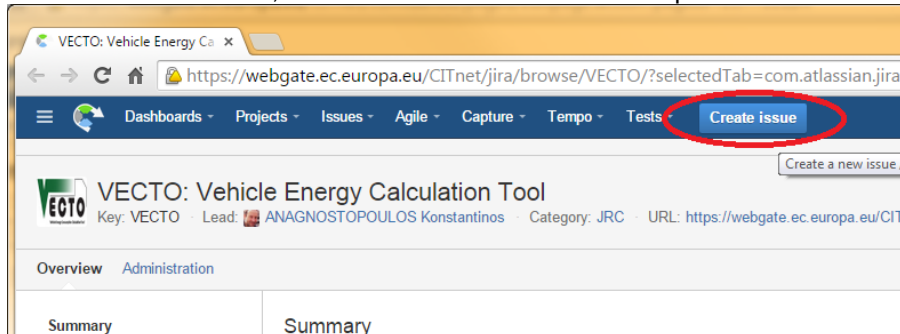


# JIRA Quick Start Guide

You may use CITnet's *JIRA* issues for:

- Any support question on the software or the procedure (i.e. Pilot-phase),
- bugs in VECTO-tools, or
- general ideas for discussion,

To submit a new issue, click the "Create" button at the top-bar:



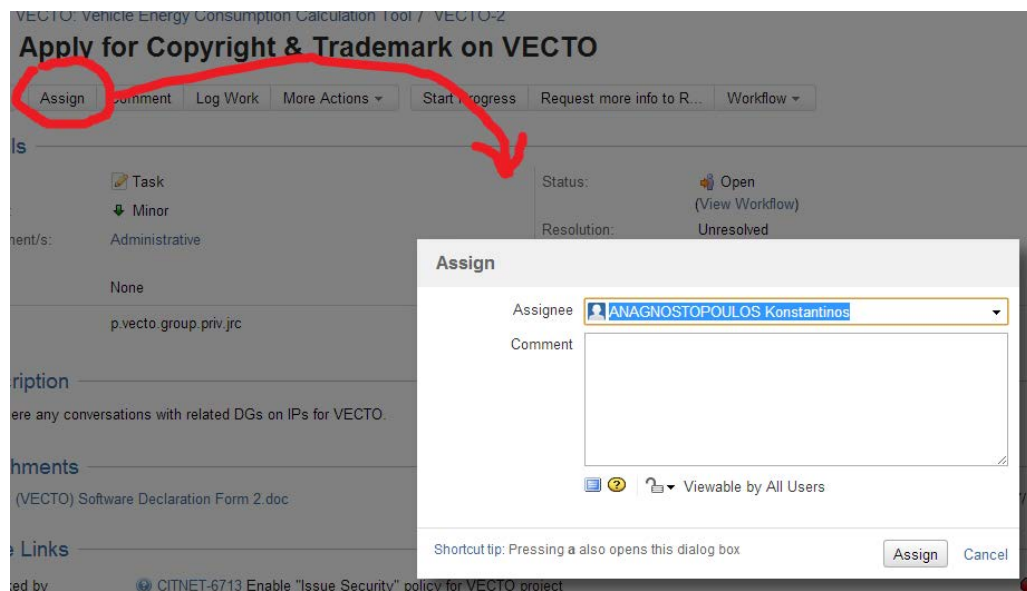
Fields are needed (marked with ★ those required when creating an issue):

- **Issue-Id:** Created after you save the issue, and it has the form "VECTO-13". It is appended at the beginning of every thread-title, and it is used as a reference throughout external-systems and/or emails.
- **Issue-type** ★: Required to select one of the following when creating an issue:
  - **BUG** (If unsure, select this)
  - **Improvement**
  - **New feature**
  - **Support** - questions about CITnet, user-permissions, administrative
  - **Task** - non-software related activities (i.e. PilotPhase)
- **Summary** ★: A descriptive phrase giving a clear explanation the issue, to be used as Title.
- **Description** ★: Detailed description of the issue; rich text formatting maybe used.
- **Components:** One of: Simulator, Air Drag, Infrastructure, Administrative, ... It is used to select automatically an **Assignee**.

# JIRA Workflow

The following workflow elements are used to communicate the *progress* on an issue:

- **Status:** It may be: DRAFT, OPENED, IN PROGRESS, ..., RESOLVED, INVALID, CLOSED, and others, depending on its **Issue-type**. Users change it to signify work-progress. For instance, Issues are considered completed when they are Closed.
- **Comments:** A series of '**Comments**', that describe the job performed for accomplishing the bug and ANY user feedback. These correspond to the *replies* in the mailing-list analogy.
- **Files and Screenshots**
- The '**People**' are different fields specifying users to be *notified* with emails for all changes and comments on the issue.
  - **Assignee:** The person currently responsible to respond or to make some job for the issue to proceed. After an assignee performs its tasks, he should re-assign the task to whoever should next take charge of the issue. If unsure, assign to the component-owner or to some manager.



- **Reporter:** The user that has initially created the issue.
- **Watchers:** Users who are to receive emails on every change. You can add yourself as a Watcher to any issue.

Stay Up-to-date with VECTO

**1. Notify other users:**

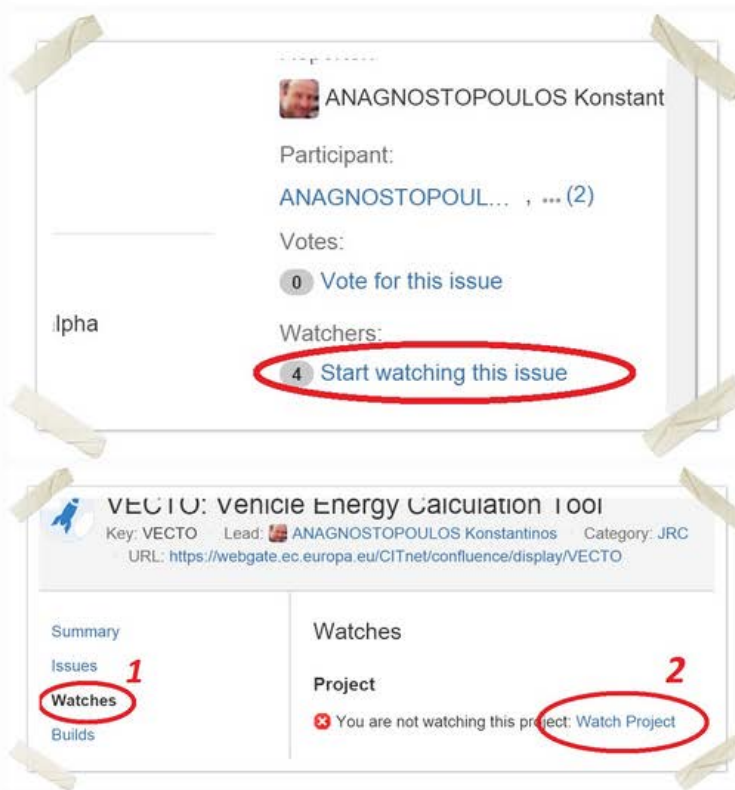
Type "@" and the name of the user;  
(equivalent to chatting in slow-motion,  
i.e. see VECTO-58 "Announcements")

**2. Watch a specific Issue:**

Click the "Start watching this issue"  
at issue's **right sidebar**.

**3. Watch the whole Project:**

Click "Watches" at **left sidebar** and then  
click "Watch project".  
(considerable mail-traffic)



For more information visit the VECTO wiki:

<https://webgate.ec.europa.eu/CITnet/confluence/display/VECTO/JIRA+Overview>