

Shared Services Collaboration Tools Team **WELCOMES YOU!**

GET TO KNOW QUALITYNET ATLISSIAN JIRA

Welcome!

Welcome to the Shared Services Collaboration Tools Team! We are happy to inform you about our shared Atlassian tool, QualityNet Atlassian Jira, that will help you succeed in your daily work.



QualityNet Atlassian Jira



Visit ESS Tools University and register for a variety of interactive training classes for each of the Shared Services Collaboration Tools.

The University is located on Confluence at:

<https://qnetconfluence.cms.gov/display/HS/ESS+TOOLS+UNIVERSITY>.

Here's the catalog of trainings offered.

How does QualityNet Atlassian Jira benefit you?

QualityNet
Atlassian
Jira



Powerful work
management system

How to Access

How to Access

QualityNet Jira is HARP (HCQIS Access Roles and Profile) integrated. HARP is CCSQ's (Center for Clinical Standards & Quality's) secure identity management portal. You will need to create a HARP account in order to request access to QualityNet Jira.

Once you have a HARP account, log into HARP at <https://harp.cms.gov/> and request a QualityNet Atlassian Jira user role.

Access detailed instructions for HARP registration and requesting your user role at: <https://qnetconfluence.cms.gov/display/HS/HARP#GettingStarted>

QualityNet Atlassian Jira

What is it?

CCSQ QualityNet Jira is a powerful work management system designed around the way teams do work. It is one of several toolsets (including Confluence) developed by software company Atlassian. Jira effectively provides the ability for individuals and teams to:

- Create tasks
- Manage tasks
- Track tasks



QualityNet Atlassian Jira

How to access

Detailed instructions for requesting a QualityNet Atlassian User Role, and accessing QualityNet Jira can be found on:

- <https://qnetconfluence.cms.gov/display/HS/QualityNet+Atlassian#GettingStarted>.
- Direct link to Jira: <https://qnetjira.cms.gov/>



QualityNet Atlassian Jira

Navigating Jira

Jira consists of team projects with different configurations for each team. Within each project are boards to manage a team's work at the task level.

Boards provide a visualization of the work from start to finish and help to maximize efficiency.

Team members can see the current state of all work which has the added advantage of eliminating the need to schedule frequent progress meetings.



QualityNet Atlassian Jira

Navigating Jira

To find a Board:

1. Go to the **navigation bar** in the top blue border.
2. Click **Boards** to see a list of recent boards you've visited or click on View all boards in the dropdown. An alphabetical list of all boards will display. Use the **Find a Board search bar** to find the board you want to view. Enter CCSQ, for instance, to see all those specifically related boards.
3. Click on the board name you desire and it will take you directly to the board.



QualityNet Atlassian Jira

Main components of a Kanban

- **Cards/Tickets** – These are the visual representation of tasks, each assigned a unique identifier. Each "card" or "ticket" contains information about the task and its status, such as due date, assignee, description, etc. Tickets can be dragged and dropped between columns, or the status can be changed within the open ticket.
- **Columns** – Each column on the board represents a different stage of your workflow. The tickets go through the workflow until their full completion. It is common to see columns labeled as stages of work including **To Do**, **In Progress**, **In Review**, and **Done**.
- **Swimlanes** – These are horizontal lanes you can use to organize further by themes like team member, types of work, etc.


QualityNet Atlassian Jira


Main components of a Kanban

- **Create Button** – The light blue Create button in the top blue border allows you to create a ticket for a new work assignment.
- **Search Bar** – The Search bar is on the top right blue margin. Type in the specifics of what you'd like to review, and the search will bring up relevant issues for you to explore.
- Watch, Share, and Comment on an Issue –
 - **Watch** - receive notifications when things happen on an issue. For example, when someone comments on, edits, or transitions the issue, you'll be notified.
 - **Share** - Share an issue with a team member within the Issue itself or copy/paste the link and send via Slack.
 - **Comment** – Collaborate on issues with comments made by team members in the Comment box at the bottom of each ticket.

QualityNet Atlassian Jira


▼ People

Assignee:  Molly Wesley

Reporter:  Molly Wesley


Votes: 0


Watchers: 0 [Start watching this issue](#)



◀ Export

▼ People

Assignee:  Molly

Reporter:  Molly

Votes: 0

Watchers: 0 [Start](#)

▼ Dates

Due: May/26/2

Created: 2 days ago


Updated: 28 minutes ago

▼ CI Builds

No builds found.

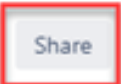
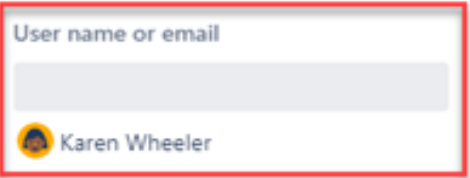
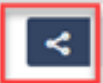
Link to issue
<https://qnetjira.cms.gov/browse/PM3LP1>

User name or email







 Karen Wheeler

Note
Please review this issue.




Share Cancel


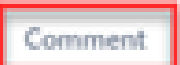


Comment

Style ▼ B I U A ▼ A ▼      + ▼ 

[Angel Tucker](#) - Please review this ticket. Who on the team has availability to start working on this? |

Visual Text    Viewable by All Users [Add](#) Cancel



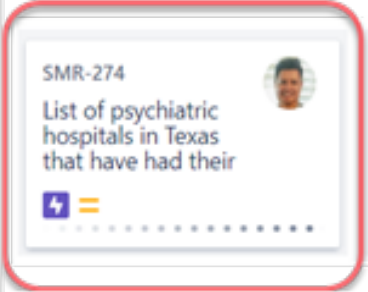
QualityNet Atlassian Jira

The screenshot displays the Atlassian Jira Kanban board interface for the project "PM3 Communications". The interface is annotated with several red boxes and arrows pointing to key features:

- Top Navigation Bar:** Includes "Jira Software", navigation menus (Dashboards, Projects, Issues, Boards, Plans, easyBI), a "Create" button, a search bar, and a user profile icon.
- Project Information:** The project name "PM3 Communications" is highlighted.
- Filters:** "Only My Issues" is highlighted with the annotation "Click to see only your own assignments".
- Columns:** The main board columns are labeled "Columns" and include "BACKLOG 23", "FUNNEL 1", "IN PROGRESS 17", "IN REVIEW 11", "AWAITING RESPONSE 2", and "DONE 9 OF 79".
- Swimlanes:** A red box labeled "Swimlanes" encompasses the groupings of issues by assignee: "Darby Dicks 11 issues", "Jena Luksetich 1 issue", and "Kathleen Church 8 issues".
- Issue Cards:** Individual issue cards are visible, such as "PM3COM-1153 Document QNET Content Management" and "PM3COM-1934 Create JIRA Overview Tutorial".
- Navigation Sidebar:** A red box on the left contains the sidebar with the annotation "Jira navigation sidebar good for exploring your Board's reports and to switch to other Boards in which you participate". A "Click to expand or collapse the sidebar" annotation points to the collapse icon.
- Search:** The search bar is annotated with "Search for any issues".
- User Profile:** The user profile icon is annotated with "Your profile settings".

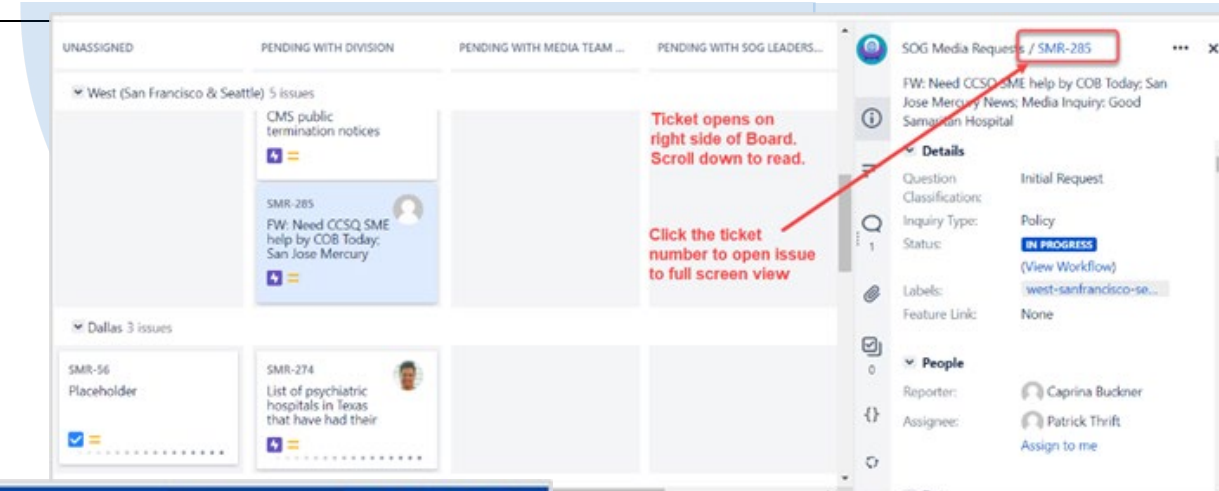
QualityNet Atlassian Jira

Jira Ticket



SMR-274
List of psychiatric hospitals in Texas that have had their

Click ticket to open in half screen view
OR
right click on issue # to open in a new tab



UNASSIGNED PENDING WITH DIVISION PENDING WITH MEDIA TEAM... PENDING WITH SOG LEADERS...

West (San Francisco & Seattle) 5 Issues

Dallas 3 Issues

SMR-285
FW: Need CCSQ SME help by COB Today; San Jose Mercury News; Media Inquiry: Good Samaritan Hospital

SMR-274
List of psychiatric hospitals in Texas that have had their

SMR-56
Placeholder

Ticket opens on right side of Board. Scroll down to read.

Click the ticket number to open issue to full screen view

SOG Media Requests / SMR-285

FW: Need CCSQ SME help by COB Today; San Jose Mercury News; Media Inquiry: Good Samaritan Hospital

Details

Question Classification: Initial Request

Inquiry Type: Policy

Status: **IN PROGRESS** (View Workflow)

Labels: west-sanfrancisco-seattle

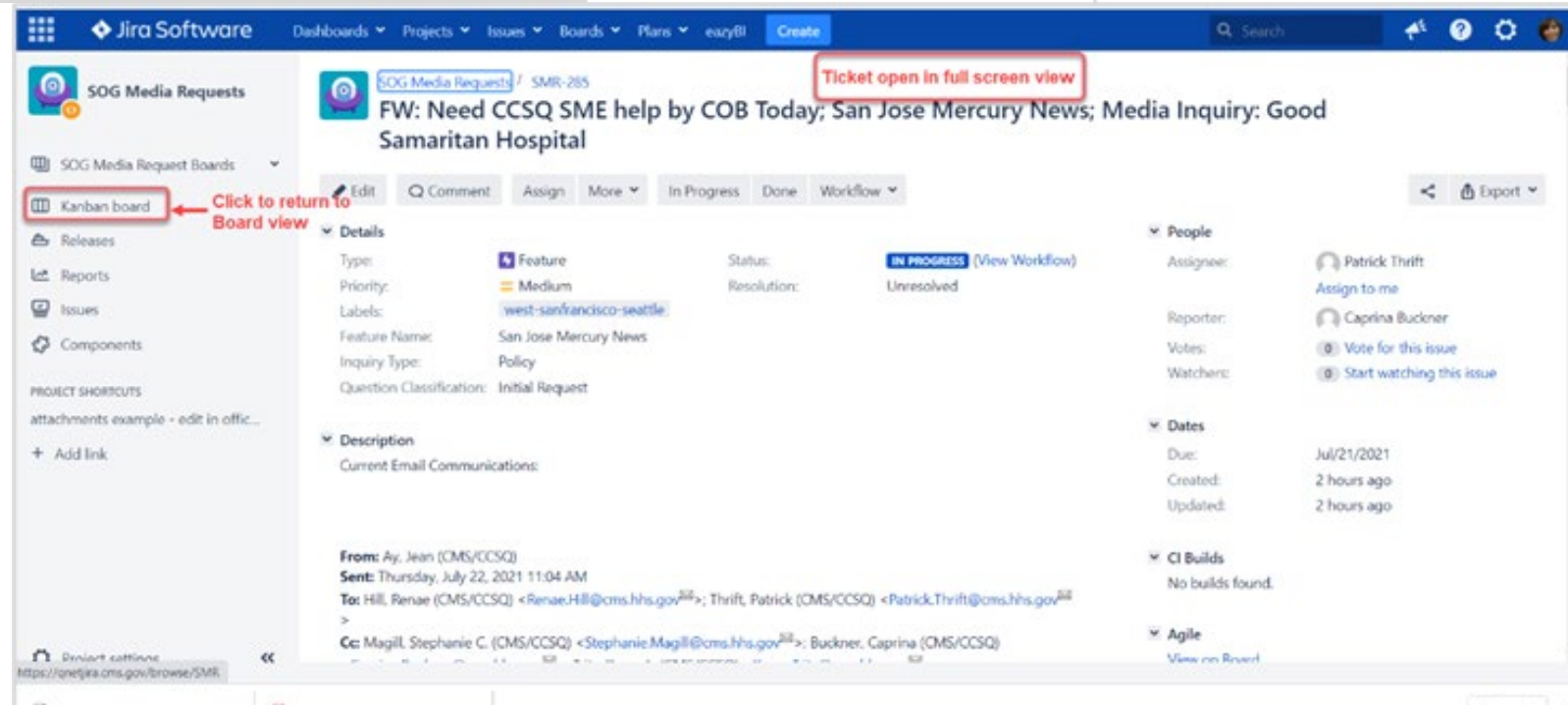
Feature Link: None

People

Reporter: Caprina Buckner

Assignee: Patrick Thrift

Assign to me



Jira Software

SOG Media Requests

SOG Media Request Boards

Kanban board

Releases

Reports

Issues

Components

PROJECT SHORTCUTS

attachments example - edit in offic...

+ Add link

SMR-285

FW: Need CCSQ SME help by COB Today; San Jose Mercury News; Media Inquiry: Good Samaritan Hospital

Ticket open in full screen view

Edit Comment Assign More In Progress Done Workflow

Export

Details

Type: Feature

Priority: Medium

Labels: west-sanfrancisco-seattle

Feature Name: San Jose Mercury News

Inquiry Type: Policy

Question Classification: Initial Request

Description

Current Email Communications:

From: Ay, Jean (CMS/CCSQ)

Sent: Thursday, July 22, 2021 11:04 AM

To: Hill, Renae (CMS/CCSQ) <Renae.Hill@cms.hhs.gov>; Thrift, Patrick (CMS/CCSQ) <Patrick.Thrift@cms.hhs.gov>

Cc: Magill, Stephanie C. (CMS/CCSQ) <Stephanie.Magill@cms.hhs.gov>; Buckner, Caprina (CMS/CCSQ)

People

Assignee: Patrick Thrift

Assign to me

Reporter: Caprina Buckner

Votes: Vote for this issue

Watchers: Start watching this issue

Dates

Due: Jul/21/2021

Created: 2 hours ago

Updated: 2 hours ago

CI Builds

No builds found.

Agile

View on Board

Click to return to Board view

QualityNet Atlassian Jira

Resources

Helpful information and support can be found at:

- [Training](#) – Live, recorded, & resource materials
- [QualityNet Atlassian in the IT Services space](#)
- [Jira Tip Sheet](#)
- [Atlassian Blog](#)
- [Jira in a Nutshell Video](#)
- News and helpful information: [QNASK](#)
- Slack channel [#help-atlassian](#) for support
- For General Support, contact
 - Message the [#help-Atlassian](#) channel in QualityNet Slack
 - Email ServiceCenterSOS@cms.hhs.gov
 - Create a support ticket at:
<https://qnetconfluence.cms.gov/display/HAKSS/QualityNet+Atlassian+Support>

