



# Creating Issues

Guide on creating issues, including the standard form for doing so.

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**Terrapin Works**

**Alerts**

No alerts at this time.

**Welcome**

**TERRAPIN WORKS**

Welcome to the Terrapin Works Jira

We've set up this dashboard to highlight everything going on within the Terrapin Works Jira. Directly underneath of this gadget, you'll find tasks that are assigned to you, and under that some quick links to create a new issue, search for issues, see which issues you're watching, etc. If you have any questions about Jira, please post in the TW Slack and someone will be more than happy to help you!

**Assigned to Me**

T	Key	Summary	P ↓
<input checked="" type="checkbox"/>	MOPROX-11	Nico Lagendyk	▼

1-1 of 1

**Quick Links**

Navigation  
Browse Projects  
Search for Issues  
Create Issue

Filters  
My Unresolved Reported Issues  
Votes  
Watches

**Activity Stream**

The TW Stream (JIRA & Confluence)

Additional information may be available, please authenticate for more information:  
• Authenticate with Engineering IT Confluence.

Today

Eli Fastow updated 7 fields of SCAN-28 - PC3014

- Updated the Description
- Changed the Due Date to '03/10/2020'
- Changed the Priority to 'Medium'
- Changed the Summary to 'PC3014'
- Changed the Remaining Estimate to '4 hours'
- Changed the Original Estimate to '4 hours'
- Attached 3 files

6 hours ago Comment Vote Watch

Eli Fastow created SCAN-28 - 3014

6 hours ago Comment Vote Watch

Eli Fastow changed the Remaining Estimate to '1 hour, 30 minutes' on SCAN-27 - Electric motor scan

Time added to create a solid file

6 hours ago Comment Vote Watch

Eli Fastow commented on SCAN-27 - Electric motor scan

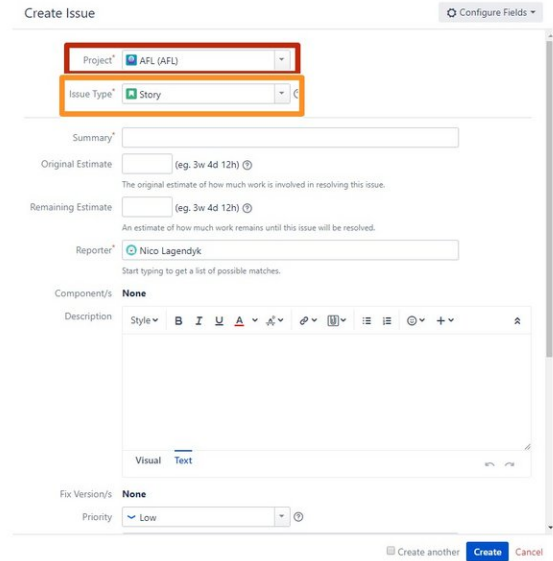
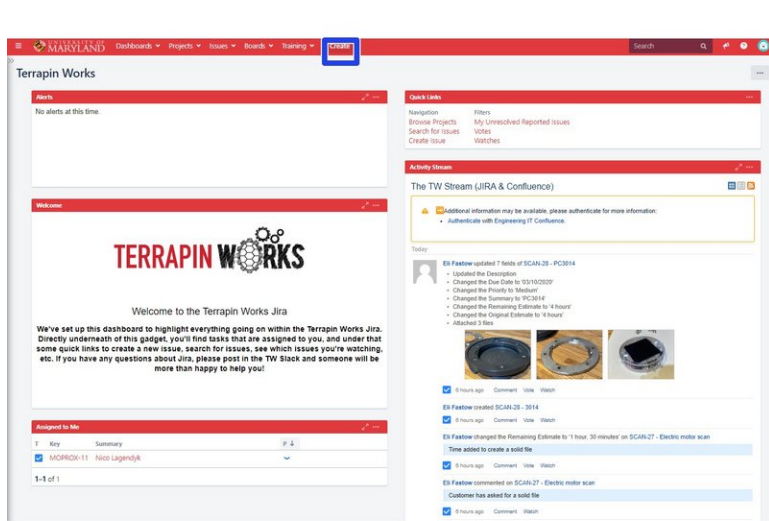
Customer has asked for a solid file

6 hours ago Comment Watch

## Introduction

This is the second guide to the Jira project management software, if you haven't already navigate back to the Jira folder and read the "Getting Started" guide. In this guide you'll learn how to create issues which will be how you track you special project through its workflow.

## Step 1 — Getting Started



- Once logged into Jira you can click on the create button which will open up a window
- In the create issue window you'll want to change the project to the lab you're associating the project with or the generalized 'special projects' project
- Next you'll want to set you issue type which will almost always be a task so you shouldn't have to worry about the other ones that you may see.

## Step 2 — Summary and Description

Summary\*

Original Estimate (eg. 3w 4d 12h) ⓘ

The original estimate of how much work is involved in resolving this issue.

Remaining Estimate (eg. 3w 4d 12h) ⓘ

An estimate of how much work remains until this issue will be resolved.

Reporter\* Nico Lagendyk ⓘ

Start typing to get a list of possible matches.

Component/s None

Description

Style ▾ B I U A ▾ 🔗 ↻ ↺ ↻

Visual Text

Fix Version/s None

Create Issue Configure Fields ▾

Project\* AFL (AFL) ▾

Issue Type\* Task ▾ ⓘ

Summary\* Raise 3D Volcano Upgrade

Original Estimate 4h (eg. 3w 4d 12h) ⓘ

The original estimate of how much work is involved in resolving this issue.

Remaining Estimate (eg. 3w 4d 12h) ⓘ

An estimate of how much work remains until this issue will be resolved.

Reporter\* Chinmay Sevak ⓘ

Start typing to get a list of possible matches.

Component/s None

Description

Style ▾ B I U A ▾ 🔗 ↻ ↺ ↻

The goal of this project is to upgrade the **extruder** on the Raise 3D printer in the AFL so that we can print with larger nozzles and faster feed rates. The first step to the project is upgrading the heat brake. Instructions on how to do this can be found at this link: [http://docs.google.com/document/u/0/d/140hUOpVrkQQjvCUGGwehYCOSHzt\\_FOSLkoS7vb6CqaM/mobilebasic](http://docs.google.com/document/u/0/d/140hUOpVrkQQjvCUGGwehYCOSHzt_FOSLkoS7vb6CqaM/mobilebasic)

The next step is replacing the current **extruder** with the volcano **extruder** from e-3d. Instructions on how to do this can be found at this link: <https://e3d-online.dozuki.com/Guide/Upgrading+to+a+Volcano/8?lang=en>

Visual Text

Fix Version/s None

- The Summary can be equated to the title of the project you are creating, you'll want to use a generalized title that can easily communicate the project in a condensed form.
- When first creating the issue you'll want to put in an estimate for how long you think someone might need to complete this project. Try to take into account all aspects of the project and feel free to round up as this is just an estimate.
  - If you are creating an issue that is similar to one which has already been created, you can base your prediction off that one.
- The reporter is essentially the supervisor for the project, they'll get put on watch and get notifications for all events that take place in the issue.
  - Your respective LC is typically going to be the reporter for a project going on in their lab
- Make sure that you write an adequate description such that if you assign this task to someone they can gain a full understanding of the task and it's goals.
- I have added an example in the second picture of this step so feel free to base your issues on this exemplar

## Step 3 — Priority and Labels

Visual Text

Fix Version/s None

Priority Low

Labels Upgrades x

Begin typing to find and create labels or press down to select a suggested label.

Attachment Drop files to attach, or browse.

Linked Issues blocks

Issue +

Begin typing to search for issues to link. If you leave it blank, no link will be made.

Assignee Unassigned

Assign to me

Epic Link

Choose an epic to assign this issue to.

Due Date 05/01/2020

Create another Create Cancel

- The next step to creating your issue is adding a priority. The priority ranges from lowest to highest in 5 stages.
- Adding labels to your issue helps a lot when tracking the issues from a lab perspective as they are typically associated with what the issue is trying to accomplish.
- You can technically create new labels for the issue but please refrain from doing so since it will clutter up the drop down and cause unnecessary confusion in classifying tasks.
- The only labels you should have to worry about are as follows: Documentation, Labspace, Procurement, Maintenance, Upgrades, Training, Structure, Meetings, and Brainstorming.
- If you need clarification on any of these labels feel free to ask your appropriate LC

## Step 4 — Assignee and Extras

Visual Text

Fix Version/s None

Priority Low

Labels Upgrades x

Attachment Drop files to attach, or browse.

Linked Issues blocks

Issue

Assignee Unassigned

Assign to me

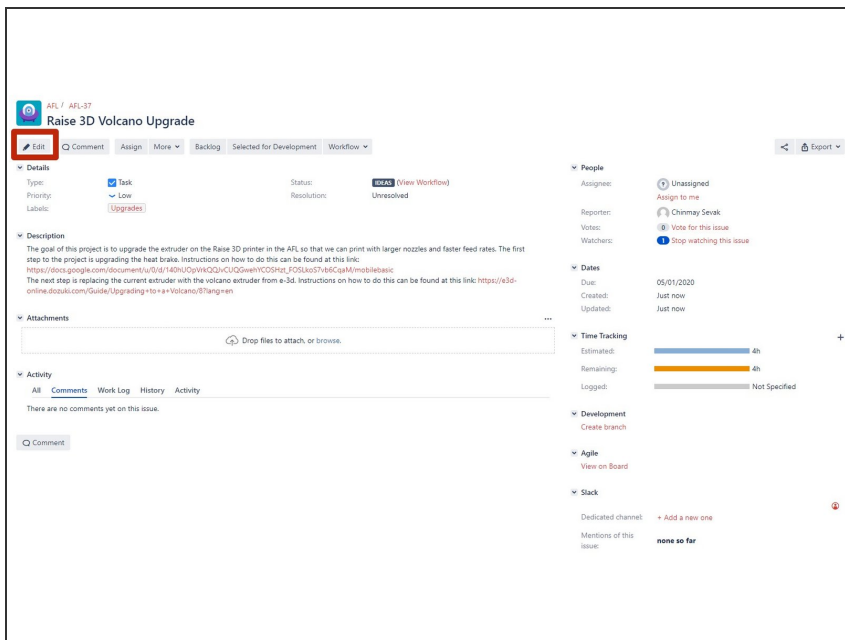
Epic Link

Due Date 05/01/2020

Create another Create Cancel

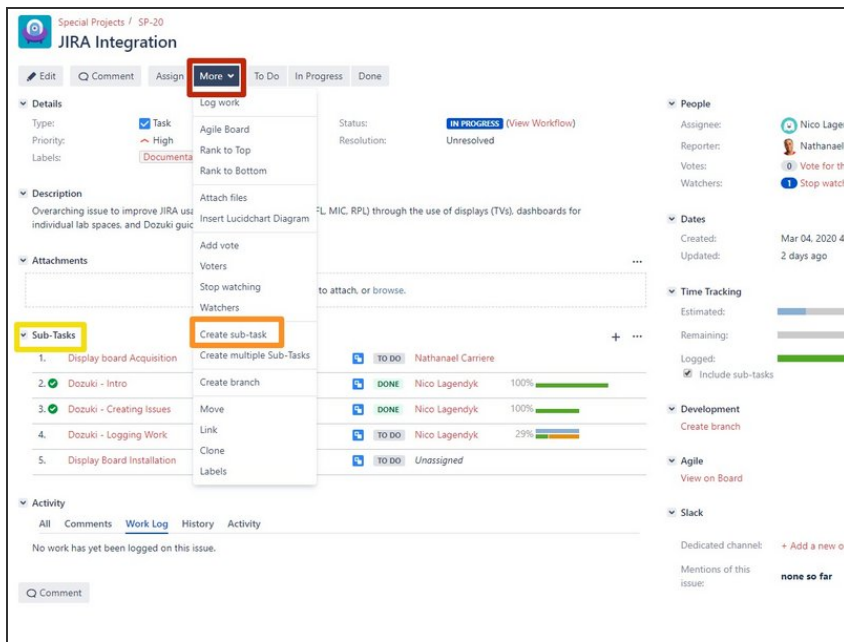
- The assignee is the staff member who will actually be performing the work
- Jira is a bit weird in that it doesn't allow for multiple people to be assigned to one issue. Therefore you may have to clone an issue and then link the two issues together.
- In addition to linking cloned issues you can set up an issue to block another one meaning the current issue must be completed before the other one or vice versa.
- Lastly, you can setup a date of completion for the project or just leave it blank

## Step 5 — Editing your issue



- Finally after you've created your issue you'll be able to see it in the standard issue view
- If you need to edit any aspects of this issue that have been discussed in this guide you can simply click on the edit button and it will bring up the same menu we started with initially.

## Step 6 — Sub-tasks



- A good way to break up a large project is to use sub-tasks
- When in an issue click on the more button at the top which will drop down a menu
- Then click "Create sub-task" which will bring up a window which looks exactly the same as the create issue window and you can go back to step 2 and complete the guide all over again for a more specific task.
- Sub-tasks come in real handy when you have multiple aspects of a project that you'd like to assign to different people
- When you're done the sub-tasks will become a new section in the issue where you'll be able to see their progress and assignee

Congratulations! You now know how to create issues and track your special project through Jira. Continue on to the “Logging Work” guide to finish out the trio of introductory guides.