



IJRASET

International Journal For Research in
Applied Science and Engineering Technology



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 11 **Issue:** V **Month of publication:** May 2023

DOI: <https://doi.org/10.22214/ijraset.2023.51764>

www.ijraset.com

Call:  08813907089

E-mail ID: ijraset@gmail.com

JIRA Ticket Management Clone

Prof. Suman Kumar Jha¹, Abhinav Diwedi², Anshul Kumar³, Pulkit Kumar⁴

Student, Dept. of Computer Science and Engineering, IIMT College of Engineering Greater Noida Uttar Pradesh, India

Abstract: All IT companies are popular nowadays as technology is emerging all over the world. Inquiries and incidents from companies and internal customers are routine transactions that are very difficult to track manually.

His IT company today uses a ticketing system on a daily basis to keep track of all the records it collects and keep all the logs. The JIRA ticketing system allows teams to efficiently track tasks and issues throughout the project lifecycle. JIRA's main drawback is its limited functionality.

The JIRACLONE ticketing system is considered useful both by support and brace groups and company's members as it tracks all incidents and requests customer tickets despite JIRA's limited capabilities.

Keywords: Project Management, ticketing system, Issue finding, Tracking, workflow, project analysis.

I. INTRODUCTION

JIRACLONE is an Incident Management and bug tracking TOOL that is used for project management, Bug tracking issue tracking and workflow. JIRA is based on the following three concepts: Tracking, issue finding and workflow. JIRACLONE is an incident management tool and it is also platform independent tool, it can be used with any operating system.

A project can usually be defined as a collection of tasks which is needed to be finished out in order to bring to pass a certain result. In JIRA software, a project can be thought of as a container used to organize and track those tasks, or issues, across the entire team.

JIRACLONE is highly configurable and can be easily adjusted to reflect your organizational structure, workflow or agile maturity, making it the only tool that fits each team's unique way of analyzing a project. Each and every stage of the project should be marked and moved along the certain steps until the compilation.

Teams can use it to coordinate product development, track project management and helpdesk. We are all developing technology every day and moving towards the digital age. In information technology, IT and support needs are very important to many companies, institutions, and enterprises.

All sorts of software issues can arise because you need tech support. B. Computer Security, Network Security, Operating System Issues.

Your business depends on the information system whether the business is small, large or medium technical support provides the solution to these problems and this technical support can be provided by the JIRACLONE Ticket system.

II. PROBLEM DESCRIPTION

JIRACLONE is difficult to set up and very complicated to use. It has no collaboration features and is primarily designed for technical and code package enhancement squad.

This tool is difficult to set up and get used to. Complex user interfaces can complicate important tasks.

No idea management features to keep track of ideas and plans.

III. LITERATURE REVIEW

- 1) K. Harling (2012): "An overview of case study". In this research paper author described about how to analyse the fault which occurred in a project and what is the right way to handle it.
- 2) M. AI Emran, H.A. Chalabi (2014): "Expanding of an IT Help Desk or support desk repairer or troubleshooter Expert System for Diagnosing and Solving IT Problems". In this research paper authors described a specific software interface it was a software which was designed to make keep track of a IT project and to find the related problem.
- 3) K.C. Bourne (2014): "Things every application administrator should know". In this research paper author describe about the project management and project analysis and it is very useful for the product development. In this research paper there were many points on the project tracing and problem finding.

- 4) C. Kumar (2015): "Efficient e-Platform ticket solution using Beacons". In this research paper author tell about the ticket concept for any project management . If problem is diagnosed then ticket is generated . Tickets also can be preferential and more preferential ticket is taken before and then less preferential one .
- 5) V.K. Rai , A.K. Jha , Puvvala (2015): "IT service Management ". Authors of this research paper explain and describe more about the project management tool and they tell a typological classification of the product development and there were also new ways to handle the projects .
- 6) F. Gohil , M.V Kumar (2019): Ticketing system In this research paper authors clearly define the concept of ticket in project issue tracing and they improved the existing ticketing concept
- 7) Mc. Grath , J. Kostalova (2020): "Project Management". authors of this research paper proposed some new and unique ideas for project management as the trend of new project rapidly increased that time and it increased new challenges and problems regarding the new projects . This research paper was released for the solution of such problems.
- 8) S. Venkatasubramanian, A.Suhasini , C. Vennila (2021): the authors of this research paper described an efficient route optimization using ticket ID based routing management system . It is the systematic way of keep tracing of any product project this concept is based on the ticket ID.

IV. METHODOLOGY

Researchers used descriptive methods for this particular study. Data were obtained from various case studies or journals analyzed for ease of analysis.

Data analysis has many definitions. Somehow it's up to the author, but even with different definitions, the basic purpose of data analysis is to inspect the objects and to pin down the differences and parallelism between two objects and develop a better understanding.

Case studies are popular in all aspects of research and are used as part of data collection. According to Dr. Kenneth Harling of Wilfrid Laurier University in Waterloo, Ontario, Canada, "A case study is a comprehensive study of contemporary phenomena in the natural environment." Researchers used various case studies to analyse and collect data to support this study for the JIRACLONE project management system.

V. PROPOSED SYSTEM

The purpose of JIRACLONE is to make things easy for any product project and to provide a way to the project management teams to easily handle the project issue .JIRACLONE will also provide a system which will help the team to keep track the project and find the issue.

JIRACLONE will provide the facility to create the solution of these issues . JIRACLONE platform will have so many features that will help the team and they will understand the benefits of this platform and it will be easy to use and effective so that accurate result can be achieved .

VI. HARDWARE & SOFT REQUIREMENTS

The Required hardware for JIRACLONE is a computer which processor speed should be 2.0 GHz minimum and should have 4 GB RAM , Window 7 or higher versions of windows OS and 64 bit system is required for JIRACLONE .Software requirements :- Operating system ,Java platform (JDK / JRE) , MySQL (MySQL 5.1 and newer) , Application server

VII. SYSTEM ARCHITECTURE

The working process and the system architecture are given below fig 1. And fig 2. These diagrams represent the data flow of the system. In short, it represents an efficient authentication and pervasive computing project workflow for any platform. By looking at it, you can understand the required flow activities from start to finish.

Fig 1. Clearly shows the working algorithm of the JIRACLONE system every step is shown in it . Project tracing and issue finding of a project are done using these steps .

The lifecycle of bug present in the project is clearly shown.

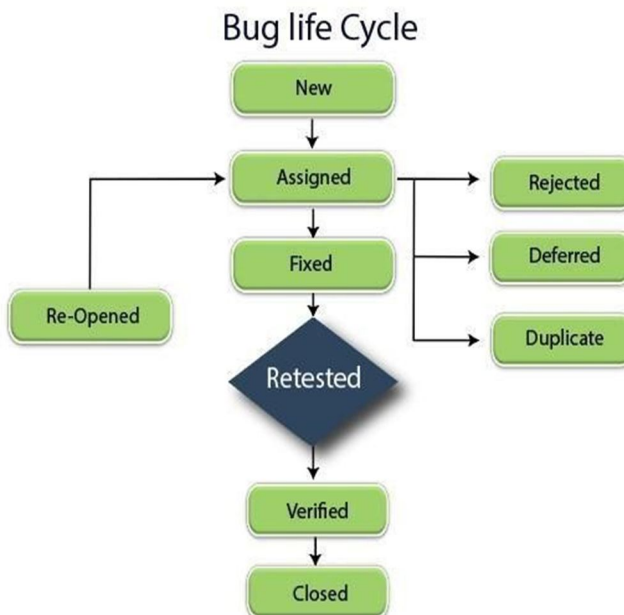


Fig.1 Work Flow Diagram.

VIII. DESIGN AND DEVELOPEMENT

Now in the fig 2. We have the another system architecture which shows how the website works when project management team visit it . A software project and issue type are specified when a JIRA ticket is created Reporter. It can be an improvement, change or problem, the first field will be filled in during the ticket creation process. JIRACLONE can create project-based components by defining projects, notification schemas, permission schemas, user groups, etc.

Focus points of JIRACLONE as a Ticket System

- 1) Design Checks
- 2) Code Checks
- 3) Software testing

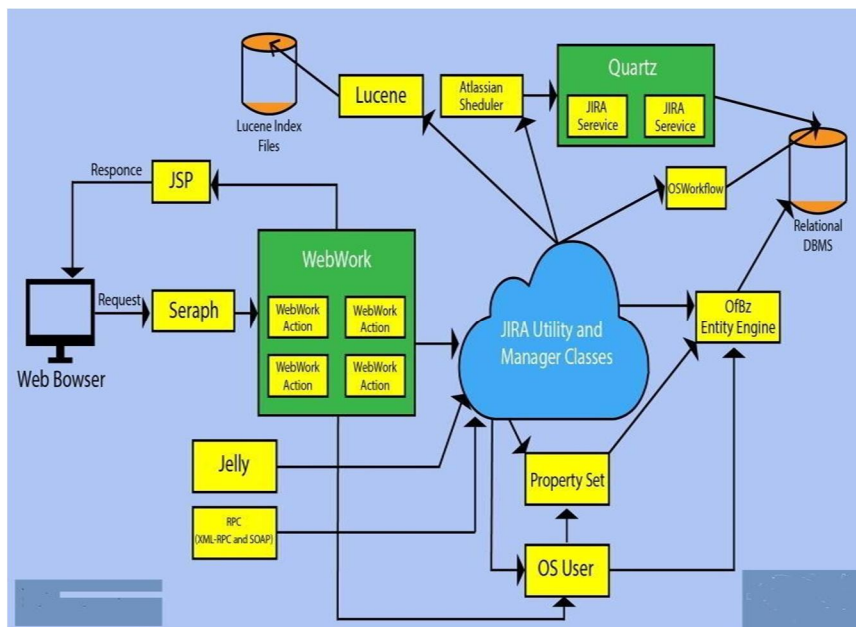


Fig 2. System architecture .

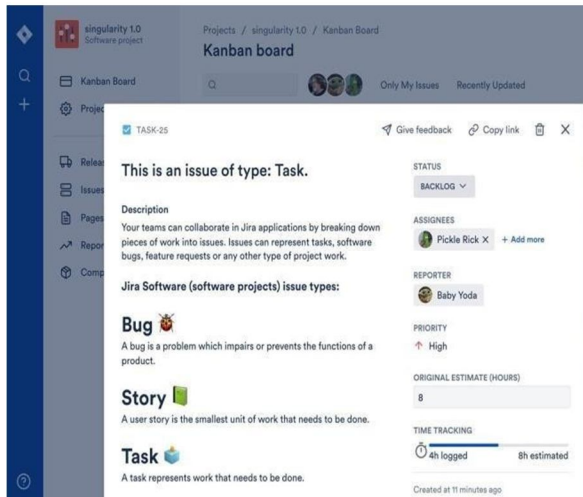


Fig 3. JIRACLONE detail page .

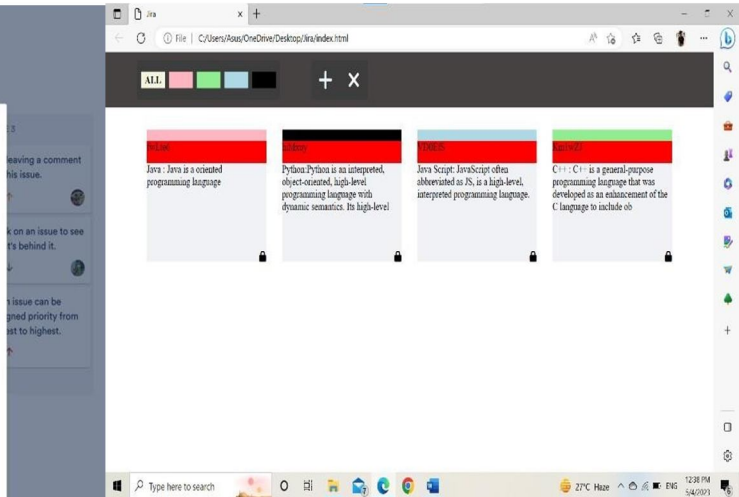


Fig 4. Product Page.

IX. TECHNOLOGY USED

A. JAVA

Java fully supports and follows the concept of object oriented concept that is used to develop the java programs ,games, code package , mob apps, it is widely used by the programmers to develop the program a language which supports the object orientation or acquisitive is the language which follows the concept of OOP . It is high label class based and platform independent language which is popular because it is easy to understand.

B. JDK

The Java Development Kit (JDK) is a cross-platform software enhancement environment that imparts a large collection of tools and libraries for developing Java-based software applications and applets. It is the core package used by Java along with the JVM (Java Virtual or apparent Machine) and JRE or java runtime .

C. CSS

CSS also known as presentation or Cascading Style Sheets are style sheets language that represents documents written in HTML or XML via Cascading Style Sheets. CSS can help to describe how the elements should be rendered on screen, on paper, on other media or in speech . Separation of content and presentation can be enable by the CSS ,and it can also separate the formatting and content which makes it better to present one markup page having the different styles for different rendering methods.

D. JAVA SCRIPT

JavaScript (often abbreviated as JS) is a high-level interpreted programming language. . It is a object oriented programming language (Light weight) several websites uses java script for webpage scription , JavaScript is not connected to Java programming language . JavaScript is serious programming that, when applied to HTML documents, enables interaction on the web.

E. HTML

HTML means Hyper Text Markup Language . HTML is basically used to design and create the web pages with the help of markup language, there are two type of languages one is markup language and other is Hypertext language and HTML is the combination of both these languages so we can say that it's not a programming language .

X. FUTURE WORK AND CONCLUSION

The future of JIRACLONE is quite demanding because the scope of IT companies is rapidly increasing and more companies are starting day by day so there will be a need to manage their projects . there are some areas in which JIRACLONE can grow Enhanced working experience.: as the technology is rapidly increasing the use of this platform will be easy Accuracy and speed.: this is the main aspect of JIRACLONE in the future it will be able to handle more complex projects and it will also take less time to handle these projects .

Given that JIRACLONE's features are useful enough to manage tickets within the system, it's safe to say that these features can be applied to project deliverables if they help a particular project move forward quickly. . Influence it and get the job done on time. Therefore, we can conclude that this ticketing system is useful for both support groups and internal members of the company. JIRACLONE has limited functionality as they track all incidents and request tickets for their customers.

XI. ACKNOWLEDGEMENT

We recognize and express our deep gratitude towards all the authors of research paper whose contribution in this field helped us to prepare our paper . Our squad thanks to everyone those who contributed to this preparation of the same . We thank the developers who helped in developing block diagrams , and platform .

REFERENCES

- [1] R. Pichler , V. Savenkov (2010): Towards practical feasibility of core computation in Data exchange .
- [2] B. Little (2011): The principles of successful project management .
- [3] K .Harling (2012) : An overview of case study .
- [4] M. Al Emran ,H.A. chalabi (2014): Development of an IT helpdesk troubleshooting expert system to diagnose and resolve IT problems. In the course of the 2nd International IT Conference BCS 2014.
- [5] K.C.Bourne (2014): Things every application administrator should know
- [6] C. Kumar (2015): Efficient e-Platform ticket solution using Beacons .
- [7] V.K. Rai , A.K. Jha , Puvvala (2015): IT service management.
- [8] F. Gohil , M.V Kumar (2019): “ Ticketing system “.
- [9] Mc. Grath , J. Kostalova (2020): Project Management
- [10] S. Venkatasubramanian, A.Suhasini , C. Vennila (2021): An efficient route optimization using ticket ID based routing management system.
<https://fontawesome.com/v4/icons/> <https://flatuicolors.com/>
<https://developer.mozilla.org/en-US/docs/Web/API/Window/localStorage>



10.22214/IJRASET



45.98



IMPACT FACTOR:
7.129



IMPACT FACTOR:
7.429



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Call : 08813907089  (24*7 Support on Whatsapp)