



# JIRA RAID User Manual

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**1 OBJECTIVE**

The objective of this document is provide users with a ready reference for the Risk, Assumption, Issue & Dependency templates in JIRA and how the same can be used.

## 2 INTRODUCTION

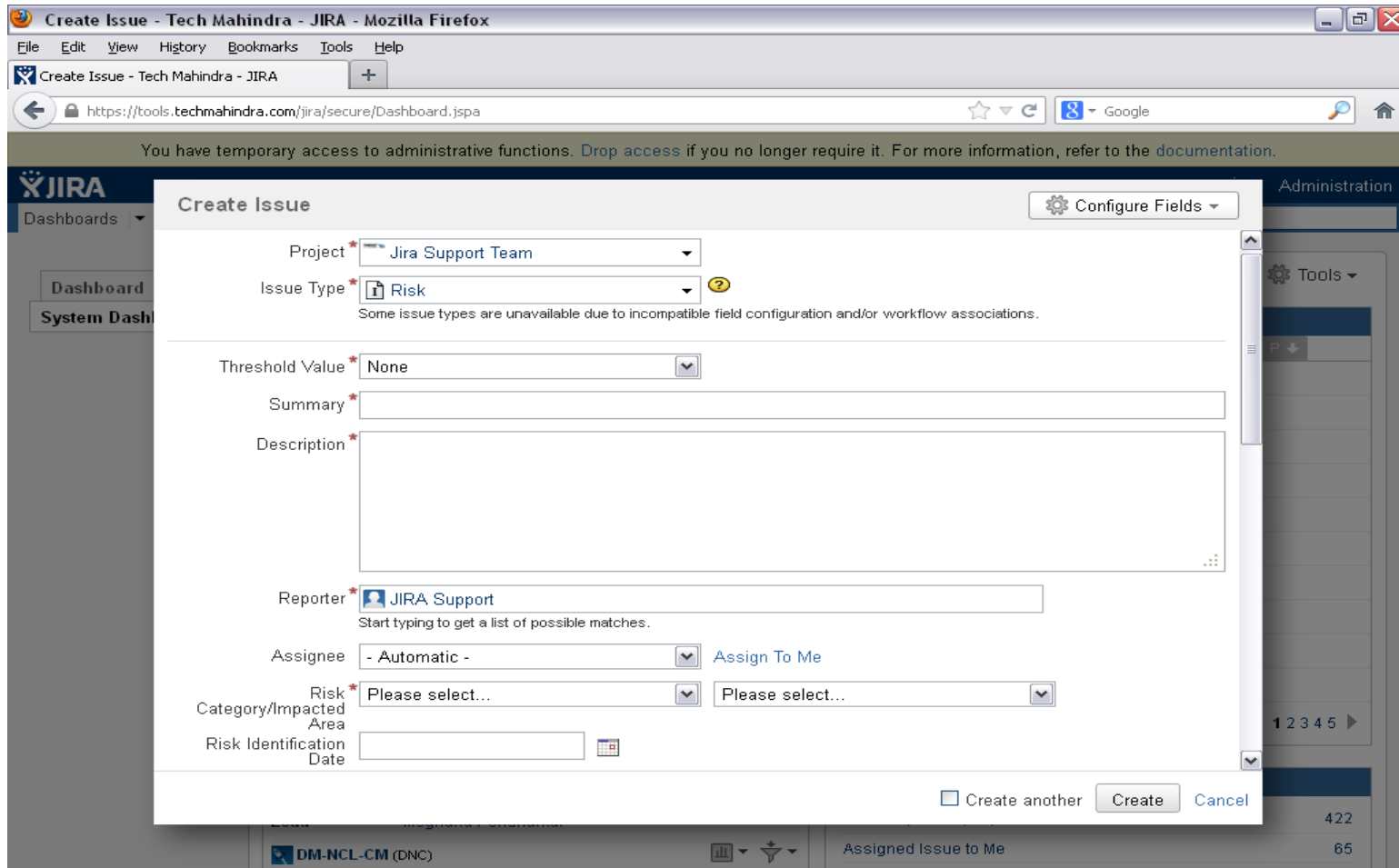
Risks, Assumptions, Issues & Dependencies within a project are normally tracked using spreadsheets. We have implemented the RAID template in JIRA so that Project and Risk Managers can use this template as a dynamic tool to effectively record, analyze, monitor, manage and report project risks, assumptions, issues and dependencies.

## 3 RISK ISSUE TYPE TEMPLATE

A Risk is any specific event which might occur and thus have a negative impact on a project or program.

The description of the various fields in the Risk Template is as follows:

### 3.1 CREATE ISSUE SCREEN



**Threshold Value:** This field determines the risk exposure thresholds that indicate when a risk becomes unacceptable and triggers the execution of a risk mitigation plan or a contingency plan. User will have to select the Threshold Value from the drop-down list.

**Summary:** Summary of the Risk reported.

**Description:** Clearly articulate the risk with the condition and the consequence.

**Reporter:** Person responsible for tracking and addressing the risk. By default the Username of the user who logs a risk will be populated in this field.

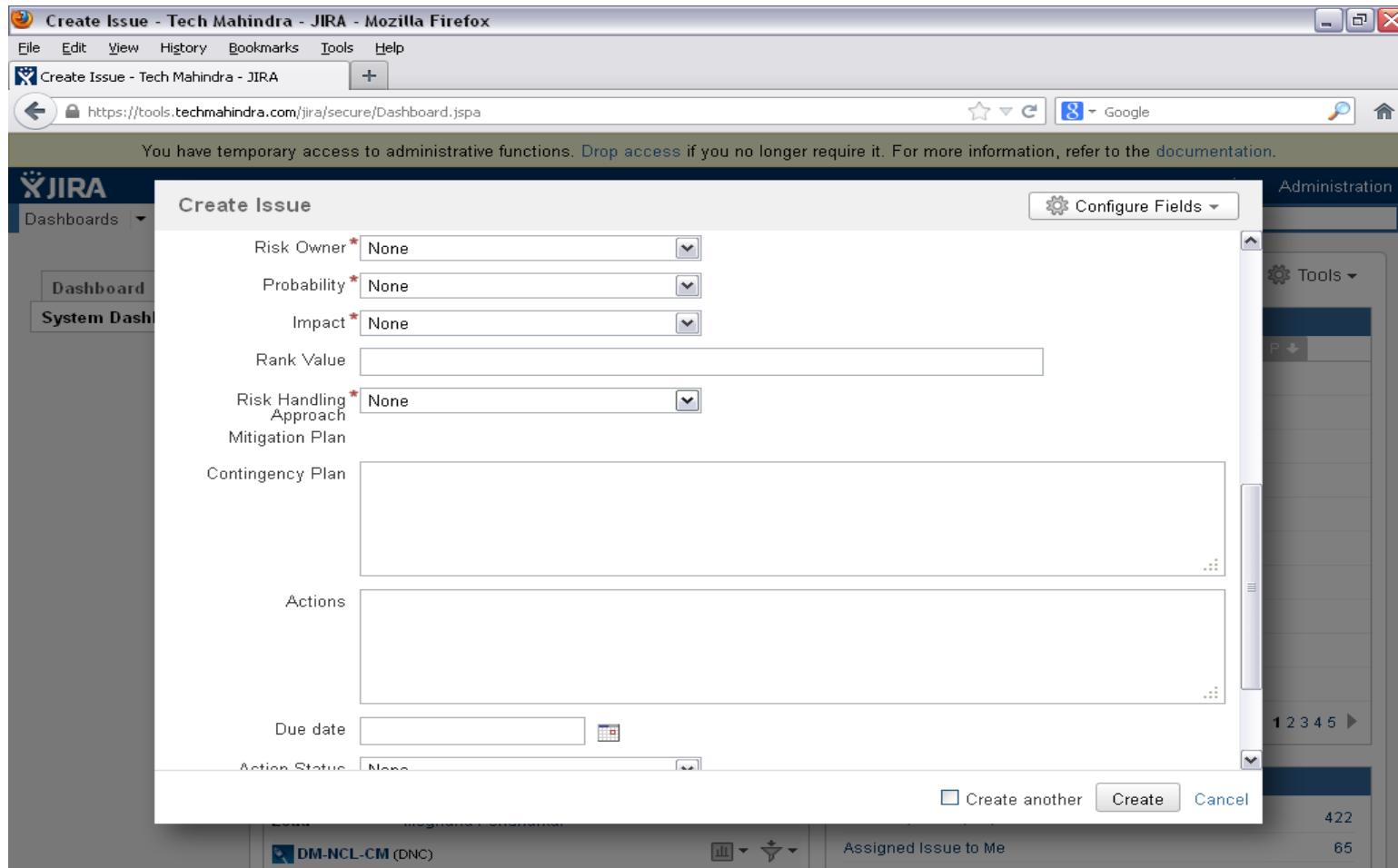
**Assignee:** Person responsible for resolving the risk. The Assignee can be selected from the drop-down list which includes names of all members of the project. If the Assignee name does not exist in the drop-down, then a request should be raised for adding the user in the project.

**Risk Category/ Risk Impacted Area:** This field give the mapping of risk categories with the risk sources. This is field is a cascaded select list.

The following table illustrates a high-level classification of the risk categories and the risk sources it can be mapped to.

<b>RISK-CATEGORY</b>	<b>RISK-SOURCE</b>
People	Customers, End-users, Sponsors, Stakeholders, Personnel, Organization, Skills, Politics, Morale, Communication
Process	Deployment, Support, Mission and Goals, Decision Making, Project Characteristics, Budget Cost Schedule, Requirements, Design, Building, Testing
Technology	Security, Development/Test/Operational/Environment, Tools, Deployment, Support, Availability, Infrastructure
Environmental	Legal, Regulatory, Competition, Economic, Technology, Business, Organizational, Politics
External	Sub-Contractors/ Suppliers, Regulatory, Market, Weather, Customer

**Risk Identification Date:** Date when the risk was identified.



**Risk Owner:** Person who is responsible for all the risks. The Risk Owner can be selected from one of the following values in the drop-down list:

- Customer
- TechM



**Probability:** How likely the risk event or condition is to occur. The Probability can be selected from one of the following values from the drop-down list:

- High
- Medium
- Low

**Impact:** Extent of what would happen if the risk materialized. The Impact can be selected from one of the following values from the drop-down list:

- High
- Medium
- Low

**Rank:** Rank of the risk based on risk exposure rating. This should be manually entered on each risk issue after the sorting of the risk exposure values in the issue navigator page.

E.g. the risk with the highest value for risk exposure will have the rank 1.

**Risk Handling Approach:** This field describes the approach followed for handling the risk. The Risk Handling Approach can be selected from one of the following values from the drop-down list:

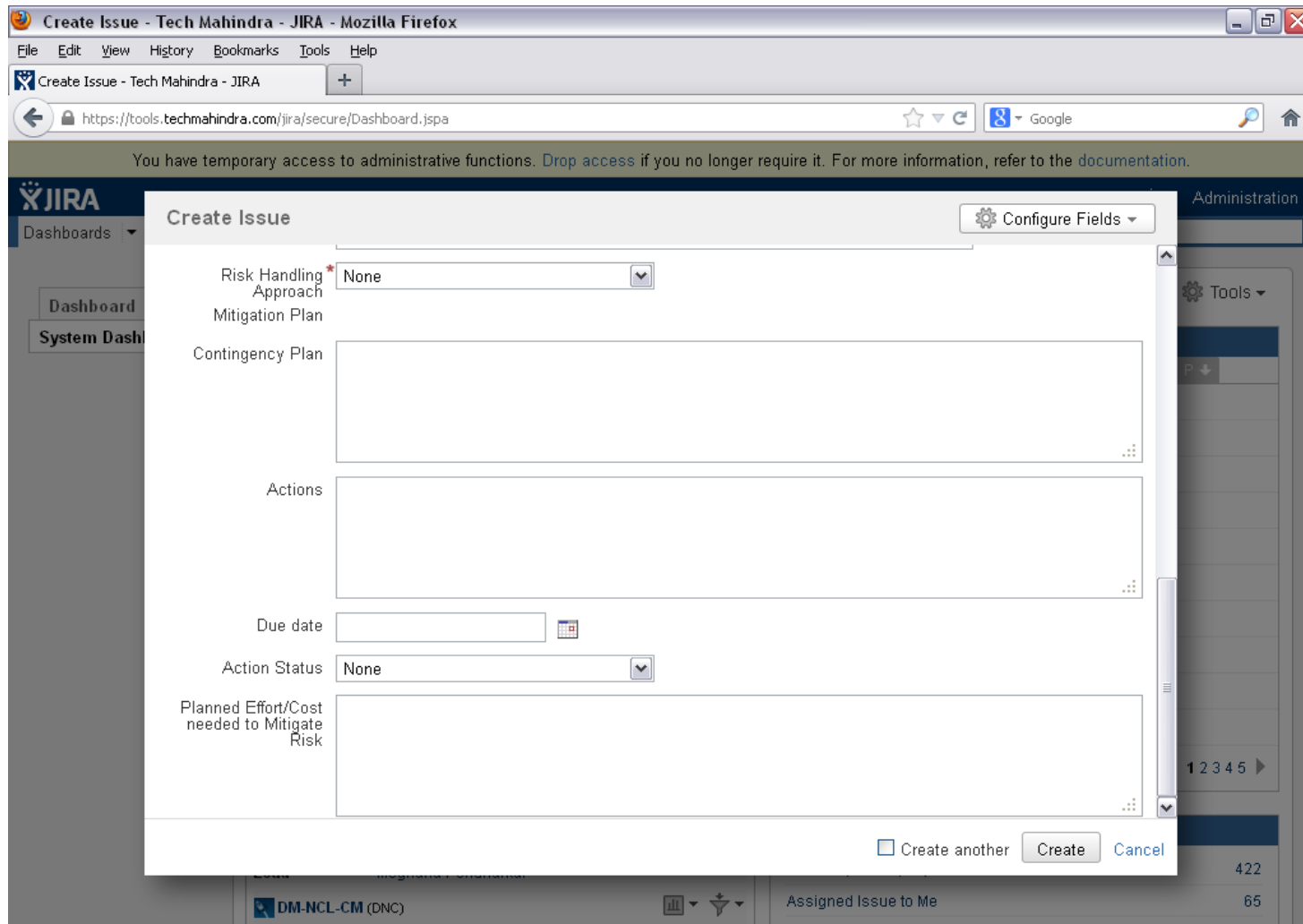
- Avoid : Changing the scope while still meeting the user's needs so that the risk is avoided
- Transfer : Minimize the impact of the risk by transferring it to another project, team, organization or individual
- Mitigate : Mention the specific action plan to reduce the probability of occurrence of the risk and/or the impact of the risk; Risk mitigation plans are developed and implemented as needed to proactively reduce risks before they become issues
- Accept: Live with the consequences if the risk were actually to occur. We accept the risk and take no further action.

**Mitigation Plan:** Provide Mitigation Plan in this field if risk handling approach is mitigation. This field is to be enabled only if the Risk Handling Approach value is "Mitigate".

**Contingency Plan:** Provide Contingency plan if risk handling approach is mitigation or accept. Contingency Plan is mandatory if Risk Exposure value is greater than Threshold.

**Action:** Mention the action to be taken based on the risk handling approach e.g. mitigation actions, contingency planning actions.

**Due Date:** The date by which the Issue should be resolved. Due Date should be greater than the Risk Created date.



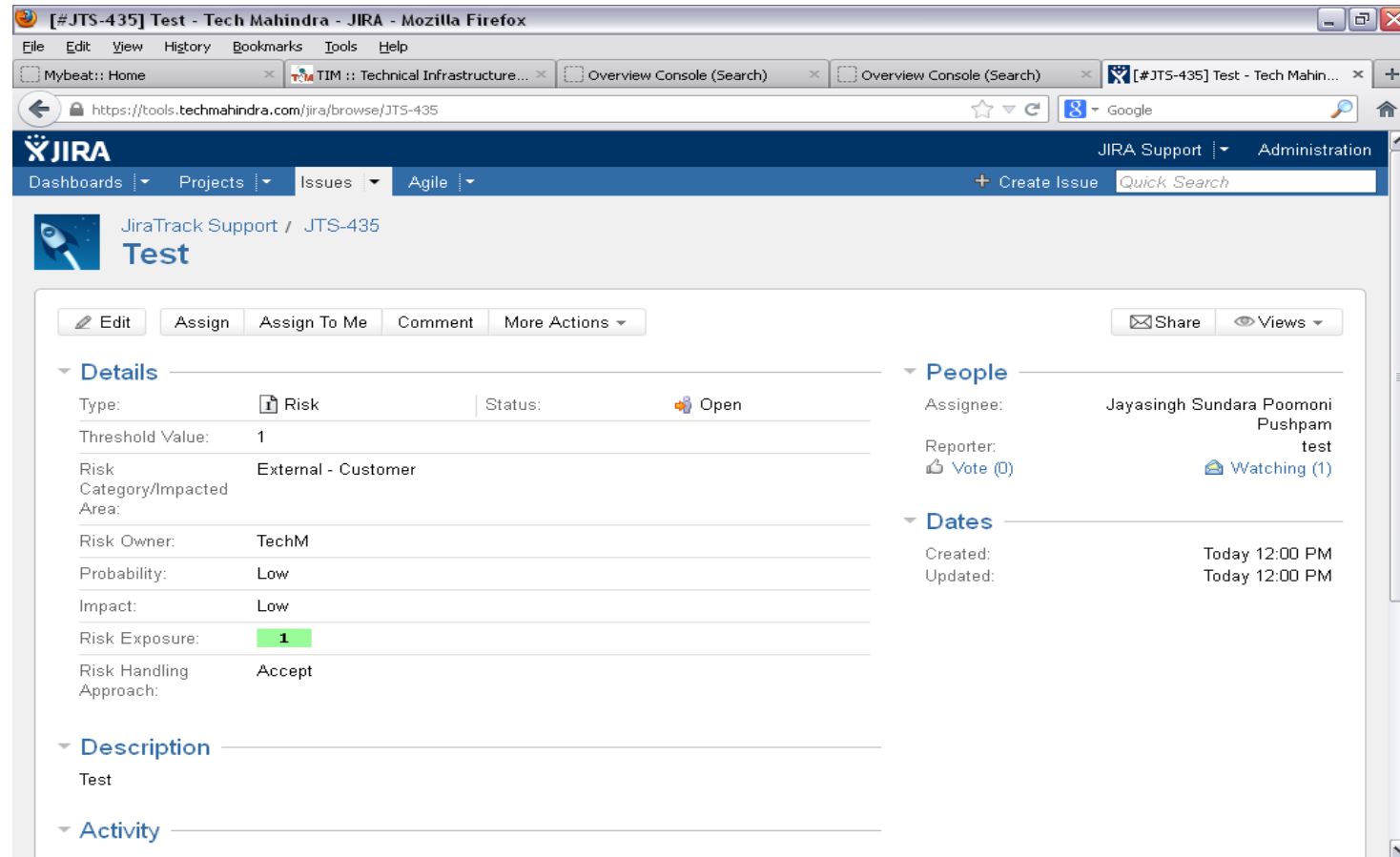
**Action Status:** This field indicates the status of the action taken. The Action Status can be one of the following values from the drop-down list:

- To Be Started
- In Progress
- Completed

**Risk Status:** This is determined by the workflow steps.

**Planned Effort/Cost needed to Mitigate Risk:** Effort (in terms of Hours spent)/cost needed to mitigate specified risk.

## 3.2 VIEW ISSUE SCREEN AFTER REQUIREMENTS CAPTURED AND ISSUE CREATED

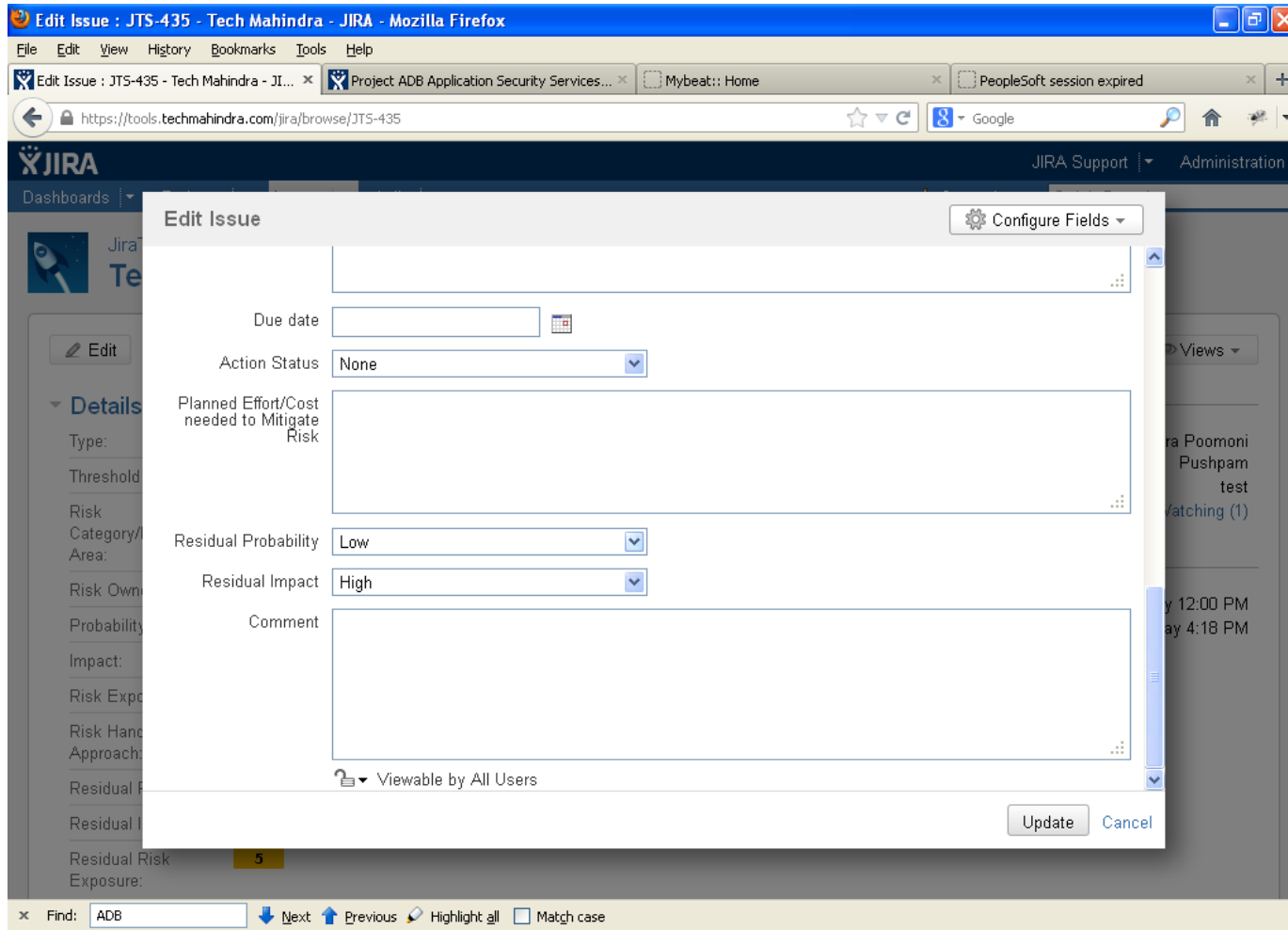


**Risk Exposure:** This is a calculated and non-editable field which will be displayed on the screen once the Risk issue type is created. This calculated field is based on the values selected for the Probability and Impact fields. The risk

exposure values can be viewed in the Issue Navigator by adding a new column in the Issue Navigator and can be arranged in the descending order for assigning the rank.

Click on Edit to enter the Residual Probability and the Residual Impact.

### 3.3 EDIT ISSUE SCREEN



In Addition to the fields present in the Create Issue screen (Excluding Probability and Impact), the following fields need to be populated in the Edit Issue screen once the issue is created:

**Residual Probability:** This field indicates the Risk Probability after implementing the identified risk action plan. This is a drop-down field which is editable and can be changed during the progress of the issue. This field will not be present at the time of the issue creation. The user should manually change the values after the issue is created by editing the issue. This value can be changed during the workflow cycle as well.

**Residual Risk Impact:** This field indicates the Risk Impact after implementing the identified risk action plan. This is a drop-down field which is editable and can be change during the progress of the issue. This field will not be present at the time of the issue creation. The user should manually change the values after the issue is created by editing the issue. This value can be changed during the workflow cycle as well.



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## 3.4 VIEW ISSUE SCREEN AFTER EDITING ISSUE

Browser window: Mozilla Firefox, URL: https://tools.techmahindra.com/jira/browse/JTS-435

JiraTrack Support / JTS-435  
**Test**

Buttons: Edit, Assign, Assign To Me, Comment, More Actions, Share, Views

**Details**

Type:	Risk	Status:	Open
Threshold Value:	1		
Risk Category/Impacted Area:	People		
Risk Owner:	Customer		
Probability:	Low		
Impact:	Low		
Risk Exposure:	1		
Risk Handling Approach:	Transfer		
Residual Probability:	Low		
Residual Impact:	High		
Residual Risk Exposure:	5		

**People**

Assignee:	Jayasingh Sundara Poomoni
Reporter:	Pushpam test
Vote (0)	Watching (1)

**Dates**

Created:	Today 12:00 PM
Updated:	Today 4:18 PM

**Description**

Find: ADB | Next | Previous | Highlight all | Match case

**Residual Risk Exposure:** This is a non-editable field whose value is calculated based on the values for the Residual Probability and Residual Impact fields. The Residual Risk Exposure values can be viewed in the view issue screen after the issue is edited. It can also be viewed in the issue navigator by adding the column in the issue navigator.

## 3.5 CUSTOMIZING OF ISSUE NAVIGATOR

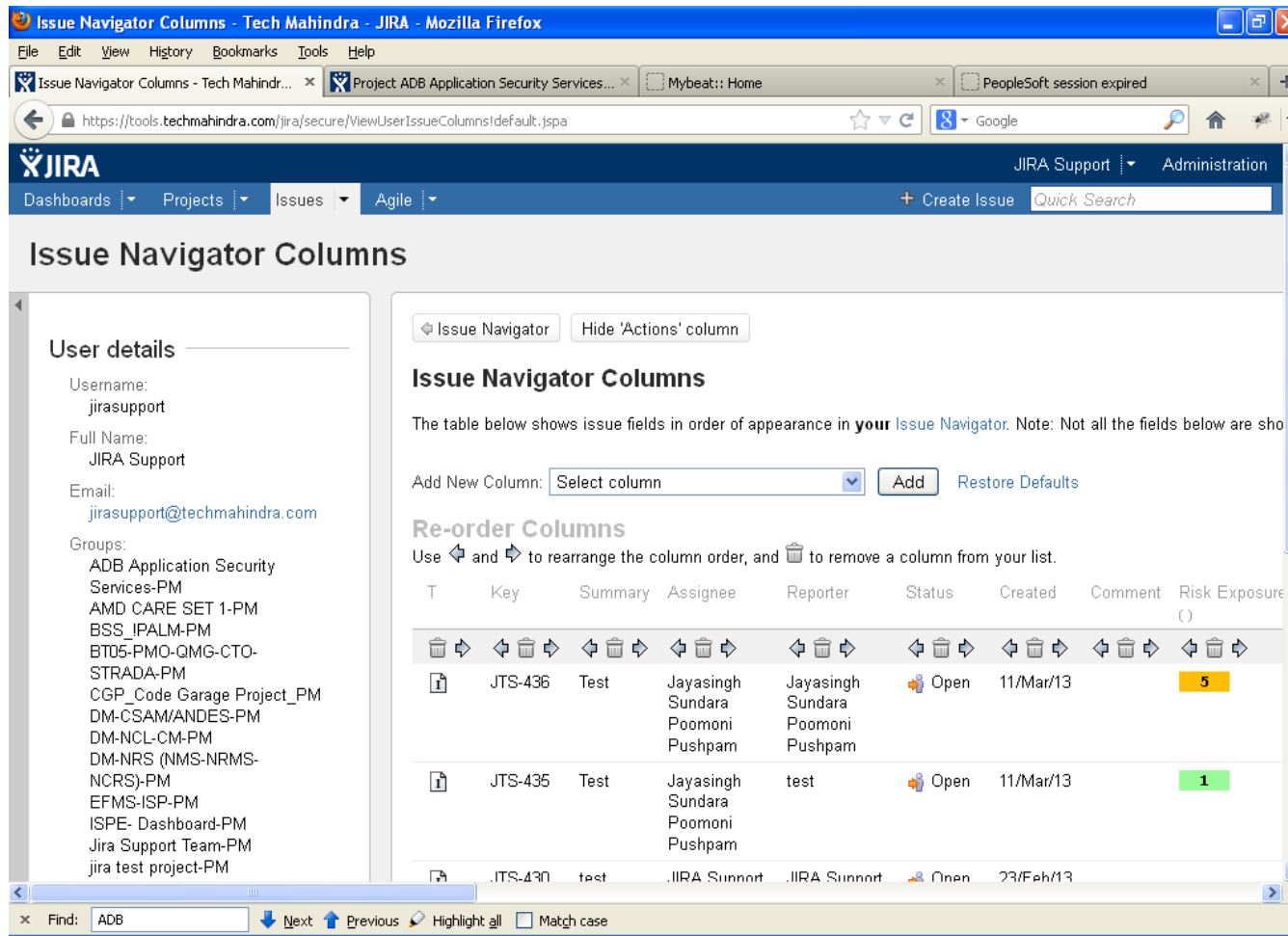
You can customize your Issue Navigator by choosing: which **columns** (i.e. issue fields) to display and how many **rows** (i.e. issues) to display.

- **To customize the issue navigator:** In the issue navigator page from the '**Tools**' menu at the right of the screen (above the search results), select '**Configure Columns**'.

The screenshot shows the JIRA Issue Navigator interface. On the left, there are search filters for Query, Project (JiraTrack Support), and Issue Type (Any). The main area displays a list of issues with columns for Key, Summary, Assignee, Reporter, Status, and Created. A 'Bulk Change' dropdown menu is open over the 'Tools' button, showing options for 'all 424 issue(s)', 'current page', and 'Configure Columns'.

T	Key	Summary	Assignee	Reporter	Status	Created	Com
	JTS-436	Test	Jayasingh Sundara Poomoni Pushpam	Jayasingh Sundara Poomoni Pushpam	Open	11/Mar/13	
	JTS-435	Test	Jayasingh Sundara Poomoni Pushpam	test	Open	11/Mar/13	
	JTS-430	test	JIRA Support	JIRA Support	Open	23/Feb/13	
	JTS-428	risk test	JIRA Support	JIRA Support	Closed	20/Feb/13	
	JTS-427	test	JIRA Support	JIRA Support	Closed	08/Feb/13	
	JTS-426	Test	Srikanth Chitralla	Srikanth Chitralla	Open	05/Feb/13	
	JTS-425	Test	Srikanth Chitralla	Srikanth Chitralla	Open	05/Feb/13	

- The following page will be displayed.

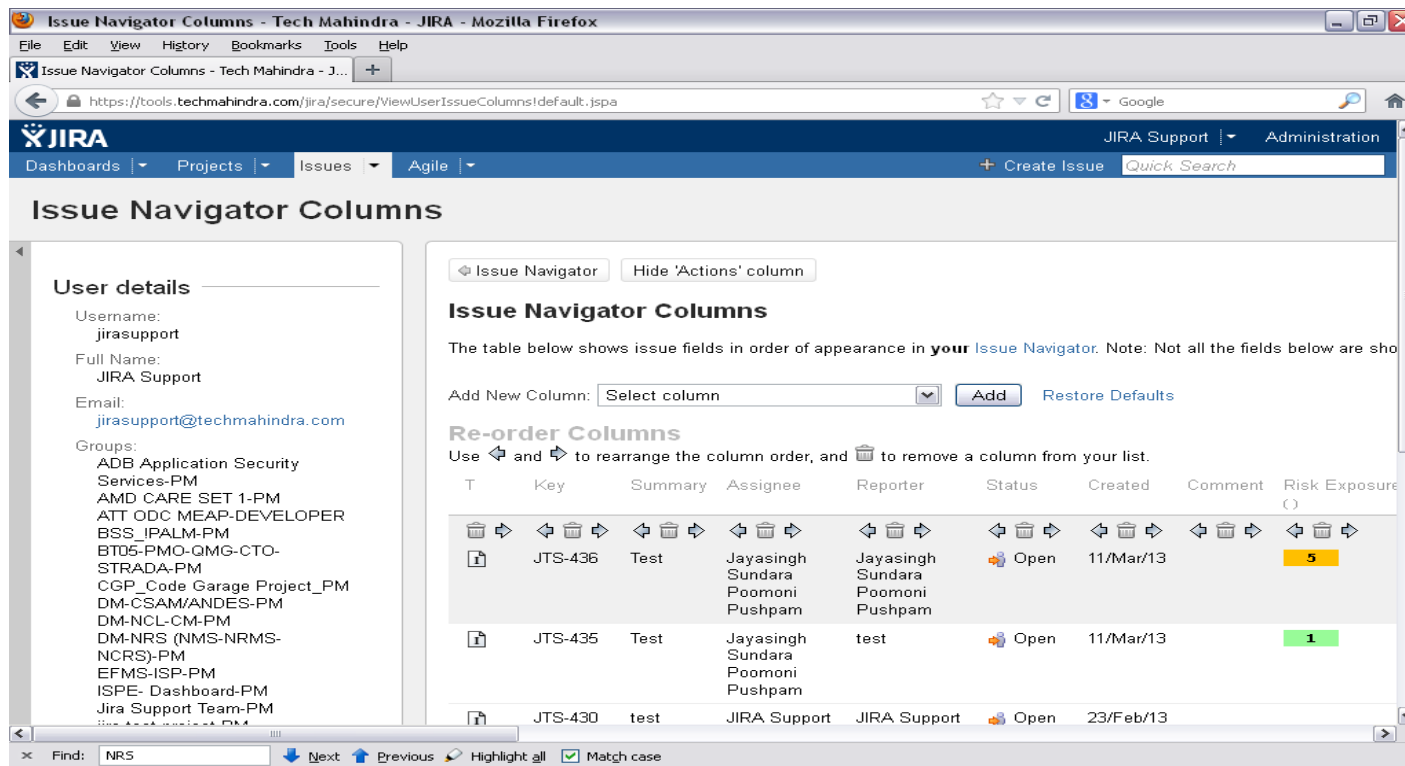


- **To add a column to the list:** Select the issue field name from the drop-down box titled 'Add New Column' and click the 'Add' button. The column will appear as the right-most column in the list.

## JIRA RAID USER MANUAL

You can then position the column where desired by using the arrow icons (In our case select Risk Exposure and Residual Risk Exposure)

After configuring the issue navigator columns and selecting the Filter from the dashboard, the issues will be displayed. Click on the Risk Exposure field as highlighted to set the risks in the descending order for Ranking the issues.



**User details**

Username: jirasupport  
Full Name: JIRA Support  
Email: jirasupport@techmahindra.com

**Groups:**

- ADB Application Security Services-PM
- AMD CARE SET 1-PM
- ATT ODC MEAP-DEVELOPER
- BSS\_IPALM-PM
- BT05-PMO-QMG-CTO-STRADA-PM
- CGP\_Code Garage Project\_PM
- DM-CSAM/ANDES-PM
- DM-NCL-CM-PM
- DM-NRS (NMS-NRMS-NCRS)-PM
- EFMS-ISP-PM
- ISPE-Dashboard-PM
- Jira Support Team-PM
- Test-resist-PM

**Issue Navigator Columns**

The table below shows issue fields in order of appearance in **your** Issue Navigator. Note: Not all the fields below are shown.

Add New Column:   [Restore Defaults](#)

**Re-order Columns**

Use and to rearrange the column order, and to remove a column from your list.

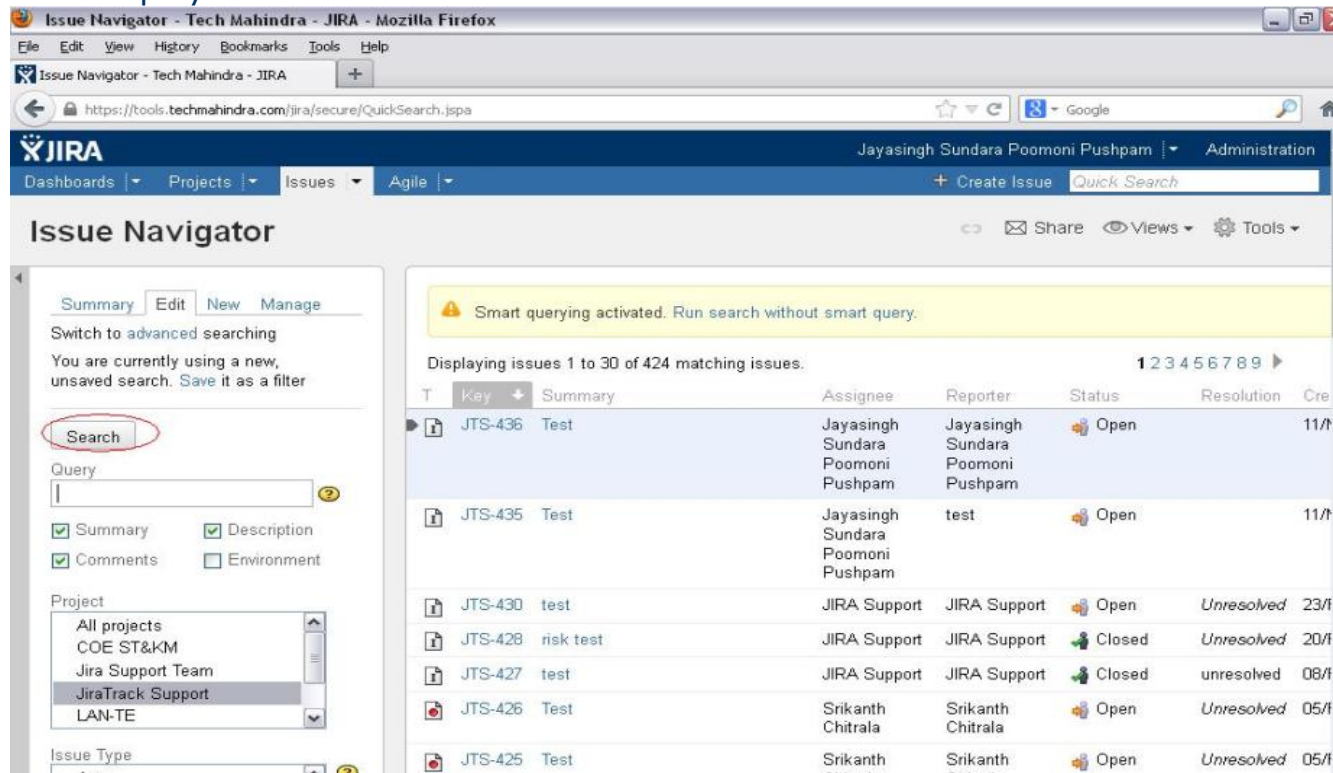
T	Key	Summary	Assignee	Reporter	Status	Created	Comment	Risk Exposure
	JTS-436	Test	Jayasingh Sundara Poomoni Pushpam	Jayasingh Sundara Poomoni Pushpam	Open	11/Mar/13		5
	JTS-435	Test	Jayasingh Sundara Poomoni Pushpam	test	Open	11/Mar/13		1
	JTS-430	test	JIRA Support	JIRA Support	Open	23/Feb/13		

Once the Issues have been sorted, edit the issues to enter the rank into each issue.

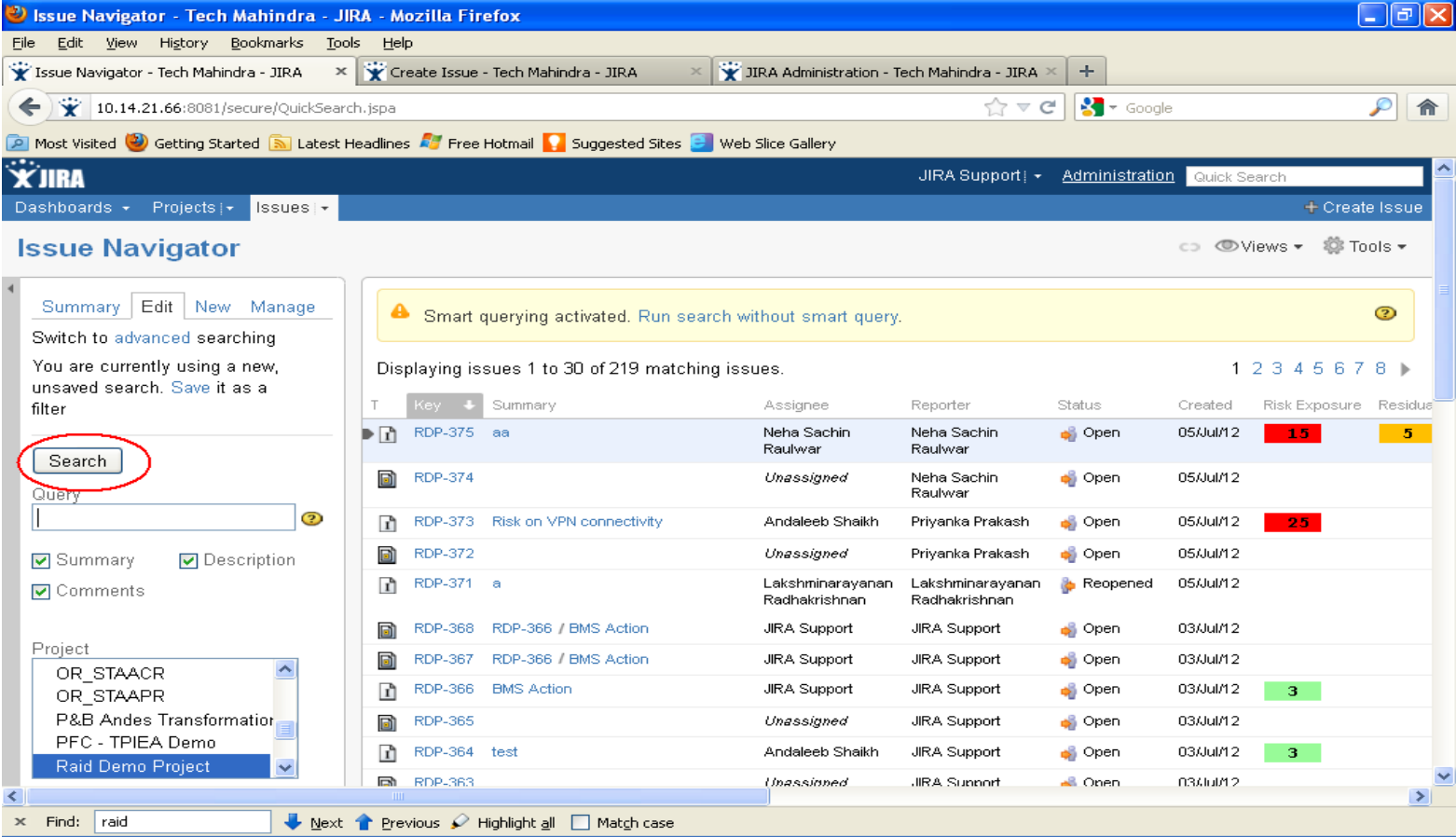
## 3.6 FOR CONFIGURING AUTO-GENERATED MAILS FROM JIRA ON VARIOUS TRIGGERS BASED ON USER ENTRY / BUSINESS RULES

There is RSS feed which the user should subscribe to after creation of the filter based on which the mail will be triggered to the user.

- Create a filter for which you require the notifications.
- Enter search to display all the filtered issues.

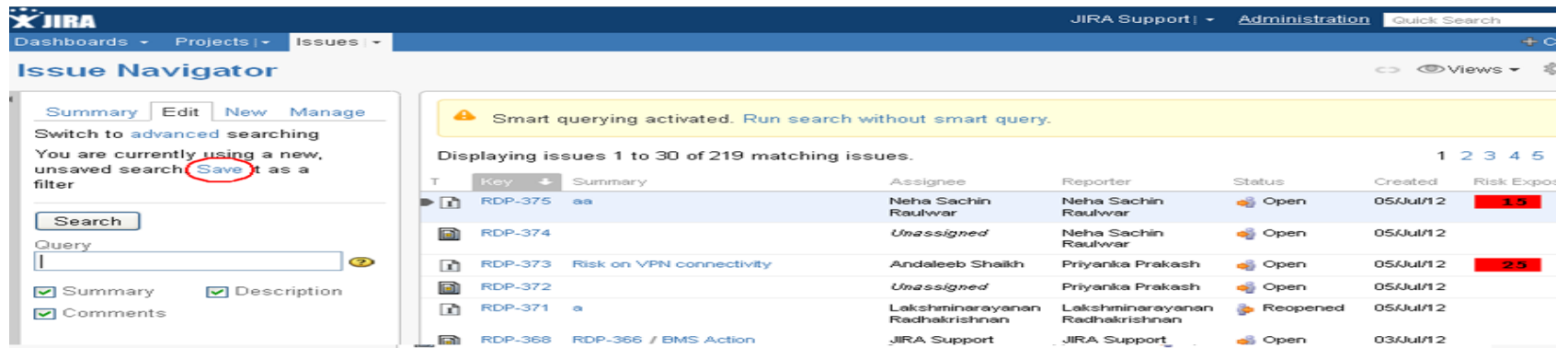


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## JIRA RAID USER MANUAL

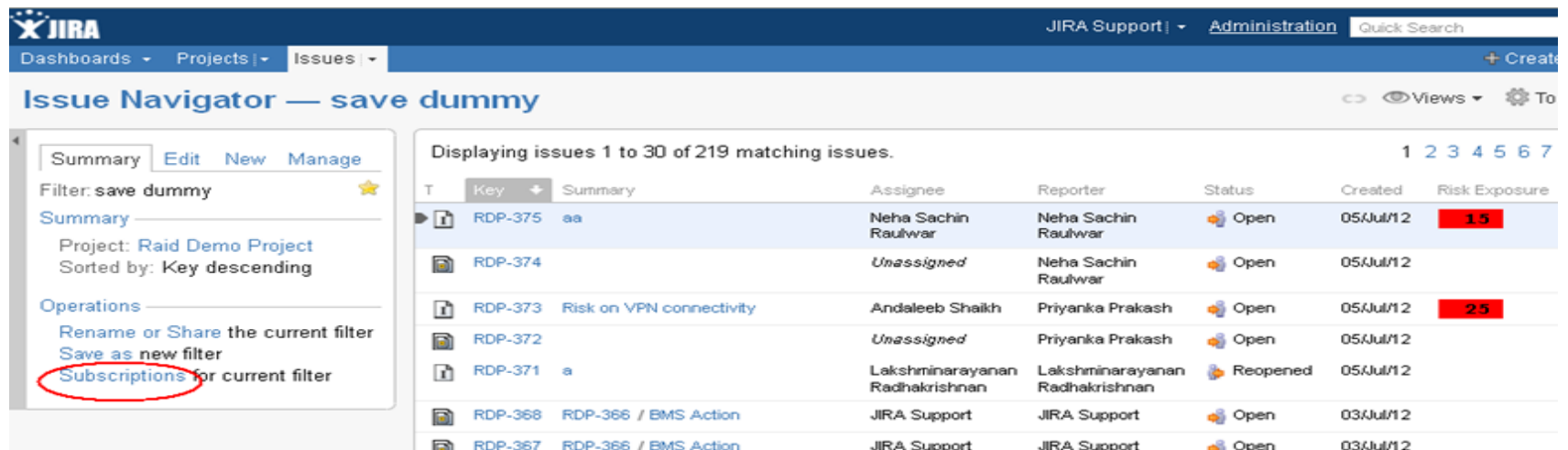
- Click on Save to save the filter created for future use.



The screenshot shows the JIRA Issue Navigator interface. On the left, the 'Summary' tab is active, displaying a message: 'Switch to advanced searching. You are currently using a new, unsaved search. **Save it as a filter**'. The 'Save' button is circled in red. Below this, there is a search query field and checkboxes for 'Summary', 'Description', and 'Comments'. The main area displays a table of issues with columns: T, Key, Summary, Assignee, Reporter, Status, Created, and Risk Exposure. A yellow warning banner at the top states: 'Smart querying activated. Run search without smart query.'

T	Key	Summary	Assignee	Reporter	Status	Created	Risk Exposure
	RDP-375	aa	Neha Sachin Raulwar	Neha Sachin Raulwar	Open	05/Jul/12	15
	RDP-374		Unassigned	Neha Sachin Raulwar	Open	05/Jul/12	
	RDP-373	Risk on VPN connectivity	Andaleeb Shaikh	Priyanka Prakash	Open	05/Jul/12	25
	RDP-372		Unassigned	Priyanka Prakash	Open	05/Jul/12	
	RDP-371	a	Lakshminarayanan Radhakrishnan	Lakshminarayanan Radhakrishnan	Reopened	05/Jul/12	
	RDP-368	RDP-366 / BMS Action	JIRA Support	JIRA Support	Open	03/Jul/12	

- The saved filter displays all the issues. Click on Subscriptions for getting notified for the filter created.

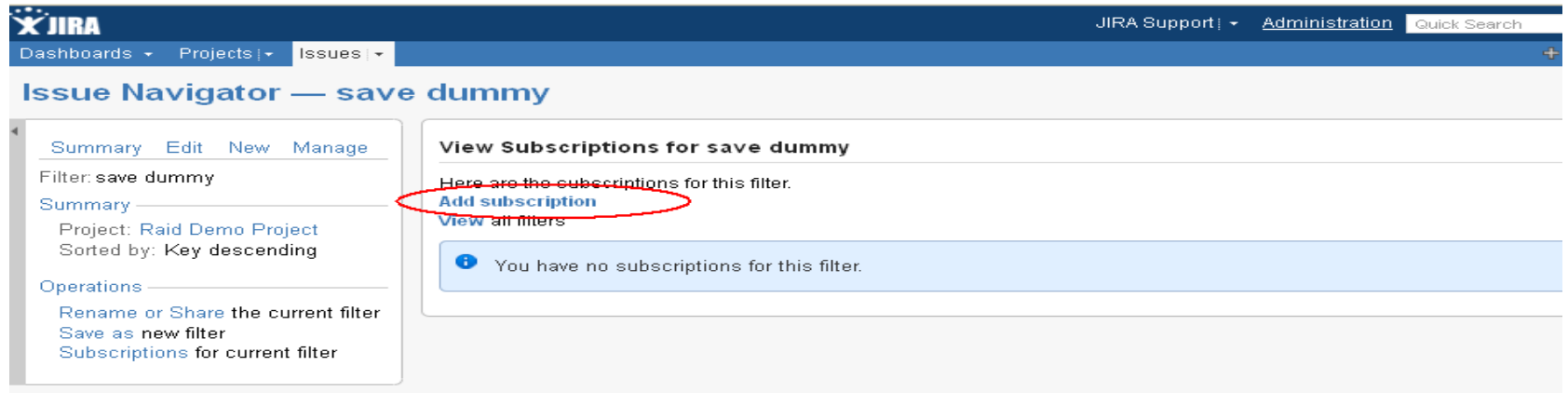


The screenshot shows the JIRA Issue Navigator interface with the filter saved. The left sidebar now shows 'Filter: save dummy' with a star icon. Under 'Operations', the 'Subscriptions' option is circled in red. The main area displays the same table of issues as the previous screenshot.

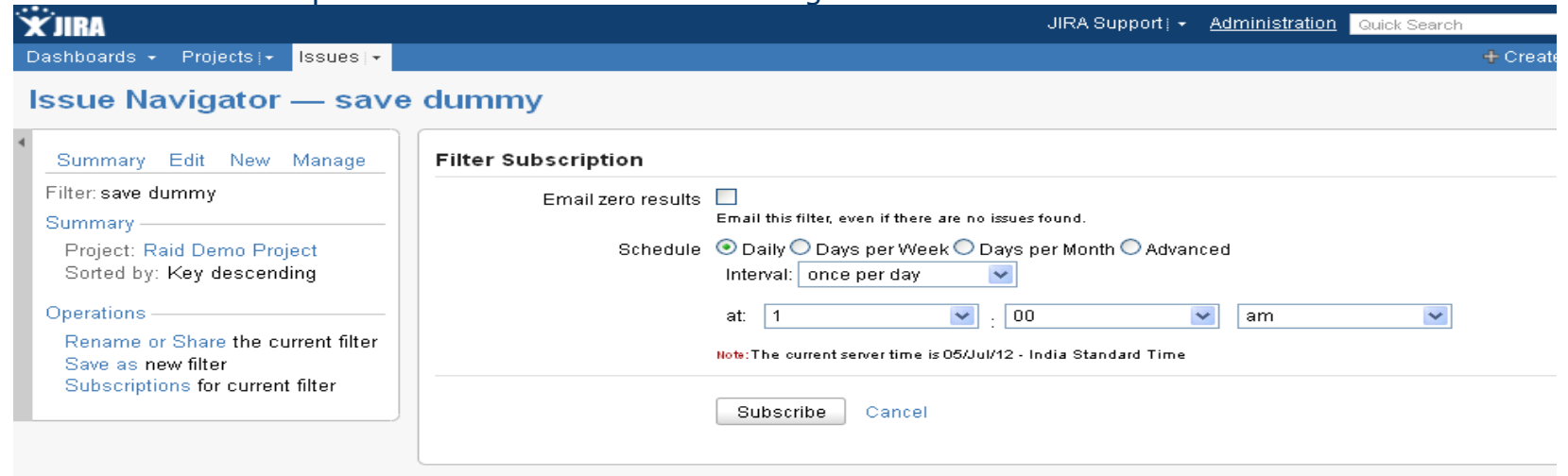
T	Key	Summary	Assignee	Reporter	Status	Created	Risk Exposure
	RDP-375	aa	Neha Sachin Raulwar	Neha Sachin Raulwar	Open	05/Jul/12	15
	RDP-374		Unassigned	Neha Sachin Raulwar	Open	05/Jul/12	
	RDP-373	Risk on VPN connectivity	Andaleeb Shaikh	Priyanka Prakash	Open	05/Jul/12	25
	RDP-372		Unassigned	Priyanka Prakash	Open	05/Jul/12	
	RDP-371	a	Lakshminarayanan Radhakrishnan	Lakshminarayanan Radhakrishnan	Reopened	05/Jul/12	
	RDP-368	RDP-366 / BMS Action	JIRA Support	JIRA Support	Open	03/Jul/12	
	RDP-367	RDP-366 / BMS Action	JIRA Support	JIRA Support	Open	03/Jul/12	



- Click on Add Subscriptions.



- Enter the details as required and Click on Subscribe to get mail notifications.



## 3.7 CHANGE OF ISSUE TYPE FROM RISK TO ISSUES BY USING BULK MOVE

The bulk change operation can be done from the following steps:

- In the issue navigator page from the **'Tools'** menu at the right of the screen (above the search results), select **'all issues'**

The screenshot shows the JIRA Issue Navigator interface in a Mozilla Firefox browser. The page title is "Issue Navigator - Tech Mahindra - JIRA - Mozilla Firefox". The browser address bar shows the URL: <https://tools.techmahindra.com/jira/secure/QuickSearch.jspa>. The JIRA navigation bar includes "Dashboards", "Projects", "Issues", and "Agile". The user is logged in as "Jayasingh Sundara Poomoni Pushpam".

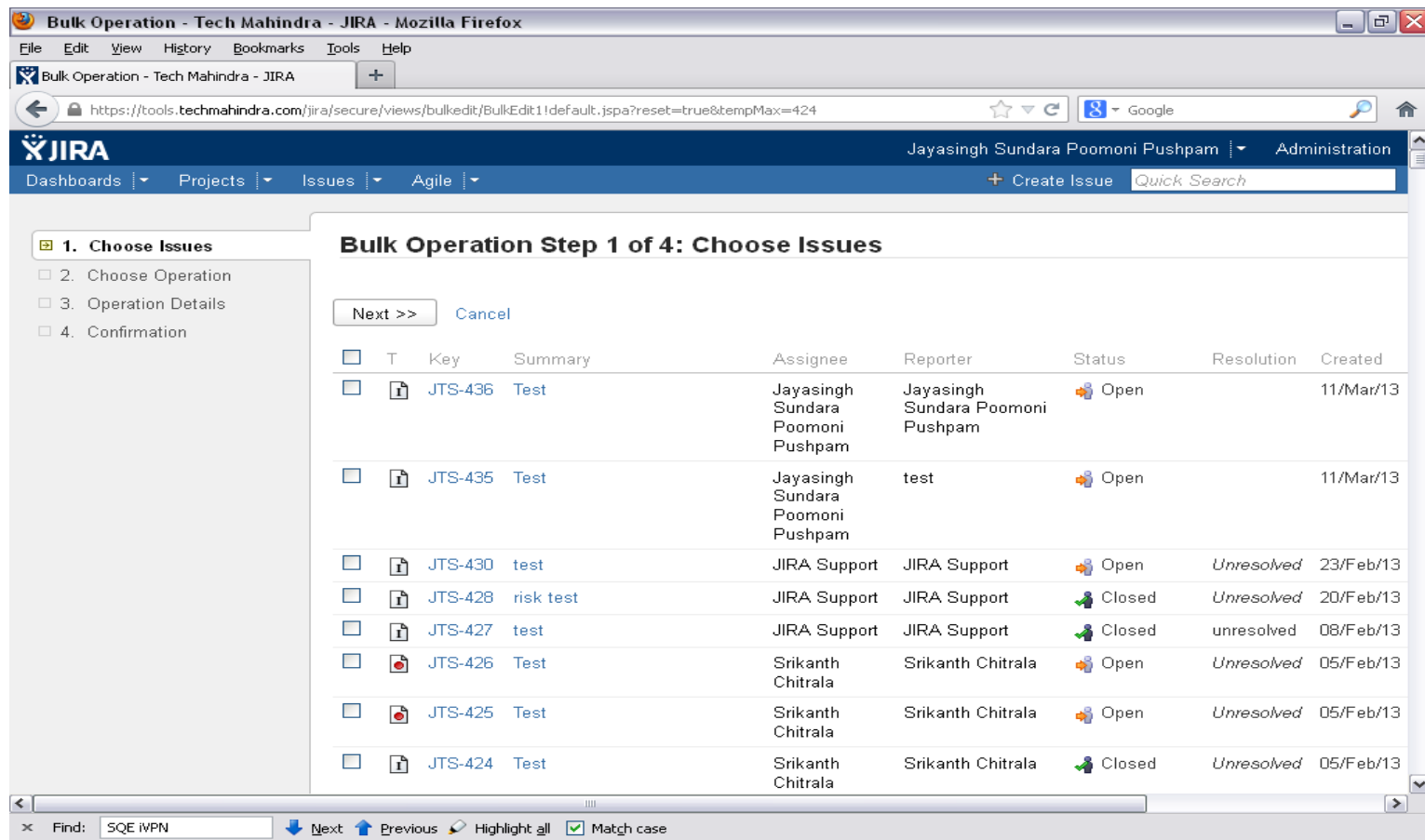
The main content area is titled "Issue Navigator" and displays a list of issues. A "Tools" menu is open, showing a "Bulk Change:" dropdown with the following options: "all 424 issue(s)", "current page", and "Configure Columns".

The issue list table is as follows:

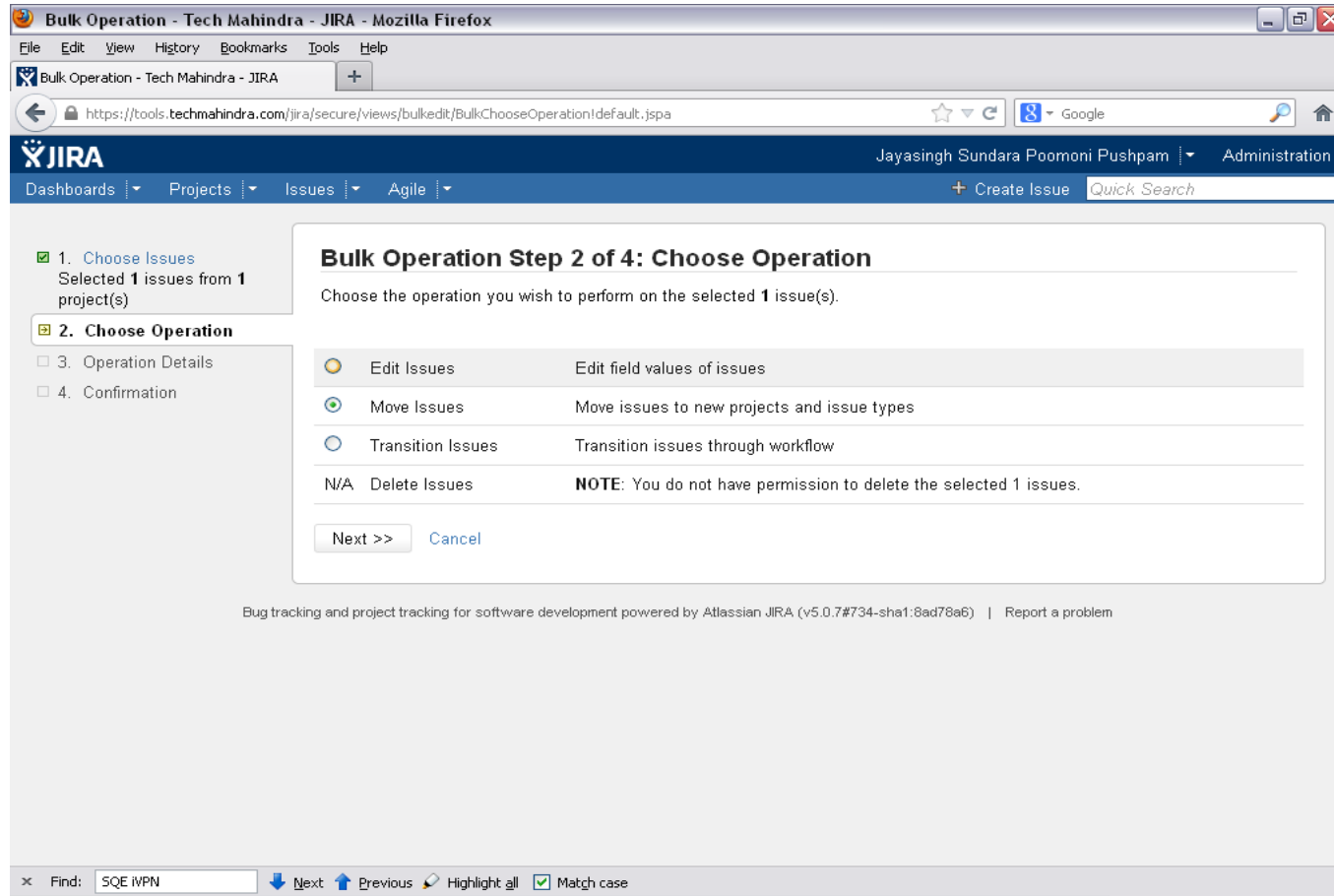
T	Key	Summary	Assignee	Reporter	Status	Resolution	Cre
	JTS-436	Test	Jayasingh Sundara Poomoni Pushpam	Jayasingh Sundara Poomoni Pushpam	Open		11/7
	JTS-435	Test	Jayasingh Sundara Poomoni Pushpam	test	Open		11/7
	JTS-430	test	JIRA Support	JIRA Support	Open	Unresolved	23/7
	JTS-428	risk test	JIRA Support	JIRA Support	Closed	Unresolved	20/7
	JTS-427	test	JIRA Support	JIRA Support	Closed	unresolved	08/7
	JTS-426	Test	Srikanth Chitralla	Srikanth Chitralla	Open	Unresolved	05/7
	JTS-425	Test	Srikanth Chitralla	Srikanth Chitralla	Open	Unresolved	05/7

The bottom of the browser window shows the search bar with "Find: SQE WPN" and navigation buttons: "Next", "Previous", "Highlight all", and "Match case".

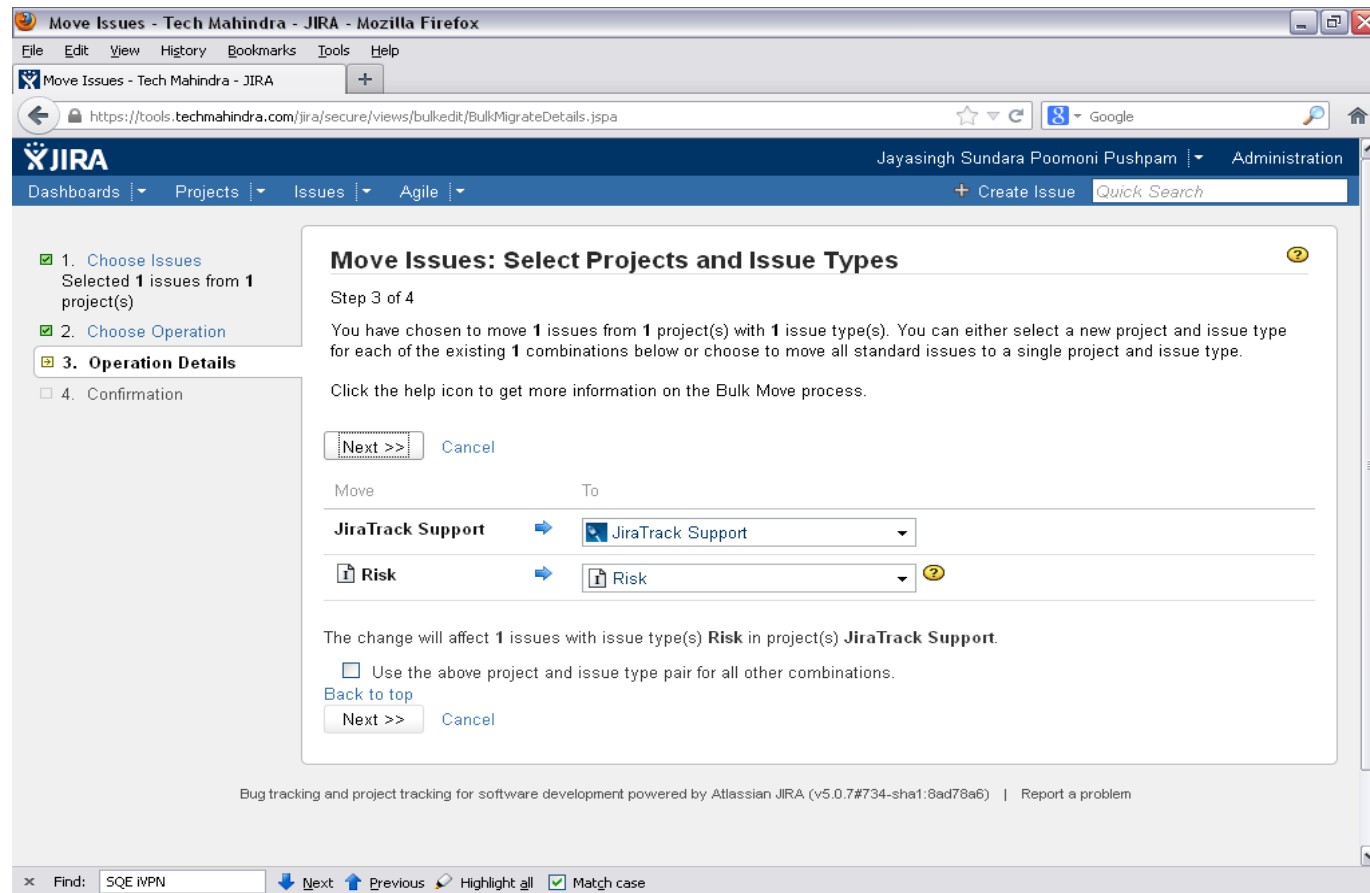
- The following page will be displayed. Select the issues which need to be changed from the risk to issues by clicking on the check boxes and then Click on 'Next'



- Choose **'Move Issues'** radio button and Click on **'Next'**



- From the Issue Type drop down, select the issue type to which the issue type is to be converted to and click on '**Next**' from the bottom of the page. **Note:** do not check the *Use the above project and issue type pair for all other combinations* as this will allow the tool to compare the fields with other issue types as well.

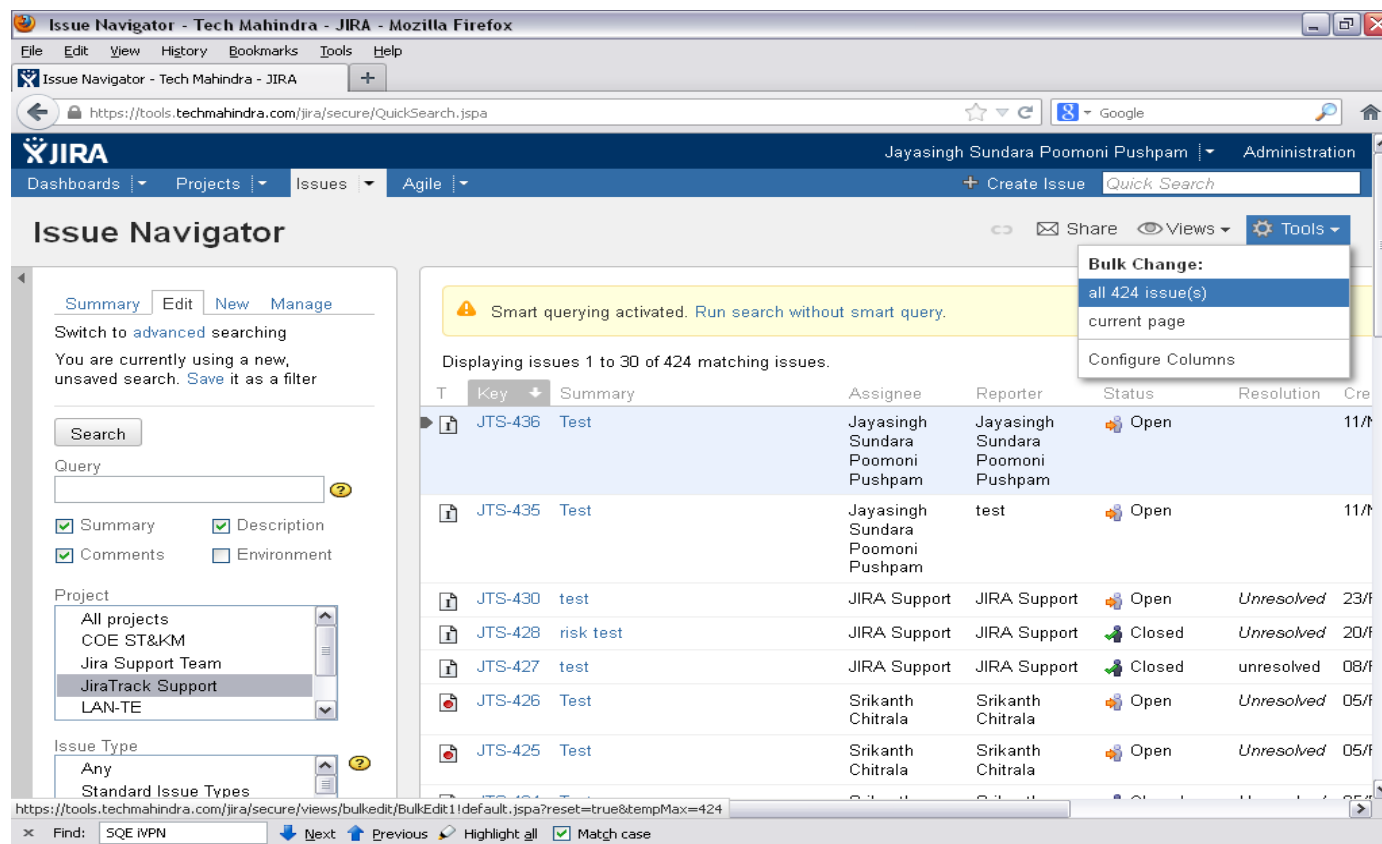


- Click on 'Confirm' button to confirm the changes made and the Issue type from Risk will be changed to 'Issues'.

## 3.8 BULK CHANGE OPERATION FOR MOVING BULK ISSUES

The bulk move operation can be done from the following steps:

- In the issue navigator page from the '**Tools**' menu at the right of the screen (above the search results), select '**all issues**'



## JIRA RAID USER MANUAL

- The following page will be displayed. Select the issues which needs to be changed from the risk to issues by clicking on the check boxes and the Click on 'Next'

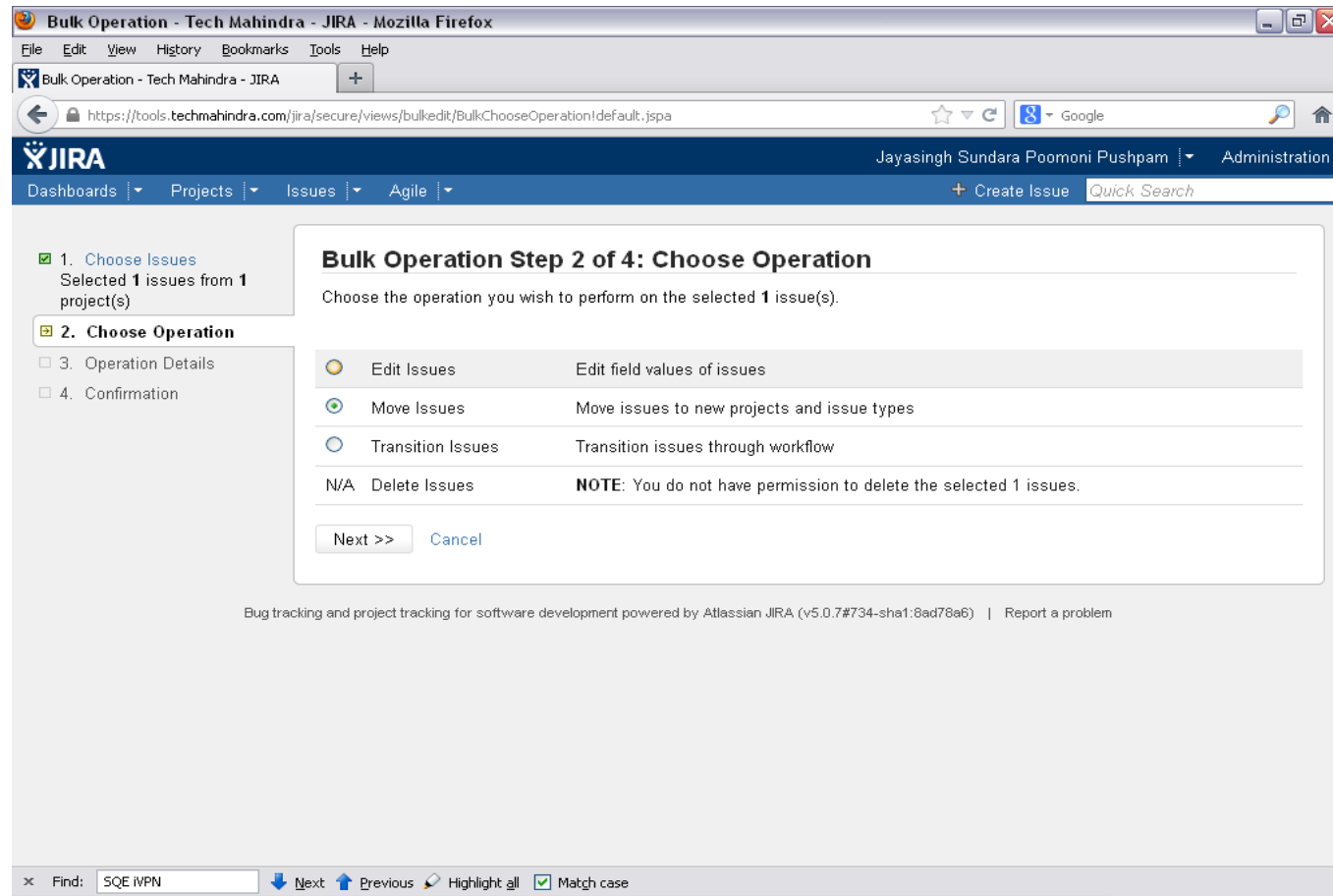
**Bulk Operation Step 1 of 4: Choose Issues**

Next >> Cancel

<input type="checkbox"/>	T	Key	Summary	Assignee	Reporter	Status	Resolution	Created
<input checked="" type="checkbox"/>	📄	JTS-436	Test	Jayasingh Sundara Poomoni Pushpam	Jayasingh Sundara Poomoni Pushpam	Open		11/Mar/13
<input checked="" type="checkbox"/>	📄	JTS-435	Test	Jayasingh Sundara Poomoni Pushpam	test	Open		11/Mar/13
<input type="checkbox"/>	📄	JTS-430	test	JIRA Support	JIRA Support	Open	Unresolved	23/Feb/13
<input type="checkbox"/>	📄	JTS-428	risk test	JIRA Support	JIRA Support	Closed	Unresolved	20/Feb/13
<input type="checkbox"/>	📄	JTS-427	test	JIRA Support	JIRA Support	Closed	unresolved	08/Feb/13
<input type="checkbox"/>	📄	JTS-426	Test	Srikanth Chitralla	Srikanth Chitralla	Open	Unresolved	05/Feb/13
<input type="checkbox"/>	📄	JTS-425	Test	Srikanth Chitralla	Srikanth Chitralla	Open	Unresolved	05/Feb/13
<input type="checkbox"/>	📄	JTS-424	Test	Srikanth Chitralla	Srikanth Chitralla	Closed	Unresolved	05/Feb/13

Find: SQE IVPN    Next    Previous    Highlight all    Match case

- Choose **'Move Issues'** by the radio button and Click on **'Next'**





- From the project drop down select the select the project to which the issue has to be moved and click on **'Next'** from the bottom of the page. **Note:** do not check the *Use the above project and issue type pair for all other combinations* as this will allow the tool to compare the fields with other issue types as well.

**Move Issues: Select Projects and Issue Types**

Step 3 of 4

You have chosen to move **1** issues from **1** project(s) with **1** issue type(s). You can either select a new project and issue type for each of the existing **1** combinations below or choose to move all standard issues to a single project and issue type.

Click the help icon to get more information on the Bulk Move process.

Move	To
JiraTrack Support	JiraTrack Support
Risk	Risk

The change will affect **1** issues with issue type(s) **Risk** in project(s) **JiraTrack Support**.

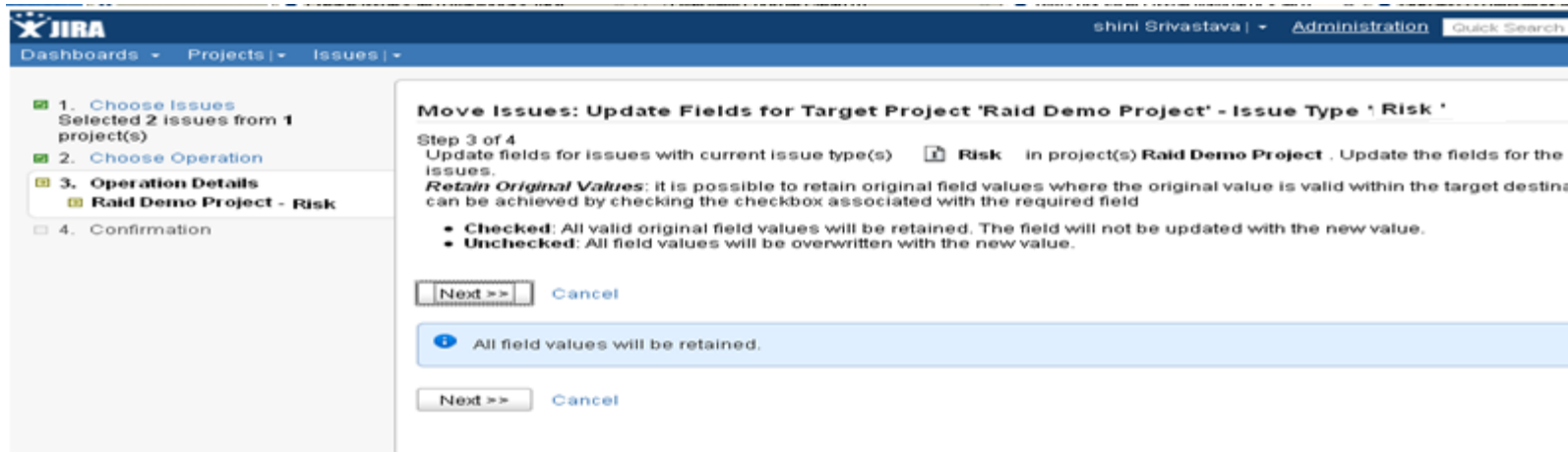
Use the above project and issue type pair for all other combinations.

[Back to top](#)

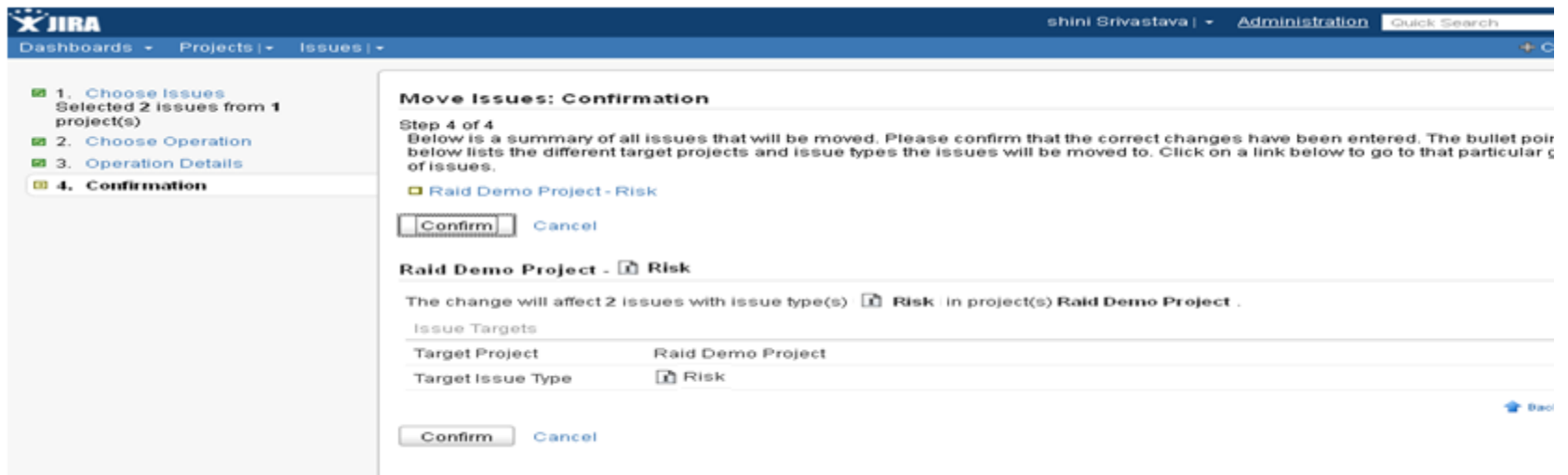
Bug tracking and project tracking for software development powered by Atlassian JIRA (v5.0.7#734-sha1:8ad78a6) | [Report a problem](#)

Find: SQE IVPN     Match case

- Click on 'Next' since all the fields will be retained.

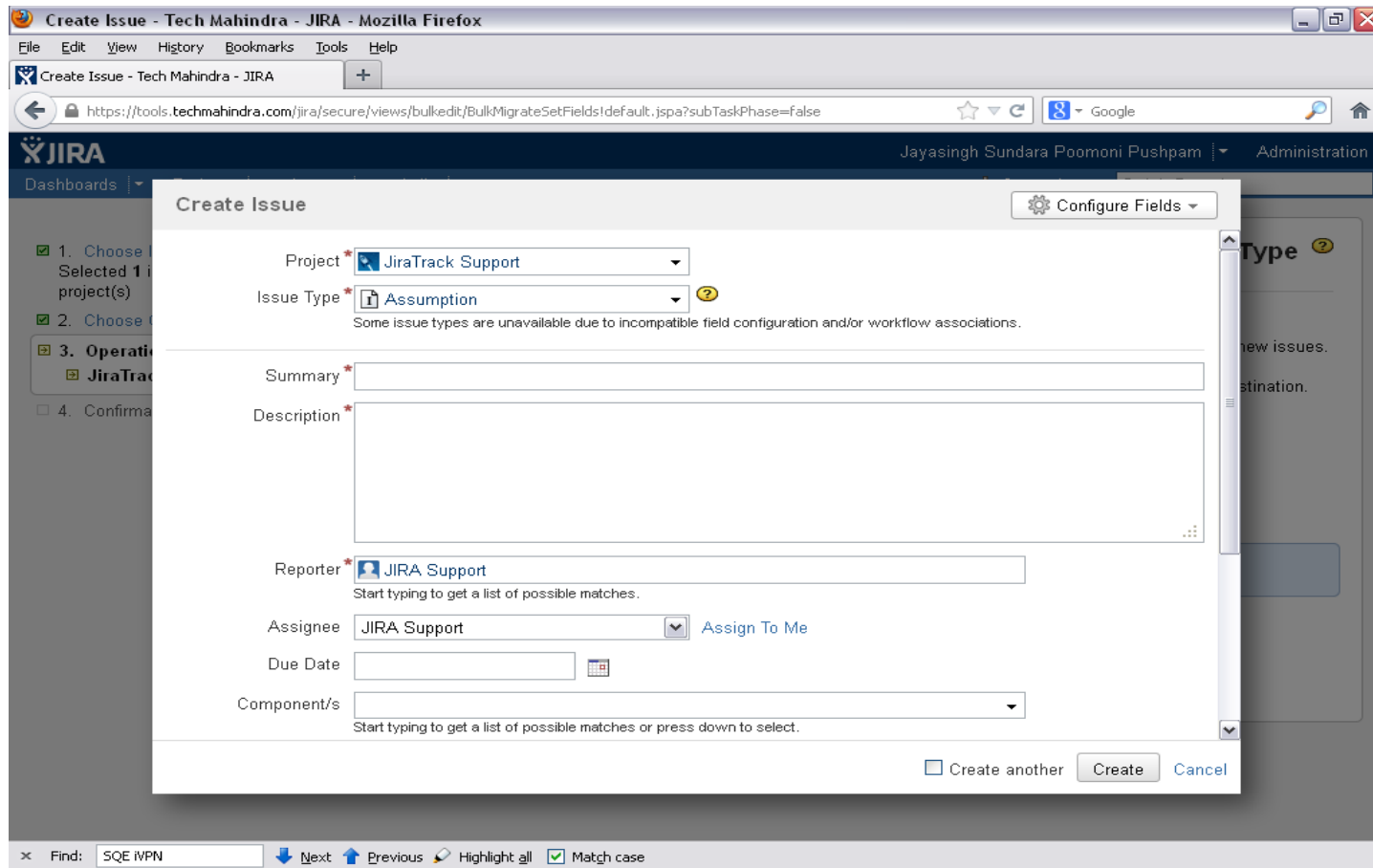


- Click on 'Confirm' to confirm the move operation.



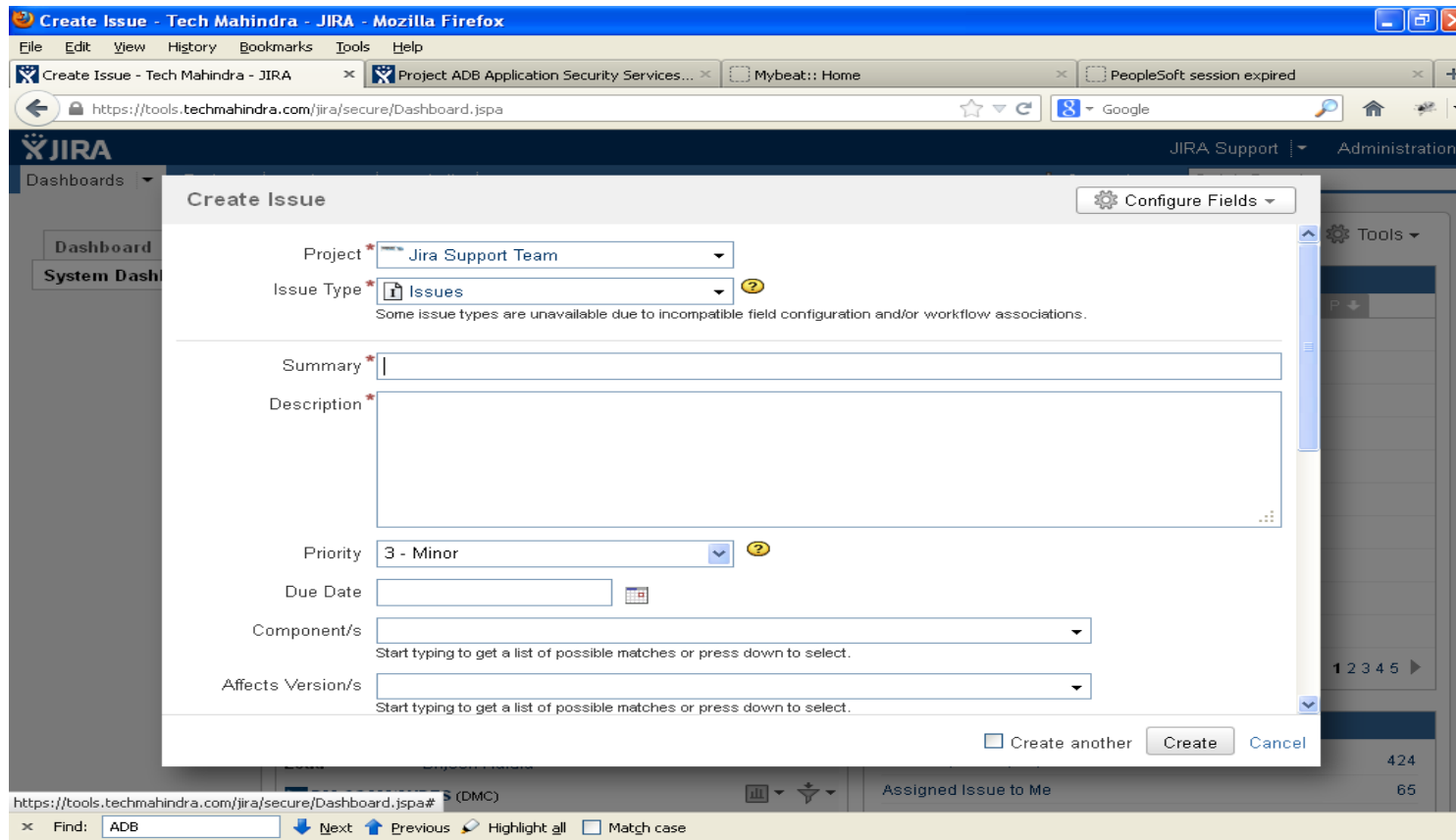
4 ASSUMPTION TEMPLATE

Assumption Template for RAID tracking



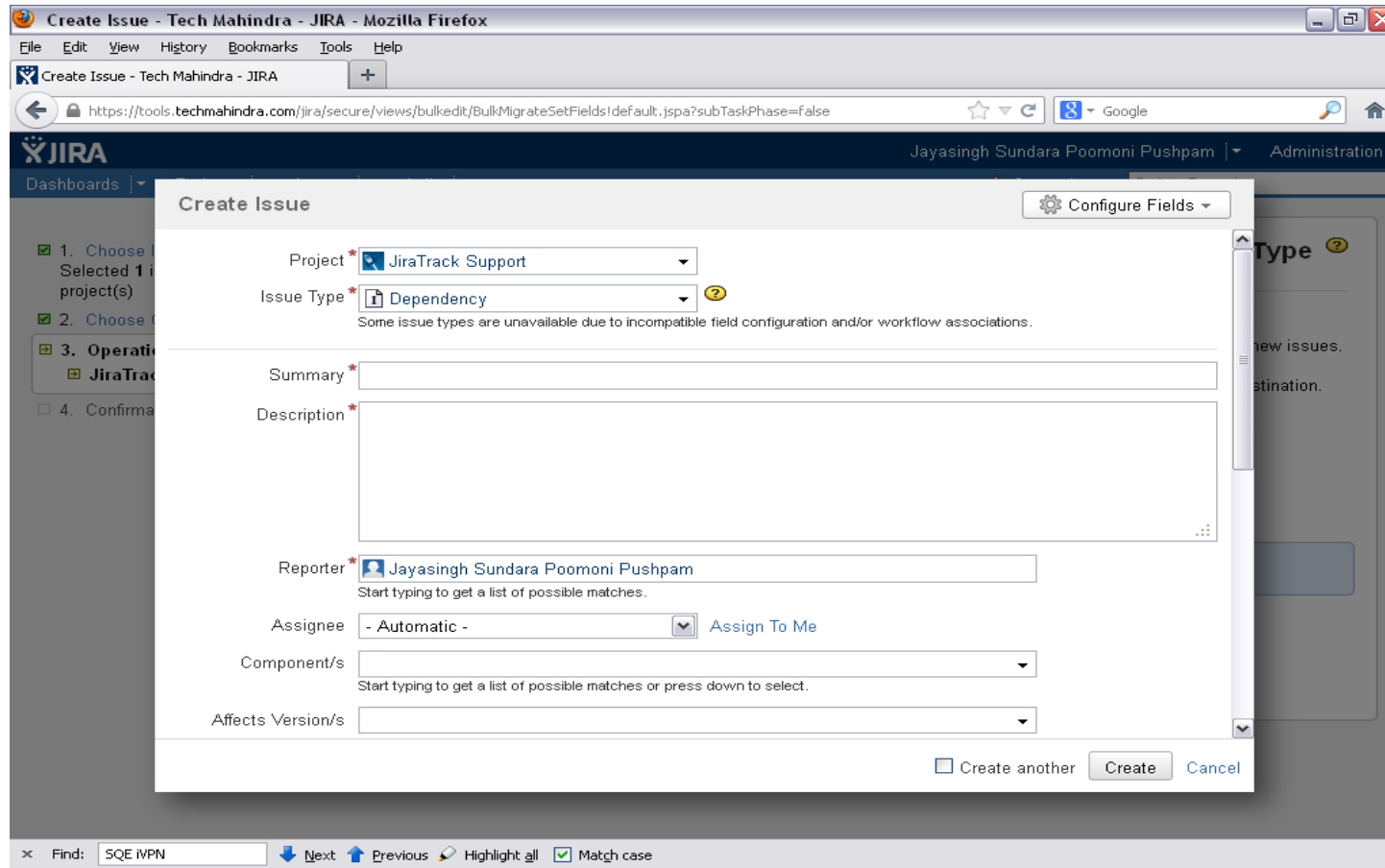
5 ISSUES TEMPLATE

Issues Template for RAID tracking

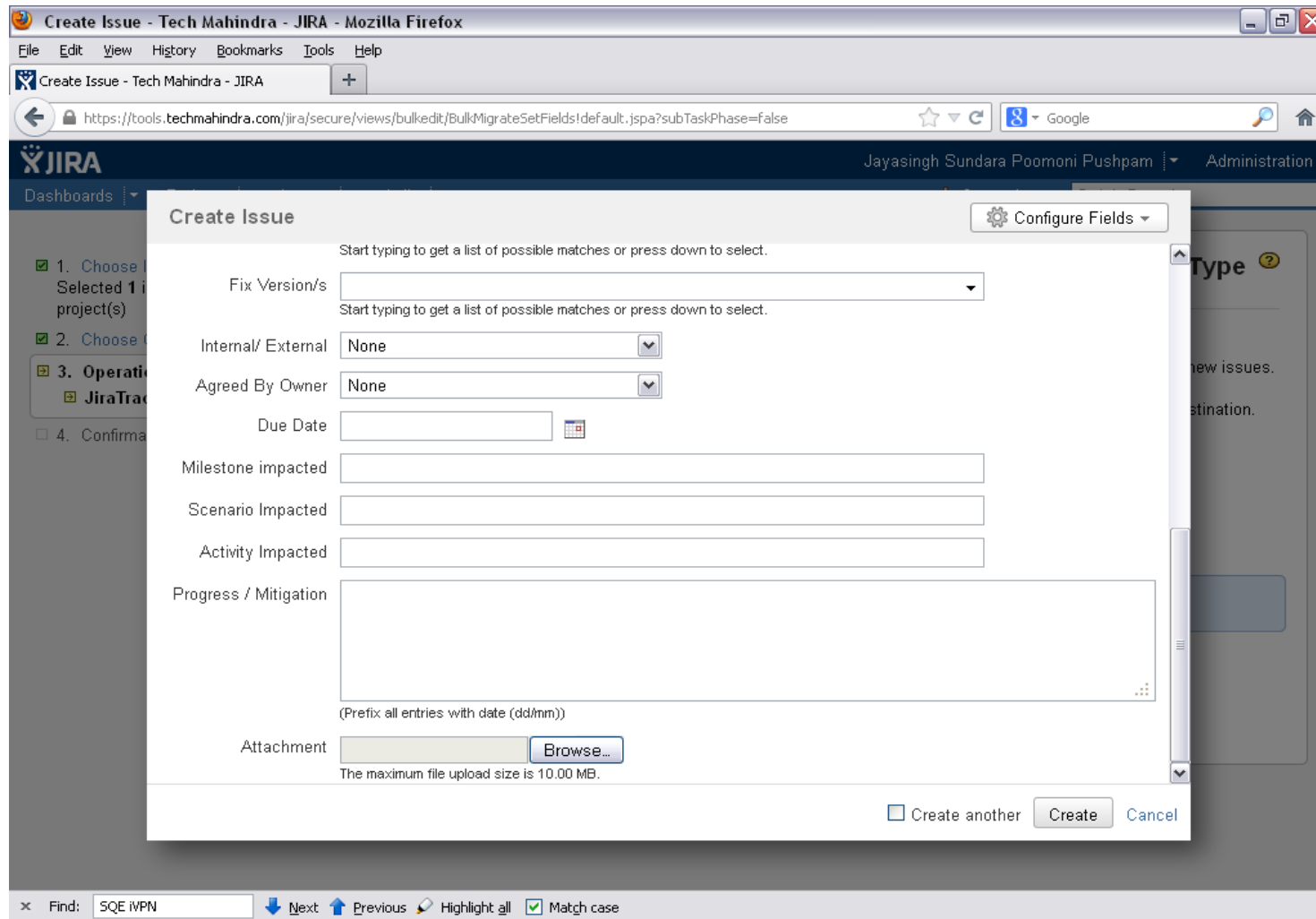


6 DEPENDENCY TEMPLATE

Dependency Template for RAID tracking



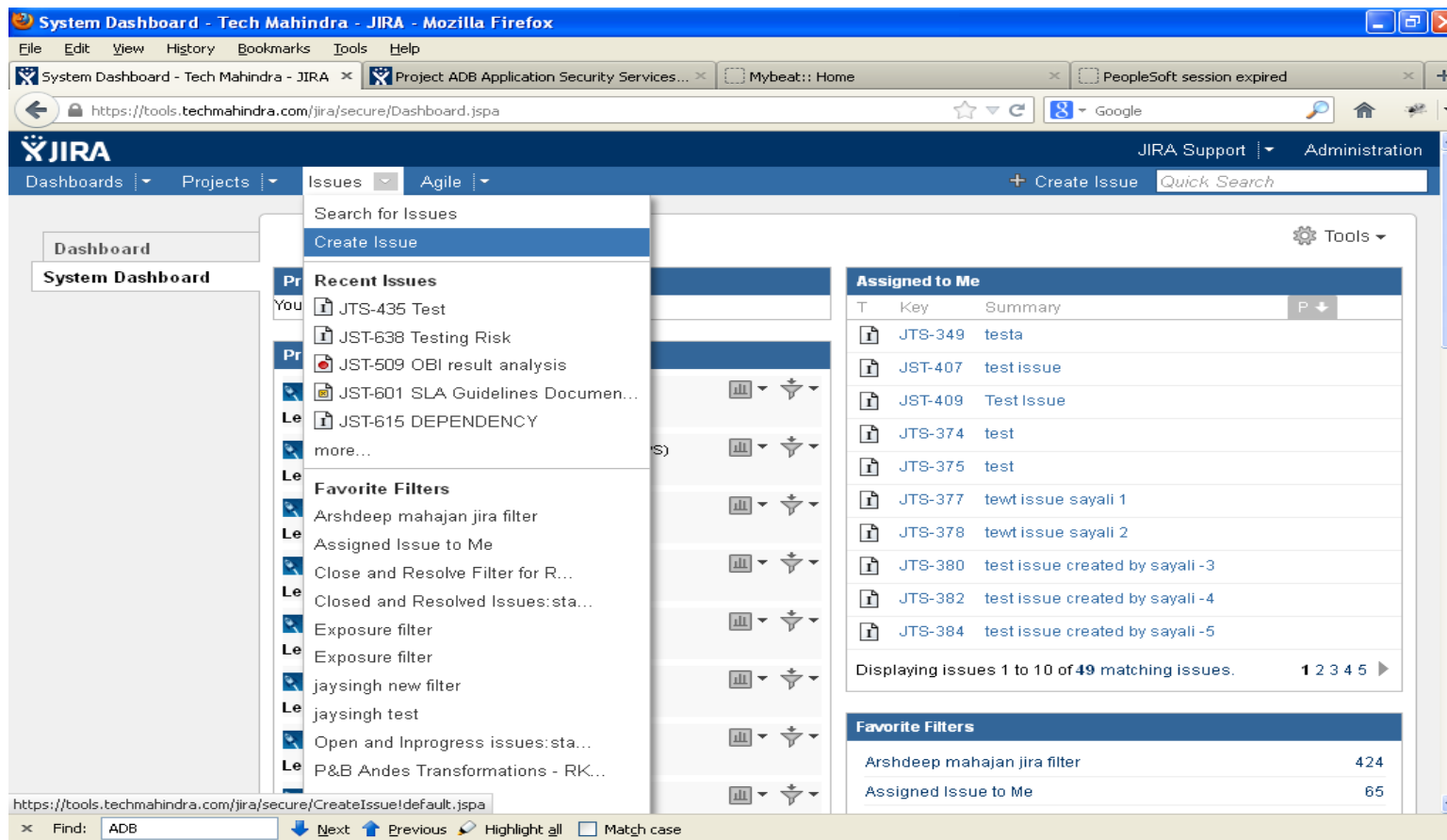
# JIRA RAID USER MANUAL



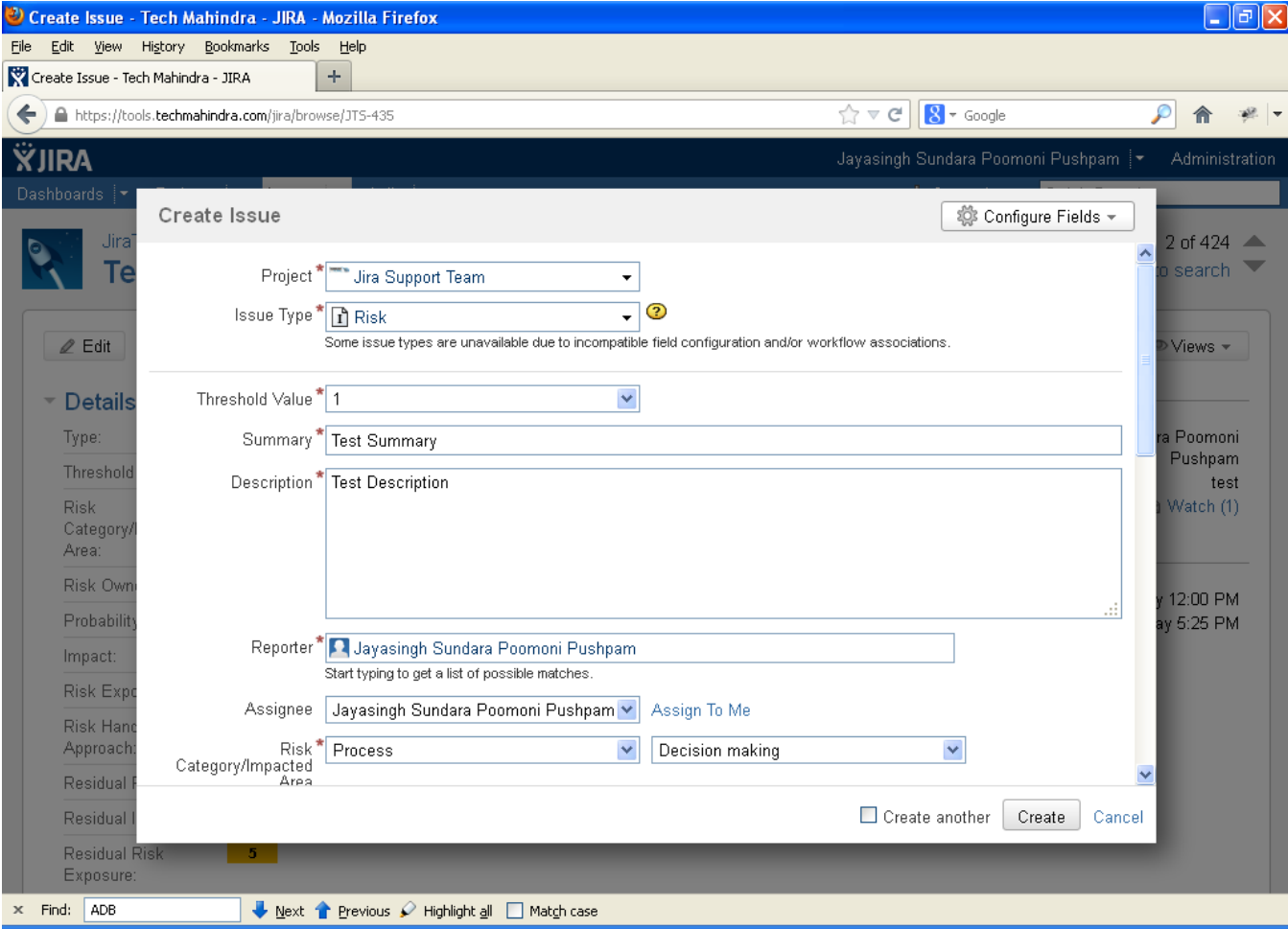
7 QUICK WALK THROUGH

10.1 RISK

10.1.1 How to create Risk?

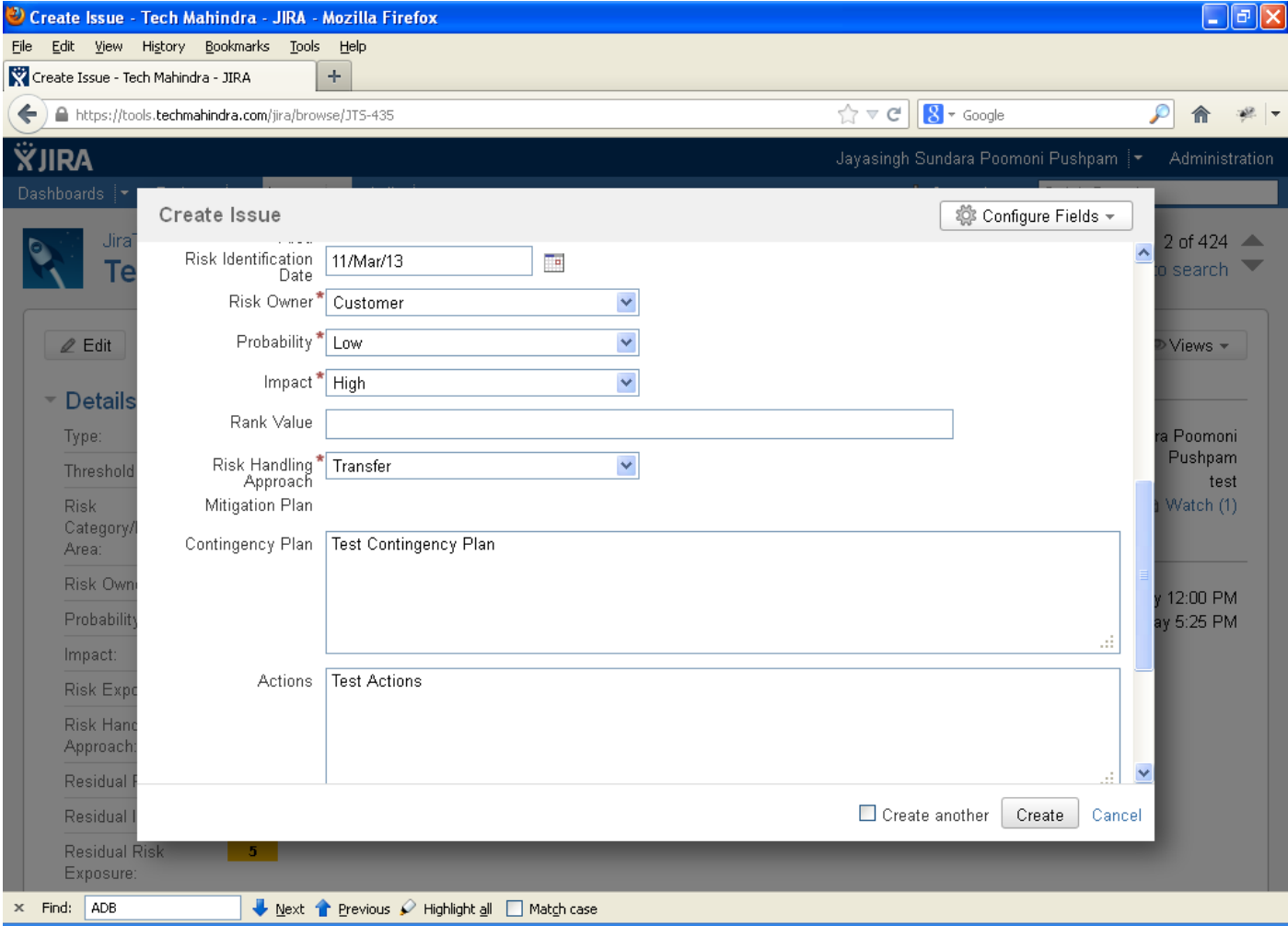


# JIRA RAID USER MANUAL

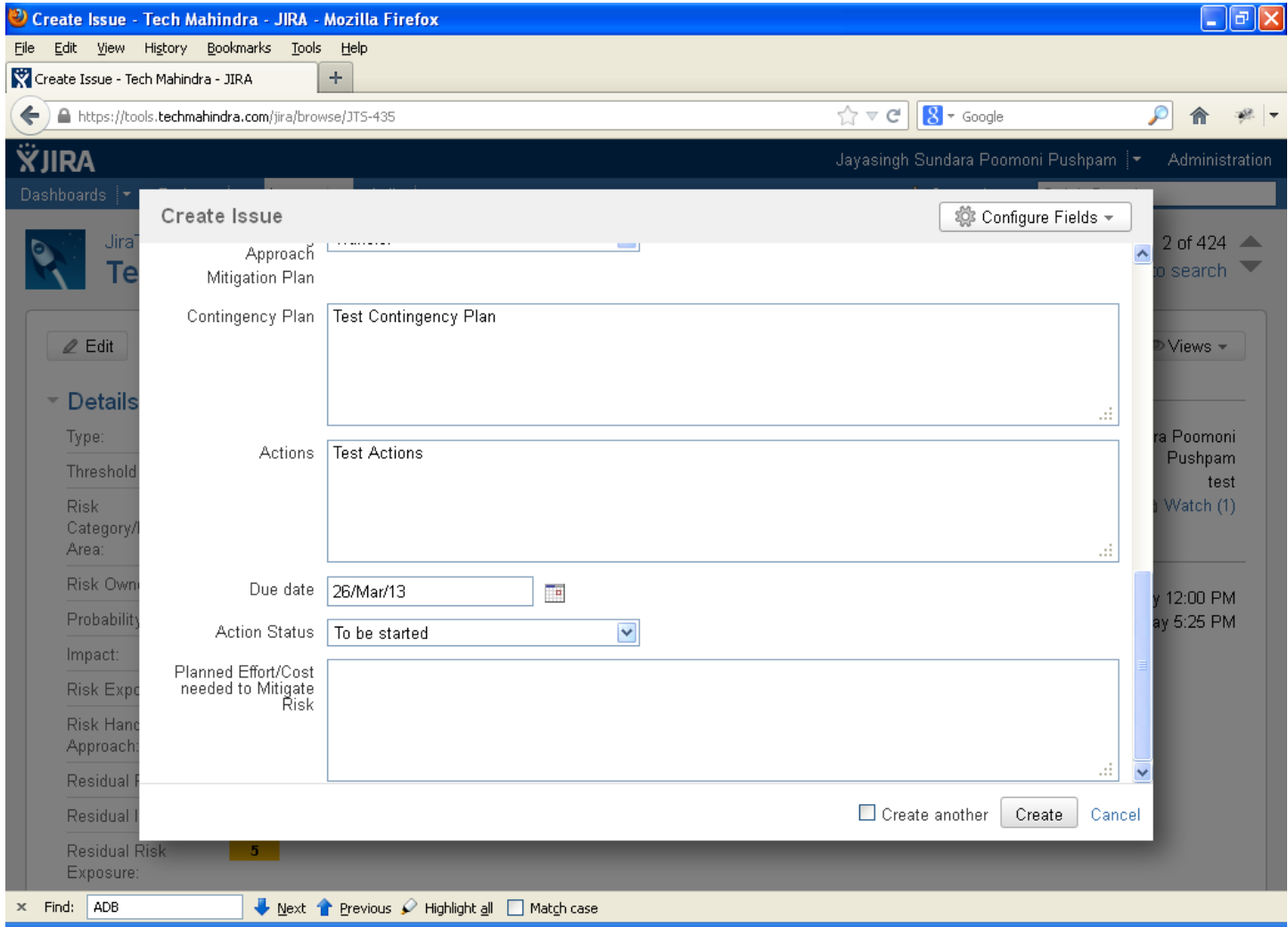




# JIRA RAID USER MANUAL

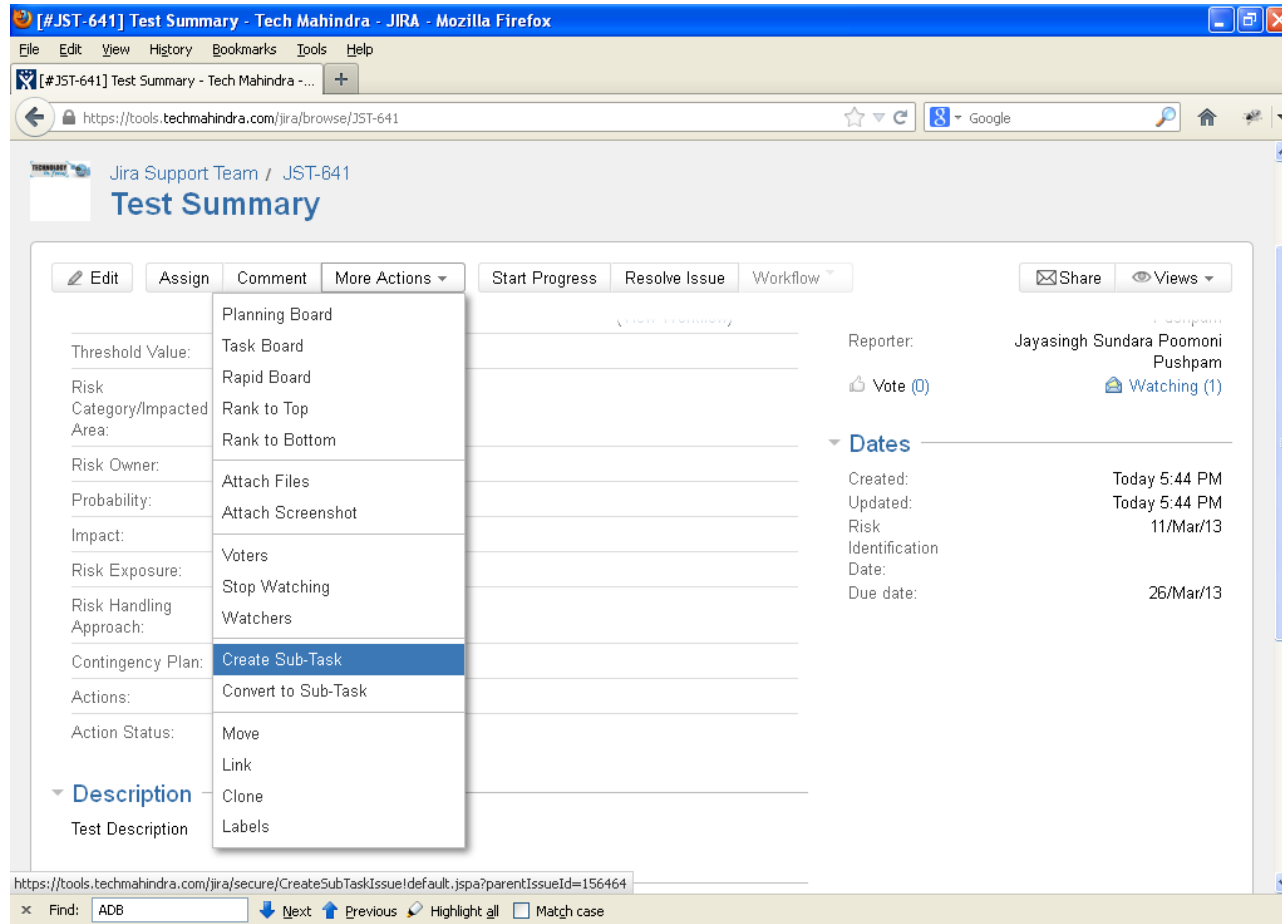


JIRA RAID USER MANUAL

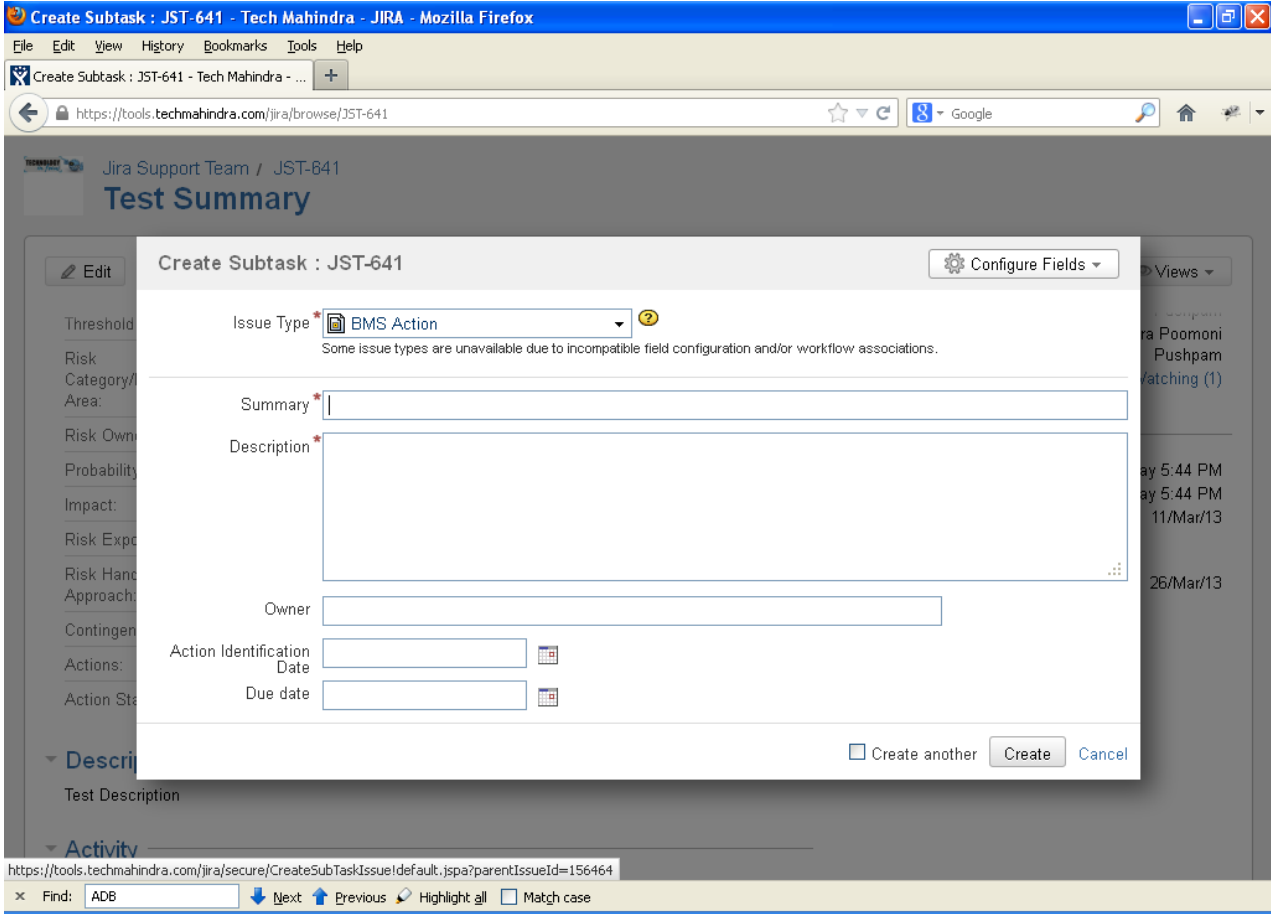


## 10.1.2 How to create the subtask?

After the Risk has been created, sub-task can be created by clicking on More Actions tab and selecting Create Sub-Task option.



# JIRA RAID USER MANUAL



## 10.1.3 How to Modify/Update the Risk?

After the Risk has been created, it can be edited by clicking on Edit tab.

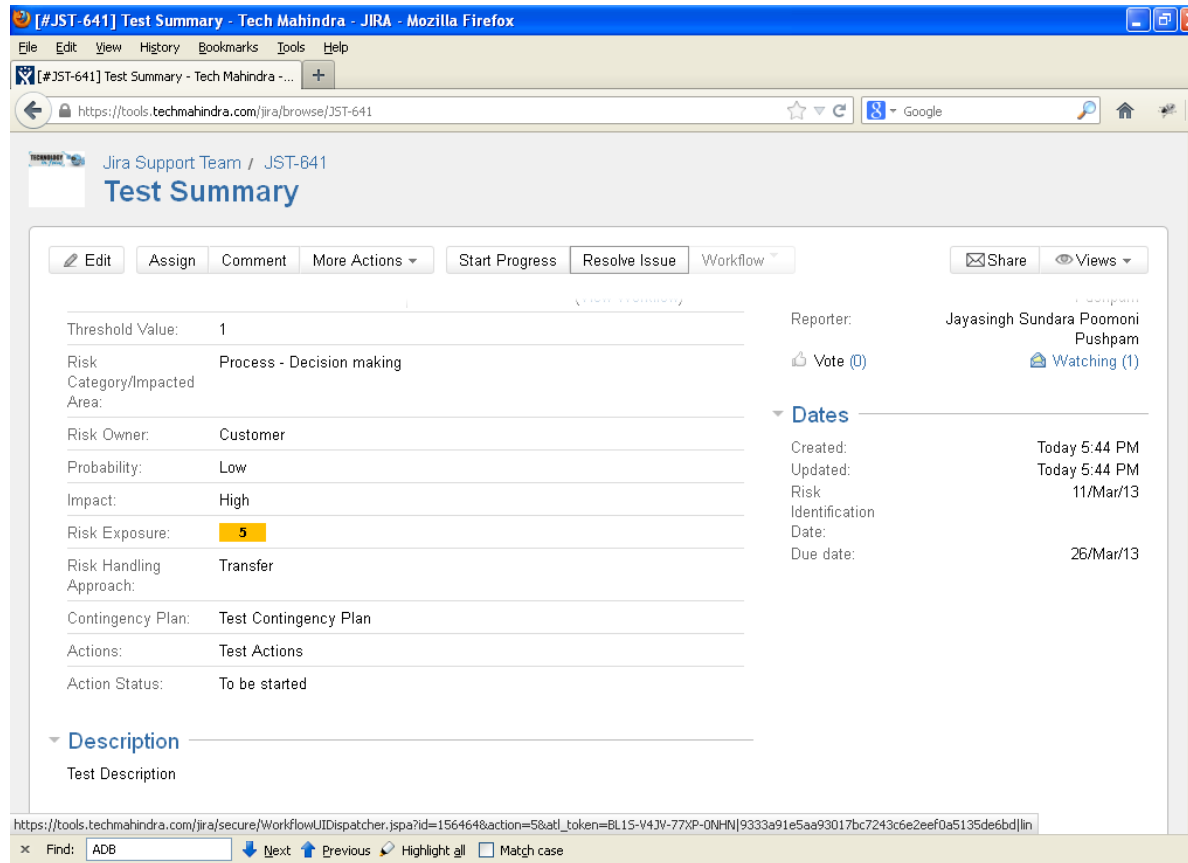
The screenshot shows a web browser window displaying the JIRA RAID interface. The browser title is "[#JST-641] Test Summary - Tech Mahindra - JIRA - Mozilla Firefox". The address bar shows the URL "https://tools.techmahindra.com/jira/browse/JST-641". The page content includes a navigation bar with buttons for "Edit", "Assign", "Comment", "More Actions", "Start Progress", "Resolve Issue", and "Workflow". The main content area is titled "Test Summary" and contains the following details:

Threshold Value:	1	Reporter:	Jayasingh Sundara Poomoni Pushpam
Risk Category/Impacted Area:	Process - Decision making	Vote (0)	Watching (1)
Risk Owner:	Customer	<b>Dates</b>	
Probability:	Low	Created:	Today 5:44 PM
Impact:	High	Updated:	Today 5:44 PM
Risk Exposure:	5	Risk Identification Date:	11/Mar/13
Risk Handling Approach:	Transfer	Due date:	26/Mar/13
Contingency Plan:	Test Contingency Plan		
Actions:	Test Actions		
Action Status:	To be started		

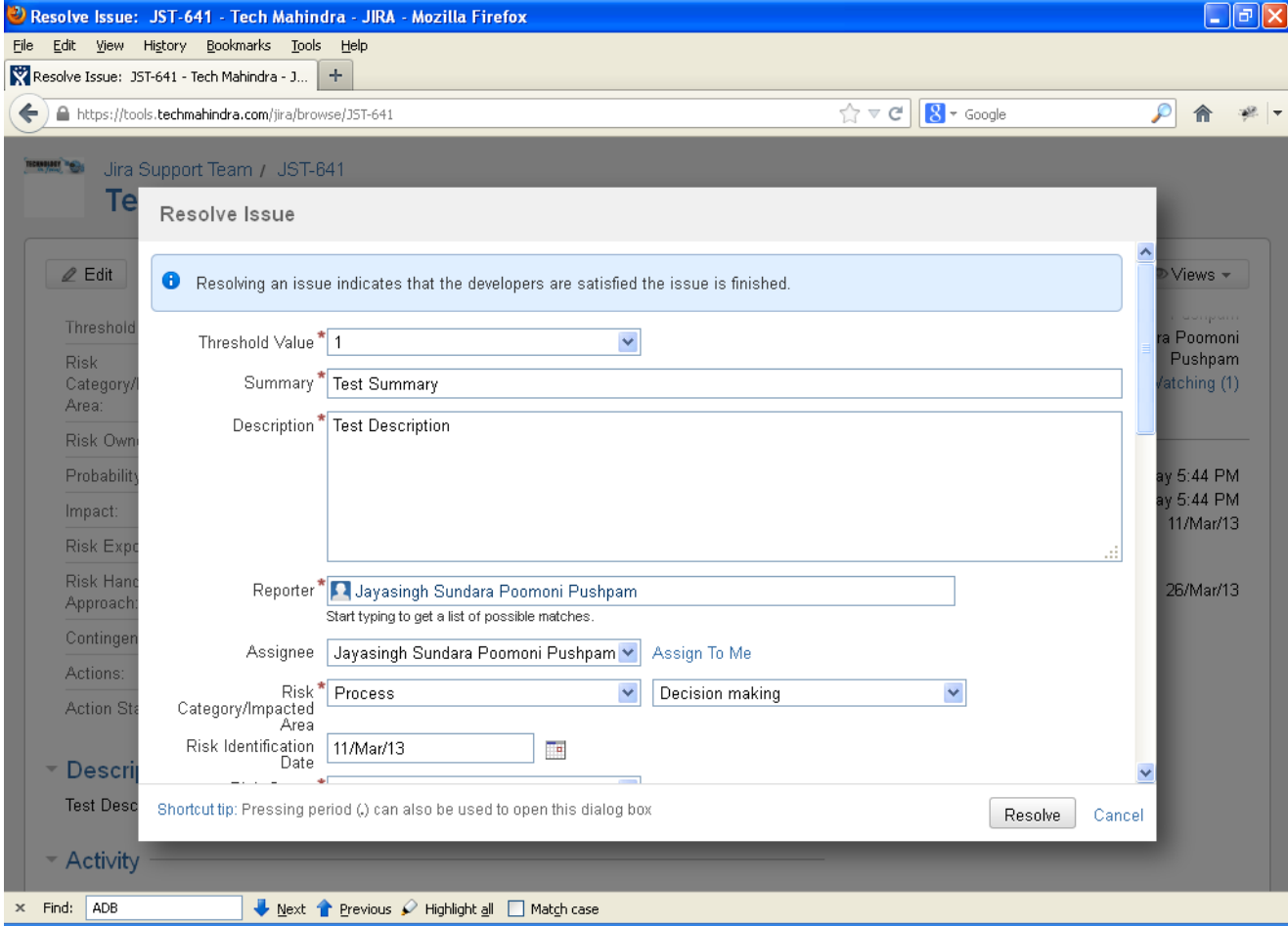
Below the details, there are sections for "Description" (Test Description) and "Activity". At the bottom, a search bar contains "ADB" and navigation buttons for "Next", "Previous", "Highlight all", and "Match case".

## 10.1.4 How to Resolve the Issue?

The Issue can be resolve by clicking on Resolve Issue tab.

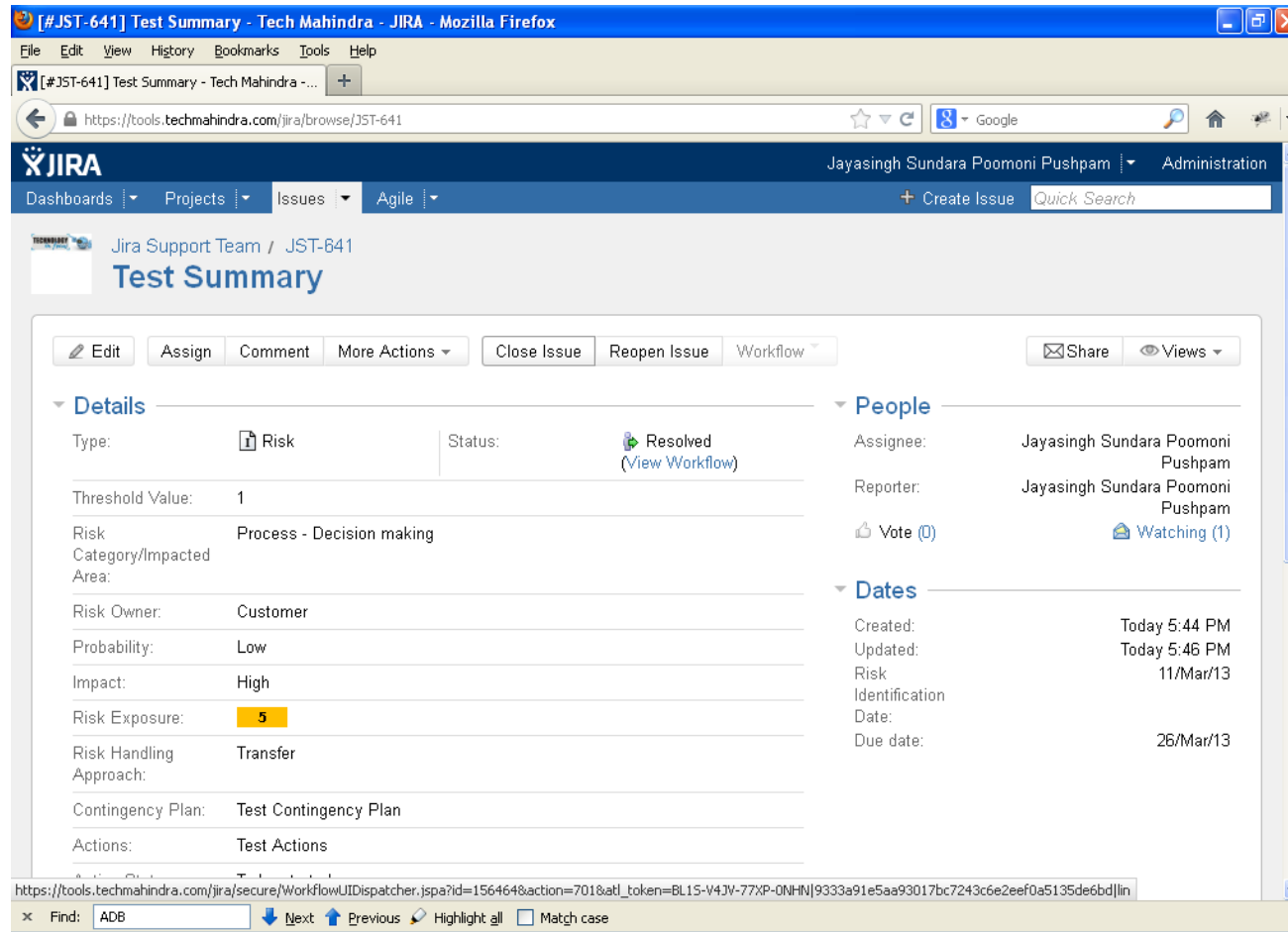


JIRA RAID USER MANUAL



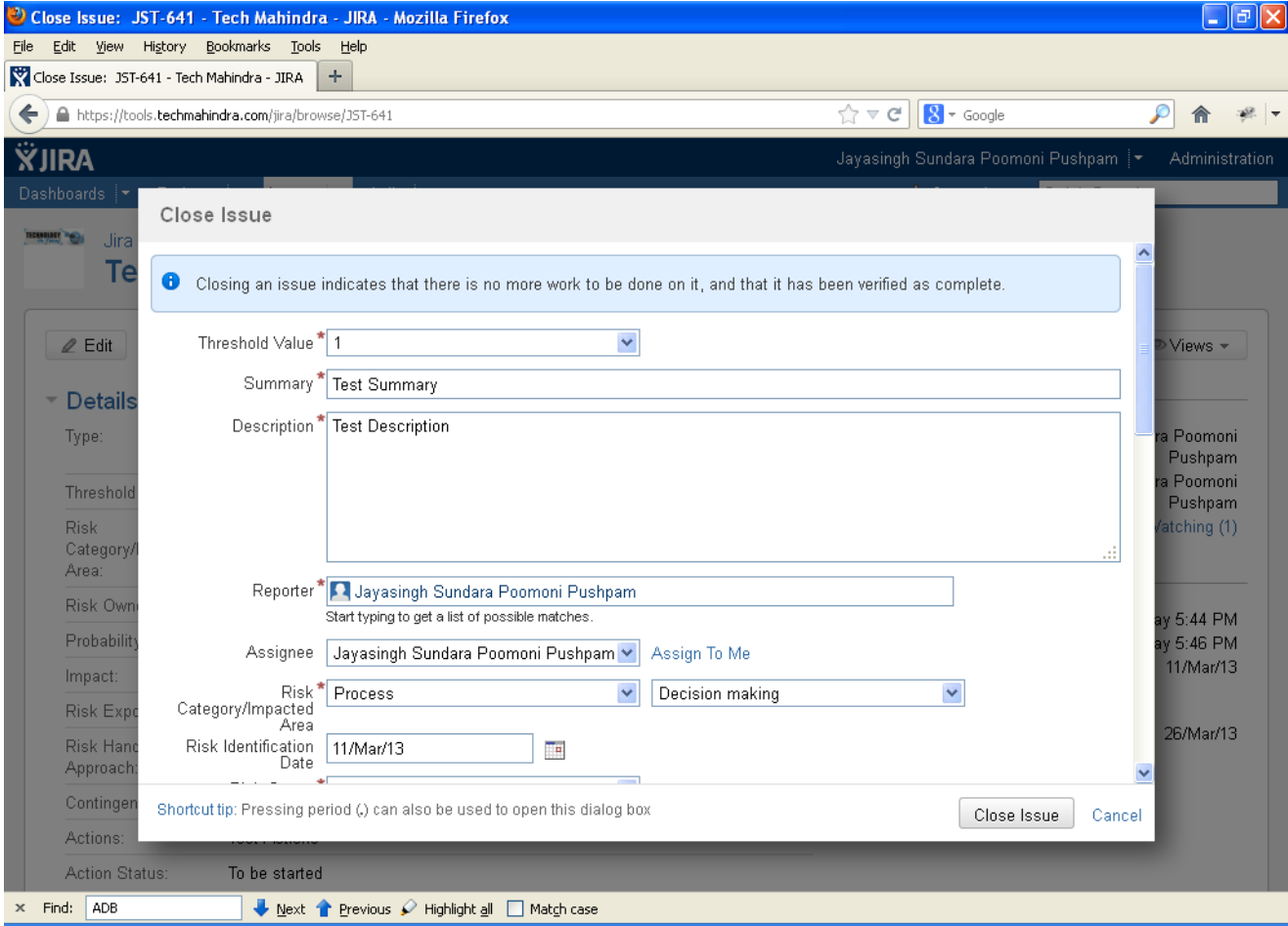
## 10.1.5 How to Close the issue?

The Issue can be closed by clicking on Close Issue tab.



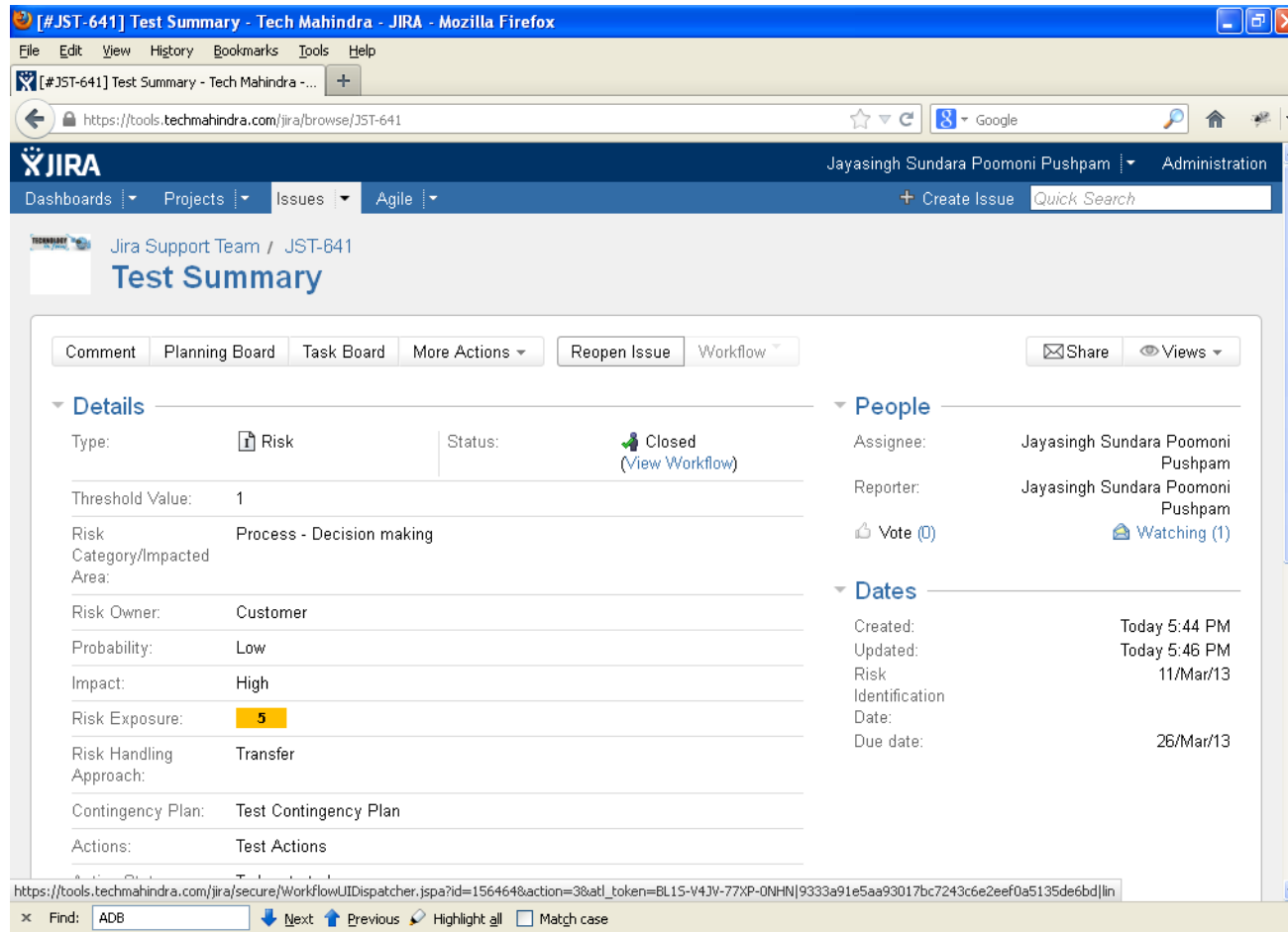


# JIRA RAID USER MANUAL

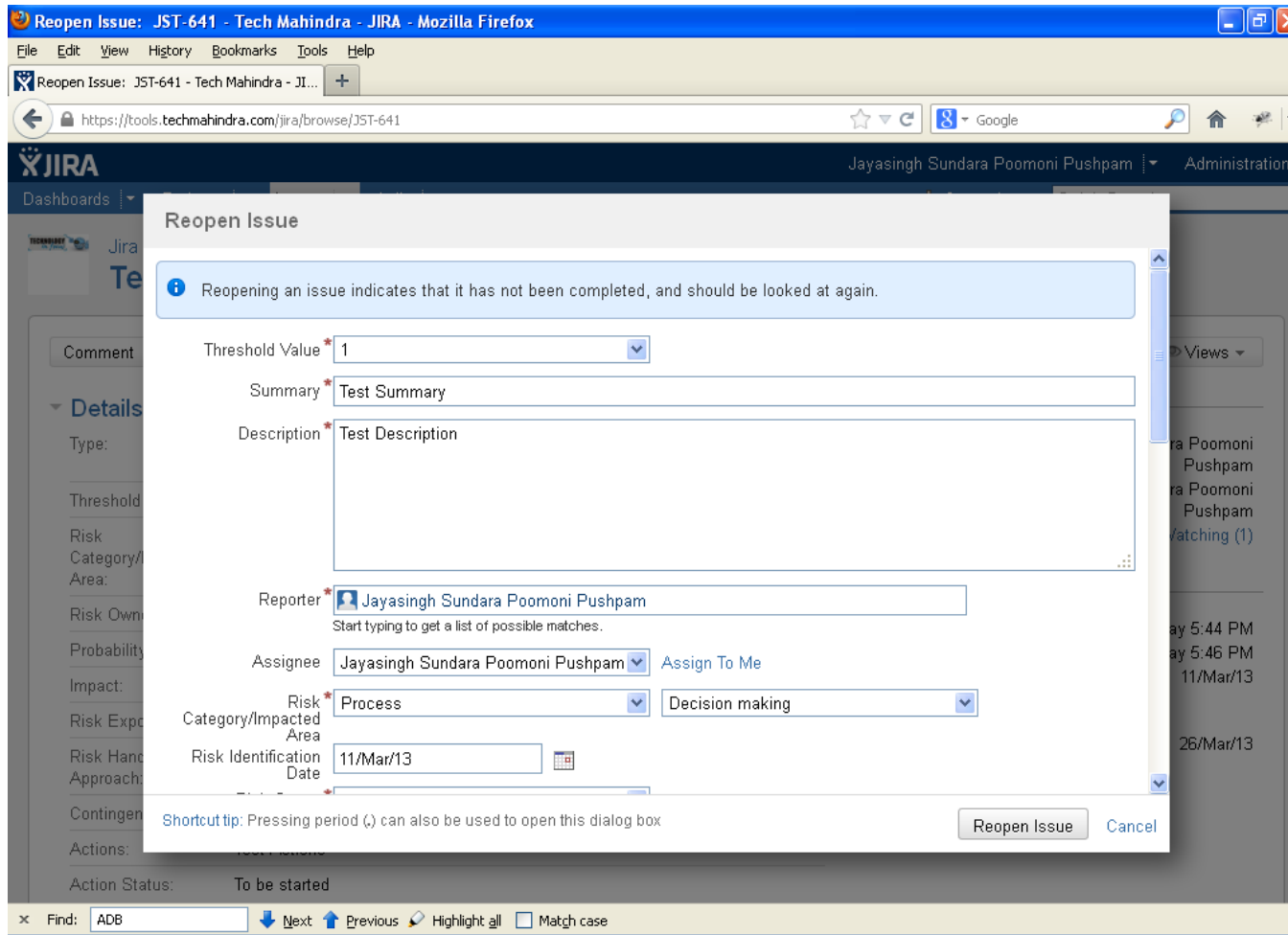


## 10.1.6 How to Reopen the issue?

The Issue can be re-opened by clicking on Reopen Issue tab.

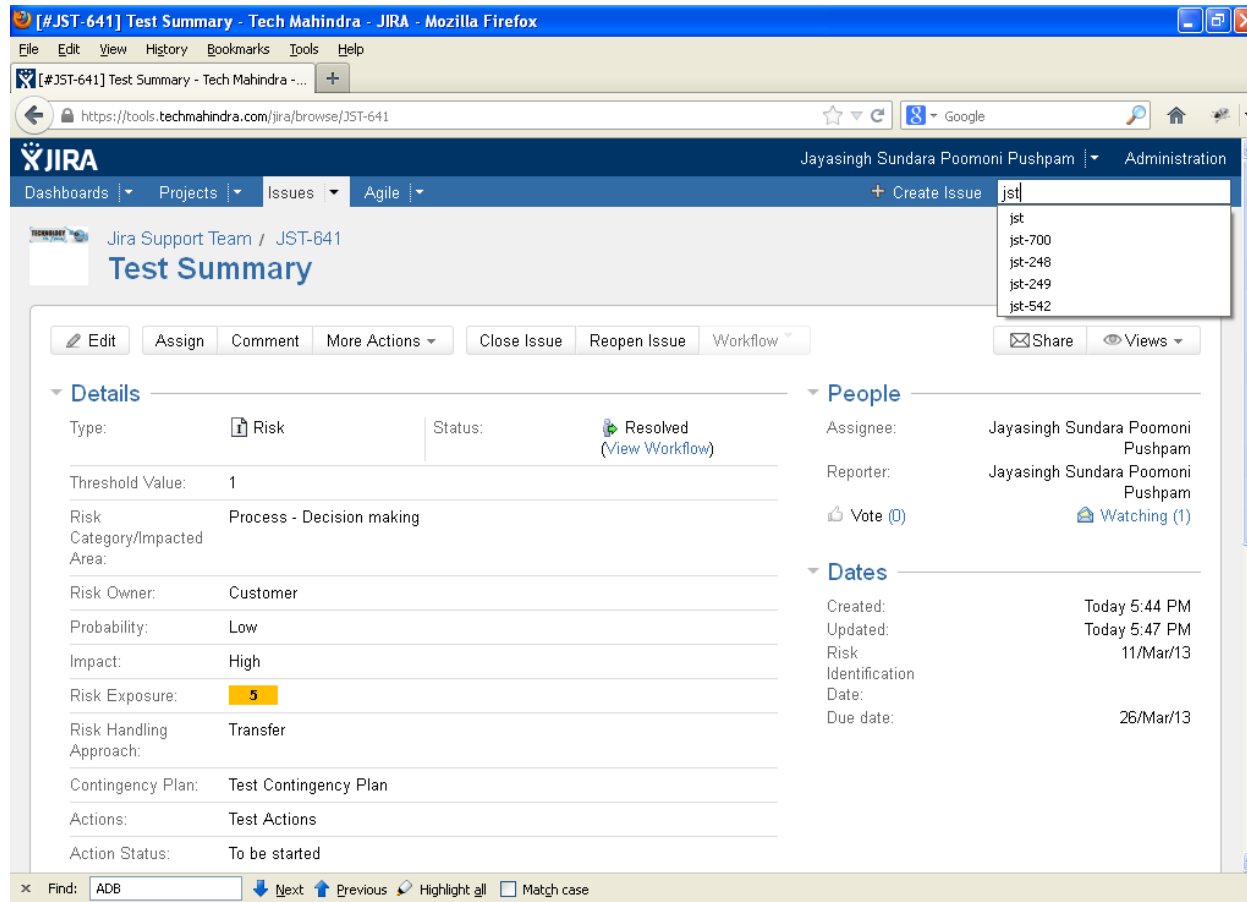


# JIRA RAID USER MANUAL



### 10.1.7 How to Quickly Search your issue from the Issue Navigator?

You can quickly search your issues by clicking on Quick Search and type the project key.



Issue Navigator - Tech Mahindra - JIRA - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Issue Navigator - Tech Mahindra - JIRA

https://tools.techmahindra.com/jira/secure/QuickSearch.jspa

JIRA Jayasingh Sundara Poomoni Pushpam Admin

Dashboards Projects Issues Agile Create Issue Quick Search

### Issue Navigator

Summary Edit New Manage

Switch to [advanced](#) searching

You are currently using a new, unsaved search. [Save](#) it as a filter

Search

Query

Smart querying activated. [Run search without smart query.](#)

Displaying issues 1 to 30 of 475 matching issues. 1 2 3 4 5 6 7 8 9

T	Key	Summary	Assignee	Reporter	Status	Re
▶	JST-641	Test Summary	Jayasingh Sundara Poomoni Pushpam	Jayasingh Sundara Poomoni Pushpam	Resolved	

## 10.2 ASSUMPTION

### 10.2.1 How to create Assumption?

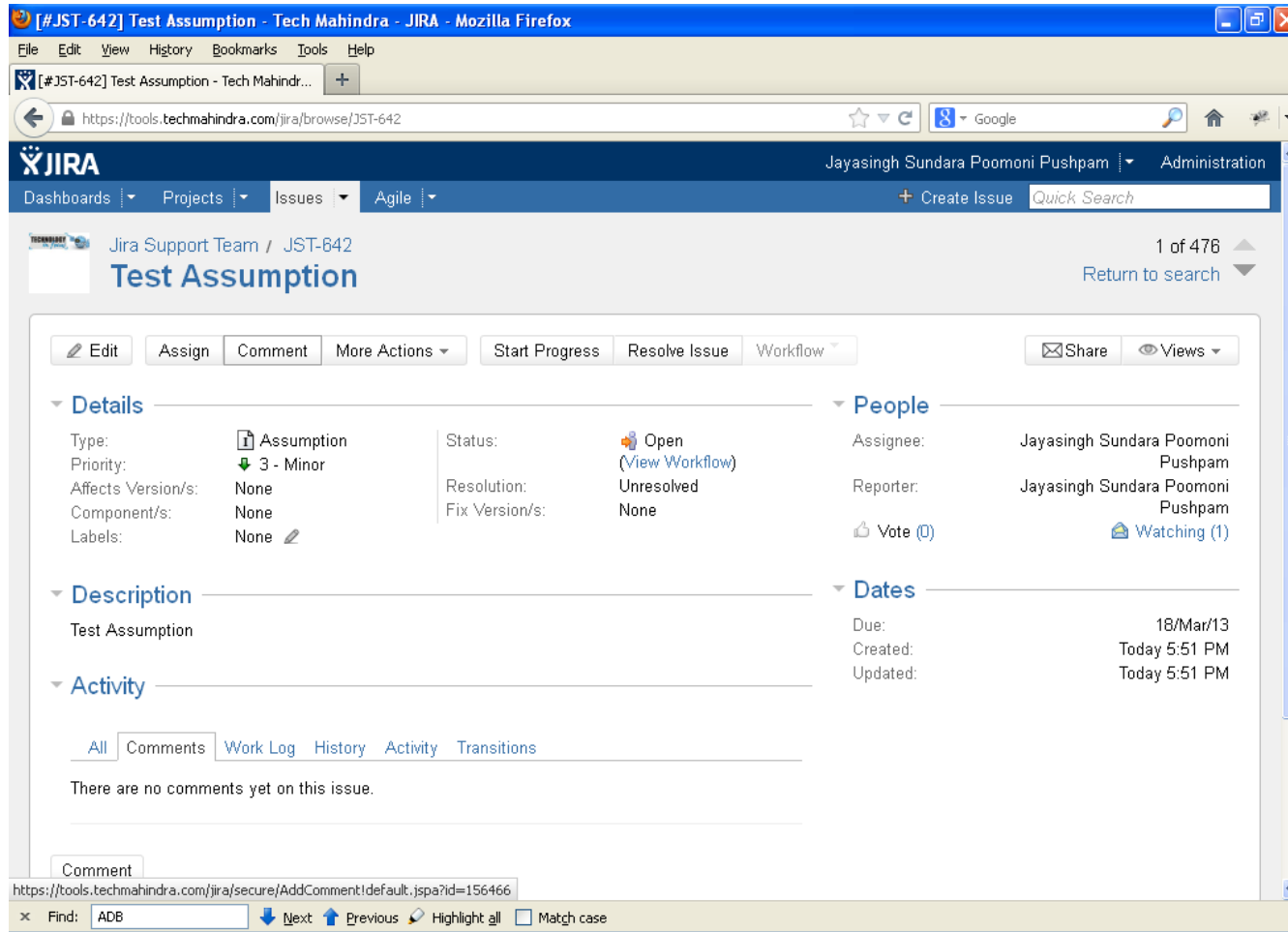
The screenshot shows the 'Create Issue' dialog box in JIRA. The browser window title is 'Create Issue - Tech Mahindra - JIRA - Mozilla Firefox'. The URL is 'https://tools.techmahindra.com/jira/browse/JST-641'. The user is 'Jayasingh Sundara Poomoni Pushpam'. The dialog box contains the following fields:

- Project:** Jira Support Team
- Issue Type:** Assumption
- Summary:** Test Assumption
- Description:** Test Assumption
- Reporter:** Jayasingh Sundara Poomoni Pushpam
- Assignee:** Jayasingh Sundara Poomoni Pushpam
- Due Date:** 18/Mar/13
- Component/s:** (empty)

At the bottom of the dialog box, there are three buttons: 'Create another', 'Create', and 'Cancel'. The 'Create' button is highlighted.

## 10.2.2 How to Comment in an Issue?

To comment on an issue, click on the Comment tab and write the comment. Then click on ADD.



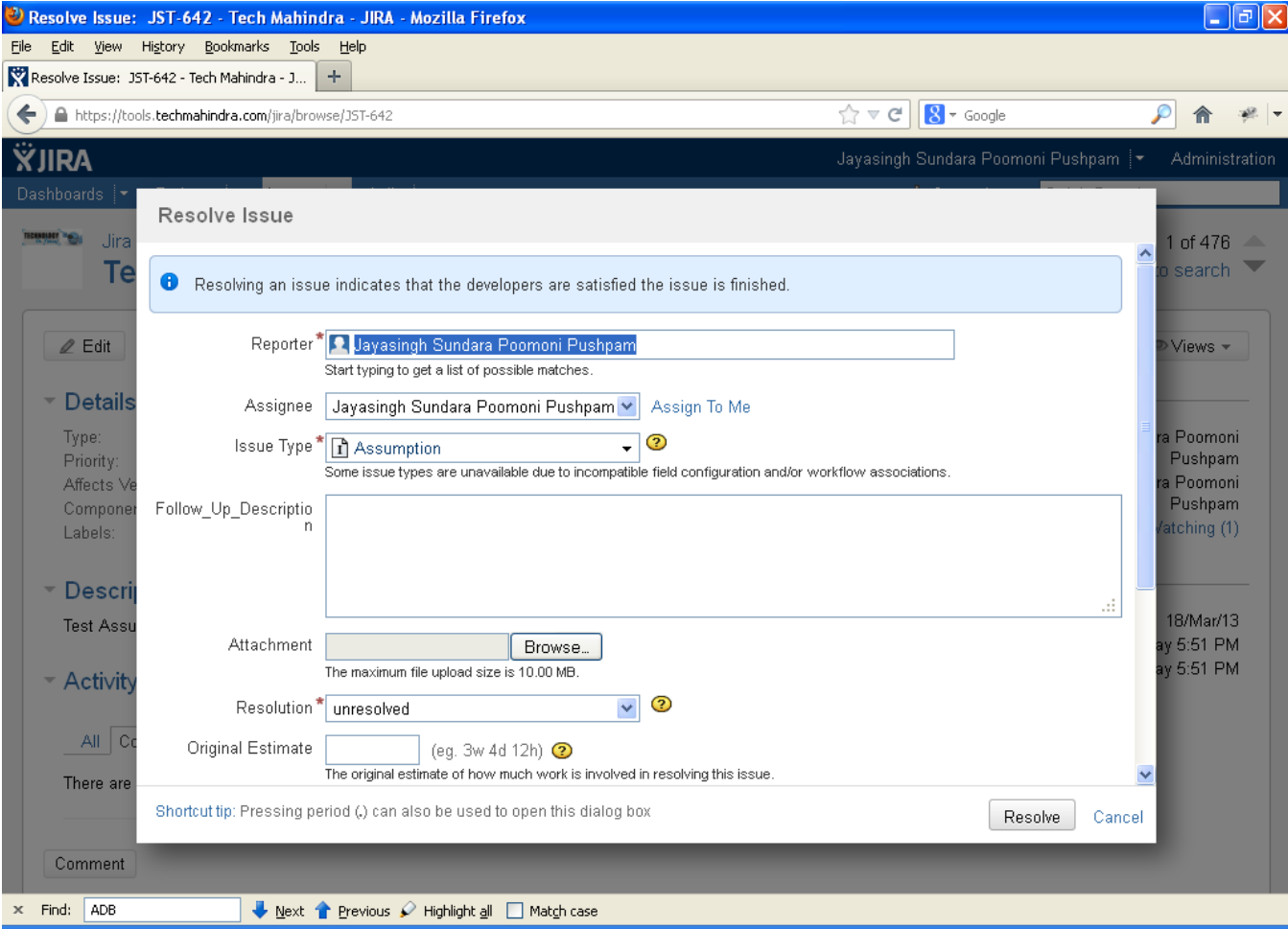
## 10.2.3 How to Resolve and Close the Assumption?

Click on the Resolve Issue tab.

The screenshot shows a JIRA issue page for 'Test Assumption' (JST-642). The browser window title is '[#JST-642] Test Assumption - Tech Mahindra - JIRA - Mozilla Firefox'. The URL is 'https://tools.techmahindra.com/jira/browse/JST-642'. The JIRA header shows the user 'Jayasingh Sundara Poomoni Pushpam' and the 'Administration' link. The navigation bar includes 'Dashboards', 'Projects', 'Issues', and 'Agile'. The issue title is 'Test Assumption' with a count of '1 of 476' and a 'Return to search' link. The issue actions bar includes 'Edit', 'Assign', 'Comment', 'More Actions', 'Start Progress', 'Resolve Issue' (highlighted), and 'Workflow'. The 'Details' section shows: Type: Assumption, Priority: 3 - Minor, Affects Version/s: None, Component/s: None, Labels: None, Status: Open (View Workflow), Resolution: Unresolved, Fix Version/s: None. The 'People' section shows Assignee: Jayasingh Sundara Poomoni Pushpam, Reporter: Jayasingh Sundara Poomoni Pushpam, and 'Watching (1)'. The 'Dates' section shows Due: 18/Mar/13, Created: Today 5:51 PM, and Updated: Today 5:51 PM. The 'Description' section contains the text 'Test Assumption'. The 'Activity' section shows 'There are no comments yet on this issue.' and a 'Comment' input field. The browser's search bar at the bottom contains 'Find: ADB' and navigation buttons for 'Next', 'Previous', 'Highlight all', and 'Match case'.



# JIRA RAID USER MANUAL



Now click on the Close Issue tab for closing the issue.

You can view your issue which you have just created at any point of time from the Issue Navigator.

The screenshot shows the JIRA Issue Navigator interface in a Mozilla Firefox browser. The browser title is "Issue Navigator - Tech Mahindra - JIRA - Mozilla Firefox". The address bar shows the URL "https://tools.techmahindra.com/jira/secure/QuickSearch.jspa". The JIRA logo is visible in the top left, and the user name "Jayasingh Sundara Poomoni Pushpam" is in the top right. The navigation menu includes "Dashboards", "Projects", "Issues", and "Agile". The "Create Issue" button and "Quick Search" input are also present. The main content area is titled "Issue Navigator" and contains a search sidebar on the left and a results table on the right. The sidebar has tabs for "Summary", "Edit", "New", and "Manage", and a search input field. The results table displays one issue: JST-642, titled "Test Assumption", assigned to Jayasingh Sundara Poomoni Pushpam, reported by Jayasingh Sundara Poomoni Pushpam, with a status of "Resolved".

Issue Navigator

Summary Edit New Manage

Switch to [advanced](#) searching

You are currently using a new, unsaved search. [Save it as a filter](#)

Search

Query

Smart querying activated. [Run search without smart query.](#)

Displaying issues 1 to 30 of 476 matching issues.

T	Key	Summary	Assignee	Reporter	Status	Resc
	JST-642	Test Assumption	Jayasingh Sundara Poomoni Pushpam	Jayasingh Sundara Poomoni Pushpam	Resolved	unres

## 10.3 DEPENDENCY

### 10.3.1 How to create Dependency?

The screenshot shows the 'Create Issue' form in JIRA. The navigation bar at the top includes 'JIRA Support | Administration Quick Search' and a secondary bar with 'Dashboards | Projects | Issues | Agile'. The form is titled 'Create Issue' and is for the 'Jira Support Team' project. The 'Issue Type' is 'Dependency'. The 'Summary' field contains 'Summary for the Dependency' and the 'Description' field contains 'Dependency description'. The 'Reporter' is 'jirasupport', the 'Assignee' is 'Mahajan,Arshdeep' with an 'Assign To Me' button, and the 'Component/s' is 'Cost Engine'. The 'Affects Version/s' and 'Fix Version/s' are both 'Release1'. The 'Internal/External' dropdown is set to 'Internal'.

**Create Issue**

Project **Jira Support Team**

Issue Type **Dependency**

Summary \* Summary for the Dependency

Description \* Dependency description

Reporter \* jirasupport

Assignee Mahajan,Arshdeep [Assign To Me](#)

Component/s Cost Engine x  
Start typing to get a list of possible matches or press down to select.

Affects Version/s Release1 x  
Start typing to get a list of possible matches or press down to select.

Fix Version/s Release1 x  
Start typing to get a list of possible matches or press down to select.

Internal/External Internal

Start typing to get a list of possible matches or press down to select.

Affects Version/s

Start typing to get a list of possible matches or press down to select.

Fix Version/s

Start typing to get a list of possible matches or press down to select.

Internal/ External

Agreed By Owner

Due Date

Milestone Impacted

Scenario Impacted

Activity Impacted

Progress / Mitigation

(Prefix all entries with date (dd/mm))

Attachment  OneBoxApplication.doc

The maximum file upload size is 10.00 MB.

You can view the following page after the Dependency is created.

The screenshot displays the JIRA RAID user interface. At the top, there is a navigation bar with the JIRA logo, 'JIRA Support |', 'Administration', and a 'Quick Search' field. Below this is a secondary navigation bar with 'Dashboards |', 'Projects |', 'Issues |', and 'Agile |'. The main content area shows the issue 'Jira Support Team / JST-251' with a 'Summary for the Dependency' title. On the right side of the header, it indicates '1 of 214' items and a 'Return to search' link. Below the header is a toolbar with buttons for 'Edit', 'Assign', 'Assign To Me', 'Comment', 'More Actions', 'Resolve Issue', 'Close Issue', and 'Workflow', along with a 'Views' icon. The main content is divided into sections: 'Details', 'People', and 'Dates'. The 'Details' section includes fields for Type (Dependency), Priority (3 - Minor), Affects Version/s (Release1), Component/s (Cost Engine), Labels (None), Internal/ External (Internal), Agreed By Owner (Pending), Milestone impacted (The Enrollment process may hamper), Scenario Impacted (Enrollments done cant be guessed out), Activity Impacted (Enrollments would be lost), and Progress / Mitigation (In Progress). The 'People' section shows Assignee (Mahajar), Reporter (JIF), and Vote (0). The 'Dates' section shows Due, Created, and Updated fields, all currently blank. A 'Description' section is partially visible at the bottom, containing the text 'Dependency description'.

### 10.3.2 How to Resolve and Close the Issue?

Click on the Resolve Issue tab for resolving the issue.

**Resolve Issue**

Resolving an issue indicates that the developers are satisfied the issue is finished.

Reporter: jirasupport

Assignee: Mahajan,Arshdeep Assign To Me

Issue Type: Dependency ?  
Some issue types are unavailable due to incompatible field configuration and/or workflow associations.

Follow Up Description: Followup of the BMS assumption

Attachment:  The maximum file upload size is 10.00 MB.

Comment: Resolving the issue

Shortcut tip: Pressing period (.) can also be used to open this dialog box

Click on the Close Issue tab for closing the Dependency once completed.

**Close Issue**

**i** Closing an issue indicates that there is no more work to be done on it, and that it has been verified as complete.

Assignee

Issue Type\*    
Some issue types are unavailable due to incompatible field configuration and/or workflow associations.

Reporter\*

Comment

Shortcut tip: Pressing period (.) can also be used to open this dialog box

## 10.3.3 How to view your issues?

You can view your issue in the Issue Navigator as shown below:

Displaying issues 1 to 30 of 214 matching issues. 1 2 3 4 5 6 7 8 ▶

Key	Summary	Assignee	Reporter	Status	Resolution	Created	Updated	Due	D
JST-251	Summary for the Dependency	Mahajan,Arshdeep	JIRA Support	Closed	Unresolved	22/Aug/12	22/Aug/12	23/Aug/12	
JST-250	Assumption	Mahajan,Arshdeep	JIRA Support	Closed	Unresolved	22/Aug/12	22/Aug/12	23/Aug/12	
JST-249	JST-248 / Summary of the BMS Action	Brijesh Haldia	JIRA Support	Closed	Unresolved	22/Aug/12	22/Aug/12		
JST-248	testing	Andaleeb Shaikh	JIRA Support	Open		22/Aug/12	22/Aug/12		
JST-247	test issue	Sayali Mulay	Sayali Mulay	Closed	Unresolved	21/Aug/12	21/Aug/12		
JST-230	Implement SQA,Pareto Chart and Defect Tracking functionality on jira Production	Sayali Mulay	Sayali Mulay	Open	Unresolved	17/Aug/12	17/Aug/12	24/Aug/12	
JST-222	Transition the AET application	Pushkar Metha	Pushkar Metha	Open	Unresolved	06/Aug/12	06/Aug/12	31/Aug/12	
JST-221	Create the SQA Template on the Production and give the access to only one project.	Srikanth Chitralla	Srikanth Chitralla	Resolved	unresolved	06/Aug/12	16/Aug/12	17/Aug/12	
JST-220	Launching of OSQA in Production machine(10.10.1.123)	Sanjeev Damera	Sanjeev Damera	Open	unresolved	03/Aug/12	17/Aug/12	24/Aug/12	
JST-219	Analysis of AET tool.	Pallavee Sinha	Pallavee Sinha	In Progress	unresolved	03/Aug/12	17/Aug/12	24/Aug/12	

**END OF DOCUMENT**