Jira Jargon

Important terms and definitions

General

**Issue** – an individual item in Jira

Each time you create an item, you create a new issue with a unique key to identify it. An issue is any individual record in the Jira database.

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**Project** – a collection of Jira issues

The word “project” in Jira is different than an initiative your team is working on outside of Jira. Think of a Jira project as a container for all your team’s initiatives, tasks, and “to do” items. There is generally one Jira project per department, system, team, or application.

* Example: A Jira project called “Development” to track new features, bug fixes, and maintenance work.

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**Issue type** – a classification of issues in a Jira project

Examples: a request, a problem, a task, a “to do” item, a development item (like a Story, Bug, or Epic), or a support item (like a Change, Incident, or Service Request).

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| **Development Project Example** | **Service Management Project Example** |
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Search

**Query** – a question

A query is another word for a question. Each time you use a search engine, you’re querying the internet for web pages. When you search in Jira, you’re querying the database for issues that match your specifications.

* Example: How many bugs did the Marketing team report this year?

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**JQL** – Jira Query Language

JQL is the way to search through thousands of issues to find the few you’re looking for. It’s also the way to control which issues appear on a board, and the data displayed on dashboards and in reports.

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User Objects

**Filter** – a saved search result

Create a filter to reuse the search query again later.

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**Filter subscription** – search results by email

A filter subscription is a periodic notification of search results. Jira can send email about certain issues at a chosen frequency.

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**Queue** – a shared view of issues

A queue is a unified view of work or a shared view of issues. They are used to segment and categorize requests in Jira Service Management.

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**Board** – a status-based view of issues

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**Scrum** – work delivered at intervals

Scrum boards are for teams that deliver their work in regular, fixed intervals, called sprints. Example: Every 2 weeks

**Kanban** – work delivered continuously

Kanban boards are for teams with flexible delivery schedules.

**Dashboard** – a statistics-based view of issues

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**Gadget** – dynamic dashboard content

A gadget is used to display dynamic content on a Jira dashboard. There are many different types of gadgets like charts, graphs, and lists.

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Previous Terms

|  |  |
| --- | --- |
| **Before** | **After** |
| Add-ons or plugins | Apps |
| Jira Service Desk (JSD) | Jira Service Management (JSM) |
| Epic Link | Parent |