

A man with a beard and glasses is looking at a smartphone. The background is dark with some bokeh lights.

MATERNA
Information & Communications

Wir digitalisieren Ihre Welt!

**Jira und Confluence bei
Materna / Best Practices**

Kevin Lewe

Agenda

Kurze Unternehmenspräsentation / ALM-Bereich

Jira und Confluence bei Materna

Best Practices Jira

Best Practices Confluence

Materna Plugins

Diskussionsrunde: Eure Erfahrungen / Probleme mit Jira und Confluence

Hier finden Sie uns.

- Mitarbeiter: 1.900
Umsatz 2016: 223 Mio. €
Gründung: 1980
- ITK-Full-Service-Dienstleister im Premium-Segment
- Familienunternehmen
- Kunden: IT-Organisationen und Fachabteilungen in Privatwirtschaft und Behörden



Wir liefern Ihnen passgenaue Lösungen.

Digital Experience

Customer Journey Management
Digitaler Content
Websites und Portale
Virtual und Augmented Reality

Digitalisierung der Arbeitswelt

Digital Onboarding
Change-Projekte
Social Collaboration und Intranet
Dokumenten-Management/eAkte

Enterprise Service Management

IT-Service-Management
Customer Service und After Sales
Cognitive IT und Chatbots
Internet of Things

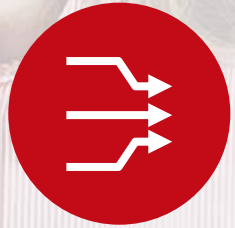
Information Technology

IT Consulting
Cloud und Managed Services
Security
IT Operations Management

Software Development

Agile Software Factory
Fachverfahrensentwicklung
Nearshoring
Methodenkompetenz

Ihr Full-Service aus unserer Hand.



Digitale Strategie



Prozess- und Technologie-Beratung

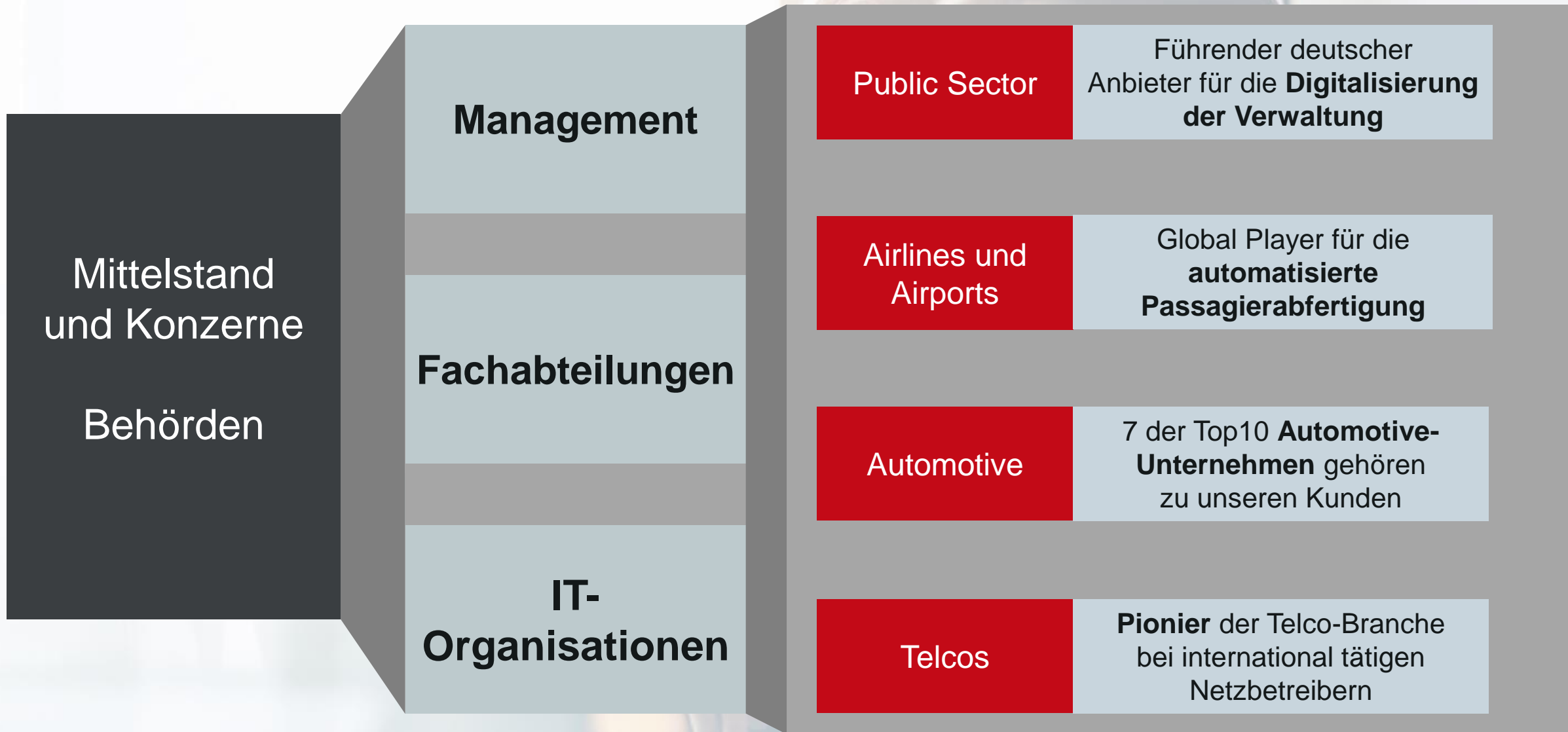


Software-Entwicklung und Implementierung



Cloud und Managed Services

In diesen Segmenten kennen wir uns aus.



Dahinter steckt Materna.



DHL-Pakete im Internet über www.paket.de nachverfolgen



Check-In und Gepäckaufgabe am Automaten



Abgeben einer elektronischen Zollanmeldung



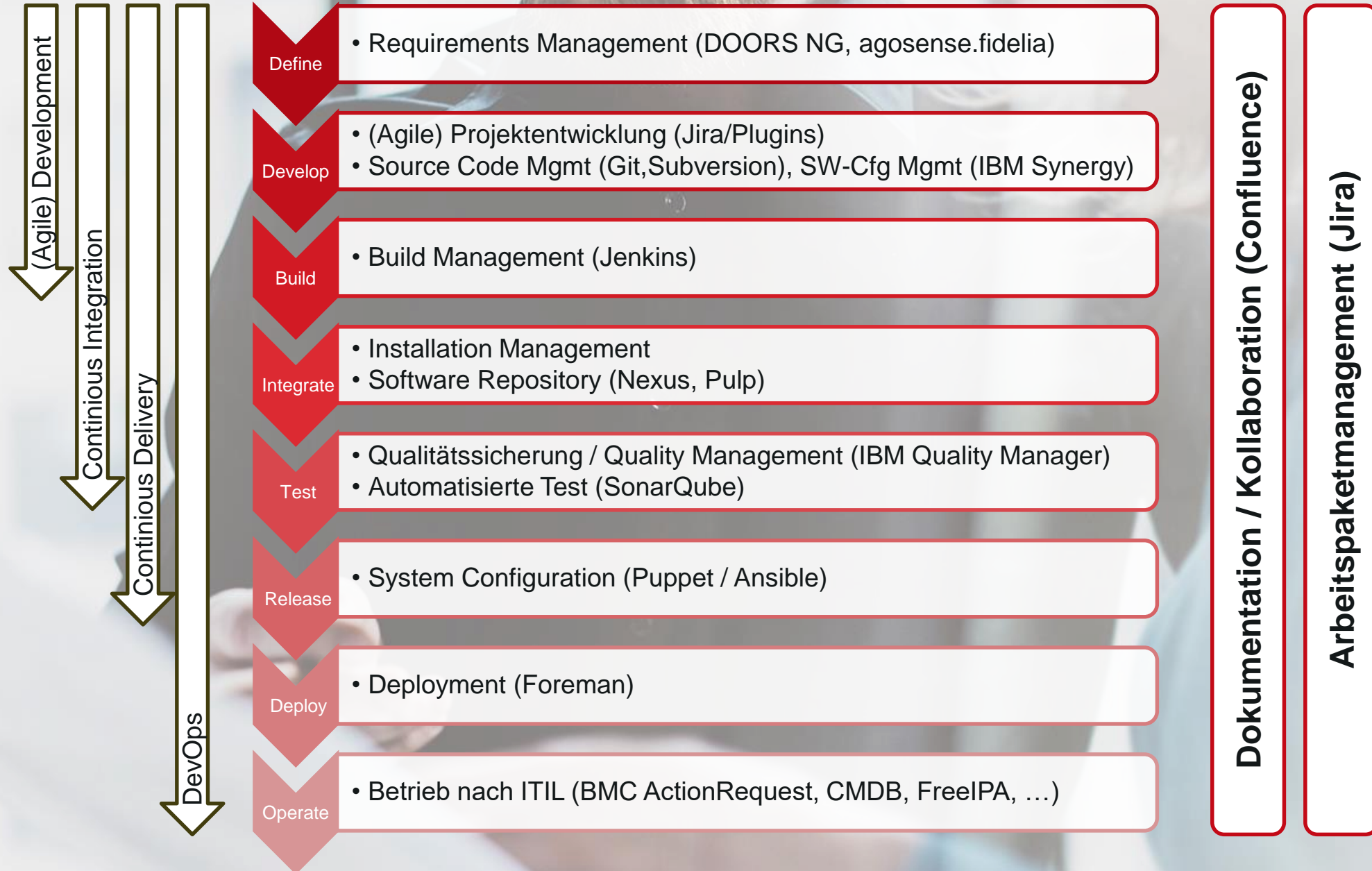
Einheitliche IT für die Finanzverwaltung in NRW



Mobilfunk zur Kundenbindung im Einzelhandel

Immer dann, wenn Sie Ihre IT gar nicht merken.

ALM-Bereich bei Materna



Jira und Confluence bei Materna

Jira

- Im Einsatz seit über 10 Jahren
- 2 produktive Instanzen
- > 79.000 Vorgänge
- > 182.000 Kommentare
- > 41.000 Anhänge
- 370 Projekte

Confluence

- Im Einsatz seit über 6 Jahren
- 3 produktive Instanzen
- > 133.000 Seiten
- 224 Bereiche
 - davon 47 persönliche

Best Practices Jira (1)

- Keep It Simple, Stupid (KISS)
- Convention over configuration
- Use english

Best Practices Jira (2)

- Atlassian's Standardkonfigurationen hinterfragen
- Eigene Unternehmensstandards definieren
- Custom fields:
 - Benennung von custom fields genau überlegen
 - Vermeidung von Dopplungen mit unterschiedlichen Typen

Best Practices Jira (3)

- Adminrechte nur für Personen, die wissen was sie tun
- Wildwuchs vermeiden
- Nicht jedes Plugin ist sinnvoll

Best Practices Jira (4)

- „Öffentliches“ Jira-Projekt für jeden zur persönlichen Aufgabenverwaltung einrichten (@MCautreels)

Browse Projects Ability to browse projects and the issues within them.	Reporter	Edit	Remove
Manage Sprints Ability to manage sprints.		Edit	
View Development Tools Allows users in a software project to view development-related information on the issue, such as commits, reviews and build information.		Edit	
View Read-Only Workflow Users with this permission may view a read-only version of a workflow.	Reporter	Edit	Remove
Issue permissions			
Permission	Granted to		
Assignable User Users with this permission may be assigned to issues.	Reporter	Edit	Remove
Assign Issues Ability to assign issues to other people.	Reporter	Edit	Remove
Close Issues Ability to close issues. Often useful where your developers resolve issues, and a QA department closes them.	Reporter	Edit	Remove
Create Issues Ability to create issues.	Group <ul style="list-style-type: none">• jira-users	Edit	Remove
Delete Issues Ability to delete issues.	Reporter	Edit	Remove
Edit Issues Ability to edit issues.	Reporter	Edit	Remove

Herausforderungen bei Jira

- Projektmigrationen!
- Definition allgemeingültiger Schemata
- Nicht IT-affinen Kollegen, die Vorzüge schmackhaft zu machen
- Pluginflut

- Bereiche sollten grundsätzlich öffentlich sein
- Texte müssen nicht vollständig ausformuliert sein
- Formatierungen sind nachrangig
- Templates nutzen
- Eine Besprechung ohne Notizenseite in Confluence hat nicht stattgefunden

- Bereiche strukturieren und standardisieren
- Komplexe Seiten einem Freigabeprozess hinterlegen
- Seitenlänge nicht ausarten lassen

- Wiki-Migrationen
- Pluginflut

Plugins – M.maillogger for Jira

- Anzeige der effektiven Benachrichtigungen
- Überprüfung von versendeten Mails
- <https://marketplace.atlassian.com/plugins/de.materna.jira.plugins.maillogger/server/overview>

Activity

All Comments **Notification Log** Work Log History Activity

Show Notification Scheme View All

Date	Actuator	Event	Recipients
17.11.2016 11:13:20	Max Mustermann	A comment was edited	John Doe (john.doe@doe.com) Jane Doe (jane.doe@doe.com)
17.11.2016 11:12:56	Max Mustermann	A worklog was created	John Doe (john.doe@doe.com) Jane Doe (jane.doe@doe.com)
17.11.2016 11:12:31	Jane Doe	Mentioned	Erika Mustermann (erika.mustermann@muster.de)
17.11.2016 11:12:31	Jane Doe	The issue was updated	John Doe (john.doe@doe.com) Max Mustermann (max.mustermann@mustermail.de)
17.11.2016 11:11:07	Erika Mustermann	The issue was updated	John Doe (john.doe@doe.com) Max Mustermann (max.mustermann@mustermail.de) Jane Doe (jane.doe@doe.com)
17.11.2016 11:08:44	Max Mustermann	A comment was added	John Doe (john.doe@doe.com) Jane Doe (jane.doe@doe.com)
17.11.2016 11:05:08	Max Mustermann	The issue was created	Jane Doe (jane.doe@doe.com)

On event: "Issue Commented" following User will be notified:

- Issue Created
- Issue Updated
- Issue Assigned
- Issue Resolved
- Issue Closed
- Issue Commented**
- Issue Reopened
- Issue Deleted
- Issue Moved
- Work Logged On Issue
- Work Started On Issue
- Work Stopped On Issue
- Generic Event
- Issue Comment Edited
- Issue Worklog Updated
- Issue Worklog Deleted
- Issue Comment Deleted

Close

11:08:44 Max Mustermann www Jane Doe (jane.doe@doe.com)

17.11.2016 11:05:08 Max Mustermann The issue was created Jane Doe (jane.doe@doe.com)

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Issues Switch filter

Priority ↓

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- Issue Comment Deleted

Jane Doe
Max Mustermann
John Doe

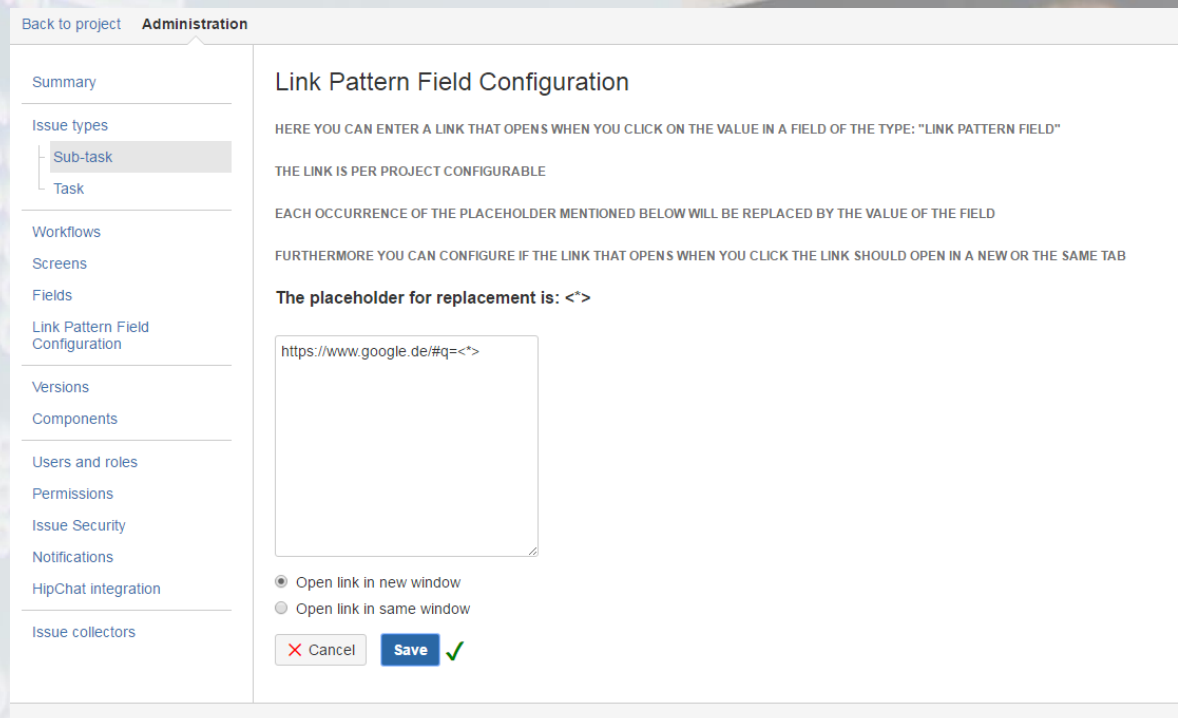
Close

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Comment

Plugins – M.linkPatternField for Jira

- Benutzerdefinierte URL als custom field hinterlegen
- <https://marketplace.atlassian.com/plugins/de.materna.jira.plugins.projectnumberlink/server/overview>



Back to project Administration

Summary

Issue types

- Sub-task
- Task

Workflows

Screens

Fields

Link Pattern Field Configuration

Versions

Components

Users and roles

Permissions

Issue Security

Notifications

HipChat integration

Issue collectors

Link Pattern Field Configuration

HERE YOU CAN ENTER A LINK THAT OPENS WHEN YOU CLICK ON THE VALUE IN A FIELD OF THE TYPE: "LINK PATTERN FIELD"

THE LINK IS PER PROJECT CONFIGURABLE

EACH OCCURRENCE OF THE PLACEHOLDER MENTIONED BELOW WILL BE REPLACED BY THE VALUE OF THE FIELD

FURTHERMORE YOU CAN CONFIGURE IF THE LINK THAT OPENS WHEN YOU CLICK THE LINK SHOULD OPEN IN A NEW OR THE SAME TAB

The placeholder for replacement is: <>

https://www.google.de/#q=<>

Open link in new window
 Open link in same window

Cancel Save

Plugins – M.shortlink for Confluence

- Shortlink zur einer Seite auf einen konfigurierbaren Alias setzen
- <https://marketplace.atlassian.com/plugins/de.materna.confluence.plugins.M.shortLink/server/overview>
W

M.shortLink Configuration

Enter the the link that should be used to build the short links.
E.g.: `http://example.com` results in `http://example.com/x/GDYS34`
To get the old link back leave the field empty.

Diskussionsrunde: Eure Erfahrungen / Probleme mit Jira und Confluence



Vielen Dank für Eure Aufmerksamkeit!