Choose between creating a site space or a personal space. Follow the prompts to configure your new space. Using Space Templates Confluence offers various templates to help you get started quickly: Space Templates: Provide ready-built pages categorized by different use cases. Parent & Child Pages: Create a hierarchical structure visible in the page tree on the left sidebar. For example: Add a parent page titled "Retrospectives." Nest biweekly meeting notes as child pages beneath it. Linking Jira Projects with Confluence Spaces If you use Confluence alongside Jira Service Management: Link your project to the corresponding space. Teams can access project documentation directly without spending time searching for information. Managing Permissions Permissions control who can view or edit content within each space. Go to "Space Settings." Select "Permissions." View each role's individual permissions from the Users table. Make changes if necessary; automatic role assignment simplifies this process. Quick Search Functionality Quick search allows fast access to pages, files, attachments, people, or spaces: Use Quick Search from any screen by typing keywords into the search bar. Filter results by category for more precise searches. Creating Shortcuts Shortcuts provide quick access links pinned to the space sidebar: Navigate to "Space Settings." Select "Shortcuts." Add unique shortcut links relevant to your team's needs. Summary Effectively managing spaces and pages in Confluence enhances team productivity by organizing content logically and making it easily accessible: Utilize site and personal spaces appropriately Leverage templates for efficient setup Link Jira projects with corresponding Confluence spaces Manage permissions carefully Use quick search functionality for fast access Create shortcuts for frequently accessed resources

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