



JIRA Day 2017 by Intenso:

“Proces wprowadzenia nowych pracowników w eBayu przy użyciu Jira i dostępnych rozszerzeń”

Hubert Kut, 28.03.2017



eBay Classifieds Group – JIRA Day 2017 by Intenso

Agenda:

1. Kilka słów wstępu...

Krótko o firmie, o mnie oraz o samej Jirze.

2. Nowe wyzwanie na horyzoncie... czyli co było.

Co zastałem, gdy podjąłem się usprawnienia procesu wprowadzenia i odejścia pracowników.

3. Nowe porządki... analiza wymagań

Analiza.

4. To do dzieła... czyli jak to wykonałem

Prezentacja od strony użytkownika, a następnie od strony technicznej

5. Ciągły rozwój... czyli co chcemy jeszcze zrobić

O planach na przyszłość i integracjach.

6. Sesja Q/A

Pytania/odpowiedzi.

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Kilka słów wstępu... o firmie



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Kilka słów wstępu... o mnie



**Atlassian
Architect**



Kilka słów wstępu...o Jirze w eCG

- License 10k users ~ 2k active
- 184 projects
- 440975 issues
- 625 custom fields
- 201 issue types
- 205265 attachments
- 923712 comments



Nowe wyzwanie na horyzoncie...



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Nowe wyzwanie na horyzoncie... czyli co było

Accounts eCG / ACC-2031
hkut

Edit Comment Assign More - Close Reopen Admin -

Details

Type: New Hire
Priority: P3
Component/s: Avaya (de), CRM Cloud7 (Salesforce mobile.de), jira (all), RAUPE, TPA, --(1)
Labels: None
Email: hkut@tpa.ebay.com

Status: **RESOLVED** (View Workflow)
Resolution: Done

People

Assignee: Hubert Kut
Reporter: Hubert Kut
Votes: 0
Watchers: 3 Start watching this issue

Dates

Created: 05/Jul/16 14:05
Updated: 13/Feb/17 13:36
Resolved: 15/Aug/16 17:32
Start Date: 05/Jul/16

Agile

[View on Board](#)

Description

Bitte das Ticket editieren und Erledigtes mit einem Haken dokumentieren.
Anzahl New Hire: 1

Vorname: Hubert
Nachname: Kut
Alias-Vorname:
Alias-Nachname:

Tableau User Mapping:
Tool: Avaya
Avaya ID: 7583
Ticket Avaya Display: REQ000000138915
Skill: 87, 141
Referenzuser: _____
Sachbearbeitergruppen: mobile_CS_CCC , mobile_CS_all
Avaya Wallboard: Benutzer: _____ / Passwort: _____
Avaya Survey:
NICE Zugang: CSAA-25

Tool: Confluence (inkl. Butterfly – u.a. für FSBO LT)
Username,First Name,Last Name,EmailAddress,Password (wird automatisch vergeben)
hkut,Hubert,Kut,BBL.mobile.TM@yourccc.com,

Tool: JIRA
username,group
madorste,confluence-users-restricted-ccc

Team BOS
TPA E-Mail User: hkut@tpa.ebay.com
Referenzuser: mmieth
Rauperrechte für System & Tools:
Salesforce:
Teamname: de_CS_Technics

TPA
Username: hkut
Passwort: **PASSWORDtoAPPLICATION**

Vielen Dank & Grüße
Jelena

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Nowe wyzwanie na horyzoncie... czyli co było

Description

Bitte das Ticket editieren und Erledigtes mit einem Haken dokumentieren.

Anzahl New Hire: 1

Vorname: Hubert

Nachname: Kut

Alias-Vorname:

Alias-Nachname:

Tableau User Mapping:

Tool: Avaya

Avaya ID: 7583

Ticket Avaya Display: REQ000000138915

Skill: 87, 141

Referenzuser: dpalm

Sachbearbeitergruppen: mobile_CS_CCC , mobile_CS_all

Avaya Wallboard: Benutzer: _____ / Passwort: _____

Avaya Survey:

NICE Zugang: CSAA-25

Tool: Confluence (inkl. Butterfly – u.a. für FSBO LT)

Username,First Name,Last Name,EmailAddress,Password (wird automatisch vergeben)

hkut,Hubert,Kut,BBI.mobile.TM@yourccc.com,

Tool: JIRA

username,group

madorste,confluence-users-restricted-ccc

Team BOS

TPA E-Mail User: hkut@tpa.ebay.com

Referenzuser: mmieth

Rauperrechte für System & Tools:

Salesforce:

Teamname: de_CS_Technics

TPA

Username: hkut

Passwort:PASSWORDtoAPPLICATION

Vielen Dank & Grüße

Jelena

Dostęp nadany

Brak dostępu do aplikacji



ReactionGIF.org


















ONE DOES NOT SIMPLY

JUST DO IT.

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To do dzieła... czyli jak to wykonałem

Zebranie wszystkich właścicieli aplikacji jako komponenty projektu:

 GIT (ca)	Access group: git-siteops, git-mobile-team, git-marktplaats, git-dba, git-readonly, git-ecg-shared-replyts	 Hubert Kut	Component Lead	<input type="button" value="Delete"/>
 Google Analytics (de)		 Hubert Kut	Component Lead	<input type="button" value="Delete"/>
 Jenkins (de)	Access group: jenkins-users	 Hubert Kut	Component Lead	<input type="button" value="Delete"/>
 jira (all)	Access group: jira-users	 Hubert Kut	Component Lead	<input type="button" value="Delete"/>
 Laptop & Equipment (dk)	Make sure you only install the standard software/image. Special software request can be done later on via a jira ticket	 Hubert Kut	Component Lead	<input type="button" value="Delete"/>
 Laptop & Equipment (nl)	Permanent or fixed term employees are granted a new laptop as default. Non-employees (AWF, interns and consultants) will be granted a used company laptop as default otherwise a new laptop.to order a new laptop please follow guidelines https://ecgwiki.corp.ebay.com/confluence/display/IT/How+to+order+a+Dell+laptop	 Marktplaats IT Unassigned	Component Lead	<input type="button" value="Delete"/>
 Marktplaats.nl alias(nl)	https://ecgwiki.corp.ebay.com/confluence/display/NOC/HOWTO+add+an+email+alias+for+marktplaats.nl	 Marktplaats IT Unassigned	Component Lead	<input type="button" value="Delete"/>
 EXIT Nostrum 		 Hubert Kut	Component Lead	<input type="button" value="Delete"/>

Definicja:

(Exit) Nazwa_aplikacji (nazwa_szablonu)	Opis domyślny / podpowiedź	Osoba przypisana
---	----------------------------	------------------

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To do dzieła... czyli jak to wykonałem

Przykład 1: Ekran tworzenia zgłoszenia (szablon):

Create Issue

Project: **Accounts eCG**

Issue Type: **New Hire**

Summary:
Please enter USERNAME here!

Email:

Start Date:
When new employee starts

Component/s:
Start typing to get a list of possible matches or press down to select.
Component/s = Application/s you need an access.


User Site Template: None
 nl
 ca
 dk
Template of applications for chosen user site.

Description:
Style | B | I | U | A | A | | | | @ | +

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To do dzieła... czyli jak to wykonałem

Przykład 1: Zgłoszenie główne (szablon):

 Accounts eCG / ACC-4106
hkut

[Edit](#) [Comment](#) [Assign](#) [More](#) [Resolve](#) [Admin](#) [Export](#)


Details

Type: 📌 New Hire Status: OPEN (View Workflow)
Priority: 🔥 P3 Resolution: Unresolved
Component/s: None
Labels: None [✎](#)
Email: hkut@ebay.com
User Site Template: nl
eBay Hub URL: <https://hub.corp.ebay.com/profile/hkut>

Description


[Click to add description](#)

Attachments

 Drop files to attach, or [browse](#).


Issue Links


has follow-up

+ ACC-4107 hkut: Google Analytics (nl) // start date: 2017-03-29	🔥 OPEN	
+ ACC-4108 hkut: Jenkins (nl) // start date: 2017-03-29	🔥 OPEN	
+ ACC-4109 hkut: jira (all) // start date: 2017-03-29	🔥 OPEN	
+ ACC-4110 hkut: Laptop & Equipment (nl) // start date: 2017-03-29	🔥 OPEN	
+ ACC-4111 hkut: Marktplaats.nl alias(nl) // start date: 2017-03-29	🔥 OPEN	

[Show 3 more links](#) (3 has follow-up)

People

Assignee:  Unassigned
[Assign to me](#)

Reporter:  Hubert Kut
Votes: 0

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

Dates

Created: 13/Feb/17 14:50
Updated: 13/Feb/17 14:50
Start Date: 29/Mar/17


Agile

[View on Board](#)

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To do dzieła... czyli jak to wykonałem

Przykład 1: Podgłoszenia (szablon):

 Accounts eCG / ACC-4109
hkut: jira (all) // start date: 2017-03-29

[Edit](#) [Comment](#) [Assign](#) [More](#) [Resolve](#) [Admin](#) [Export](#)


Details

Type:	+ Account Creation	Status:	OPEN (View Workflow)
Priority:	^ P3	Resolution:	Unresolved
Component/s:	jira (all)		
Labels:	None ✎		
Email:	hkut@ebay.com		
eBay Hub URL:	https://hub.corp.ebay.com/profile/hkut		

Description



Please create jira (all) account for user: hkut

Attachments


 Drop files to attach, or [browse](#).


Issue Links

is follow-up of

 ACC-4106 hkut  **OPEN**

People

Assignee:  Hubert Kut

Reporter:  Hubert Kut

Votes: 0

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

Dates

Created: 13/Feb/17 14:50

Updated: 13/Feb/17 14:50

Start Date: 29/Mar/17

To do dzieła... czyli jak to wykonałem



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To do dzieła... czyli jak to wykonałem

Przykład 2: Ekran tworzenia zgłoszenia (bez szablonu):

Create Issue

Project **Accounts eCG**

Issue Type **New Hire**

Summary*
Please enter USERNAME here!

Email

Start Date
When new employee starts

Component/s
Start typing to get a list of possible matches or press down to select.
Component/s = Application/s you need an access.


User Site Template **None**
 nl
 ca
 dk
Template of applications for chosen user site.

Description

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To do dzieła... czyli jak to wykonałem

Przykład 2: Zgłoszenie główne (bez szablon):

 Accounts eCG / ACC-4102
hkut

Edit Comment Assign More Resolve Admin


Details

Type:	 New Hire	Status:	OPEN <a>View Workflow
Priority:	 P3	Resolution:	Unresolved
Component/s:	<a>Jenkins (nl) , <a>jira (all) ,		
Labels:	None 		
Email:	<a>hkut@ebay.com		
eBay Hub URL:	<a>https://hub.corp.ebay.com/profile/hkut		

Description







Zastęp domyślny tekst z opisu komponentu

Attachments


 Drop files to attach, or browse.


Issue Links


has follow-up


 <a>ACC-4103 hkut: Jenkins (nl) // start date: 2017-03-29	 OPEN
 <a>ACC-4104 hkut: jira (all) // start date: 2017-03-29	 OPEN
 <a>ACC-4105 hkut: Wiki / Confluence (all) // start date: 2017-03-29	 OPEN

People

Assignee:  Unassigned
Assign to me

Reporter:  Hubert Kut

Votes:  0

Watchers:  0 Start watching this issue

Dates

Created: 13/Feb/17 14:34

Updated: 13/Feb/17 14:34


Start Date: 29/Mar/17

Agile

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To do dzieła... czyli jak to wykonałem

Przykład 2: Podgłoszenia (bez szablon):

 Accounts eCG / ACC-4104
hkut: jira (all) // start date: 2017-03-29

[Edit](#) [Comment](#) [Assign](#) [More](#) [Resolve](#) [Admin](#)


Details

Type:	 Account Creation	Status:	OPEN (View Workflow)
Priority:	 P3	Resolution:	Unresolved
Component/s:	jira (all)		
Labels:	None 		
Email:	hkut@ebay.com		
eBay Hub URL:	https://hub.corp.ebay.com/profile/hkut		

Description



Zastęp domyślny tekst z opisu komponentu

Attachments


 Drop files to attach, or [browse](#).


Issue Links


is follow-up of


 ACC-4102 hkut  **OPEN**

People

Assignee:
 Hubert Kut

Reporter:
 Hubert Kut

Votes:


Watchers:
 [Start watching this issue](#)

Dates

Created:
13/Feb/17 14:34

Updated:
13/Feb/17 14:34

Start Date:
29/Mar/17

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To do dzieła... czyli jak to wykonałem

Przykład 3: Odejście (szablon):

Create Issue

Project **Accounts eCG**

Issue Type **User Exit**

Summary*
Please enter USERNAME here!

Email

Last Workday
Last day of work for user

Component/s
Start typing to get a list of possible matches or press down to select.
Component/s = Application/s you need an access.

User Site Template None
 nl
 ca
 dk
Template of applications for chosen user site.

Description
Style | B | I | U | A | ^A | link | list | @ | +

To do dzieła... czyli jak to wykonałem

Przykład 3: Odejście podzglaszenie (szablon):

Accounts eCG / ACC-4116
hkut: Exit app (nl) // last workday: 2017-03-29

Edit Comment Assign More Resolve Admin

Type: Account Termination Status: **OPEN** (View Workflow)
Priority: P3 Resolution: Unresolved
Component/s: Exit app (nl)
Labels: None
Email: hkut@ebay.com
Assignee: Marktplaats IT Unassigned
Reporter: Hubert Kut
Votes: 0
Watchers: Start watching this issue

ToDo List:

- EXIT TODO LIST NOT DONE
- Exit Backup (nl)
- Exit CSBizApp (nl)
- Exit DART (nl)
- Exit ezvim (nl)
- Exit Fiqas (nl)
- Exit Google Analytics (nl)
- Exit Laptop & Equipment (nl)
- Exit Salesforce (nl)
- Exit Selligent (nl)
- Exit SMTP (nl)
- Exit Software Licenses (nl)
- Exit Vmware ESX(nl)
- Exit Vodafone subscription (nl)

Description

- Exit Backup (nl) <https://ecgwiki.corp.ebay.com/confluence/display/IT/Termination+of+an+Connected+Backup+account>
- Exit CSBizApp (nl) <https://ecgwiki.corp.ebay.com/confluence/display/IT/Termination+of+CSBizApp>
- Exit DART (nl) <https://ecgwiki.corp.ebay.com/confluence/display/IT/Termination+of+a+DART+account>
- Exit ezvim (nl) Login to the EZWim portal and put the phone and phone number on spare, in addition please delete the user.if the user does not have a ezvim account you can close the ticket.
<https://login.ezvim.com/>
- Exit Fiqas (nl) <https://ecgwiki.corp.ebay.com/confluence/display/IT/Termination+of+Fiqas>
- Exit Google Analytics (nl) <https://ecgwiki.corp.ebay.com/confluence/display/IT/Termination+of+a+Google+analytics+account>
- Exit Laptop & Equipment (nl) Please collect the laptop and equipment of the user
- Exit Salesforce (nl) <https://ecgwiki.corp.ebay.com/confluence/display/IT/Termination+of+Salesforce>
- Exit Selligent (nl) <https://ecgwiki.corp.ebay.com/confluence/display/IT/Termination+of+Selligent>
- Exit SMTP (nl) <https://ecgwiki.corp.ebay.com/confluence/display/NOC/HOWTO+remove+alias+from+marktplaats.nl>
- Exit Software Licenses (nl) Free the license in the cmdb.xls license tab
- Exit Vmware FSX(nl)

Dates

Created: 13/Feb/17 14:57
Updated: 13/Feb/17 14:57
Last Workday: 29/Mar/17

Agile

View on Board

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To do dzieła... czyli jak to wykonałem

Użyte rozszerzenia:



To do dzieła... czyli jak to wykonałem

Od strony technicznej “New Hire”:

Workflows / New Hire Workflow (Draft)

Transition: Create



This is the **initial** transition in the workflow.

Screen: None - initial transition does not have a view.

Validators **3**

Post Functions **5**

The transition requires the following criteria to be valid

Only users with **Create Issues** permission can execute this transition.

Only if the following boolean expression is true: `{Components} != null or {User Site Template} != null`

Message to show when validation fails: **"Please choose component/s (application/s) or User Site Template!"**. by JWT

Only if the following boolean expression is true: `matches(trim({Summary}), "\\w+")`

Message to show when validation fails: **"Please enter only username in summary field."**. by JWT

To do dzieła... czyli jak to wykonałem

Od strony technicznej “New Hire”:

Workflows / New Hire Workflow (Draft)

Transition: Create

This is the **initial** transition in the workflow.

Screen: None - initial transition does not have a view.

Validators **3**

Post Functions **5**

The following will be processed after the transition occurs

1. The **Assignee** of the issue will be **cleared**.
2. Creates the issue originally.
3. This will run the **WF_NewHire_Create_1** SIL program
The file of your program is stored as: `/var/lib/jira/silprograms/WF_NewHire_Create_1.sil`
Start your programs with code comments, this way it will show here (max 3 lines)
4. Re-index an issue to keep indexes in sync with the database.
5. Fire a **Issue Created** event that can be processed by the listeners.

To do dzieła... czyli jak to wykonałem

Od strony technicznej “New Hire”:

```
CHECK Save
6 //written by Gregory Kneller and Hubert Kut
7 #{eBay Hub URL}="https://hub.corp.ebay.com/profile/"+trim(summary);
8
9 if (isNull(Comps)) { //sprawdzamy która metoda została użyta (szablon czy be:
10     for (number i=0; i< size(AllComps); i=i+1) { // lecimy po wszystkich komponentach
11         string [] cmp=getElement(AllComps,i);
12         // arrayAddElement(cmp,getElement(AllComps,i));
13         if(not startsWith(cmp[0],"Exit ") ) {
14             if ( endsWith(cmp[0],"(Site)") //logika zgodna z wymaganiami
15                 or
16                 endsWith(cmp[0],"(all)") ) {
17                 string startDate = replace("#{Start Date}", "00:00:00", ""); // sprawdzmy datę
18                 if(isNull(description)) { // opis czy domyślny czy uzytkownik wpisal
19                     string [] descdb =sql("JiraDS","select description from component where project=? and cname=?",projectId, cmp[0]);
20                     if(isNull(descdb[0])) { descdefault="Please create "+cmp[0]+" account for user: "+summary; }
21                     else {descdefault=descdb[0]; };
22                 }
23                 else {descdefault = description;};
24                 string new_key = createIssue(
25                     MasterPrj,
26                     "",
27                     "Account Creation",
28                     summary +": "+cmp[0]+" // start date: " +startDate,
29                     priority,
```

Tworzenie podlinkowanych zadań do zadania głównego.

To do dzieła... czyli jak to wykonałem

Od strony technicznej “New Hire”:

```
CHECK
1  string [] FollowUpIssues;
2
3  FollowUpIssues=getLinkedIssues(key,"Follow-up");
4
5
6  for (string k in FollowUpIssues) {
7      if (%k%.status!="Resolved" and %k%.status!="Closed" ) {
8          return false, "Summary","All linked tickets shall be Resolved";
9      }
10 }
```

Walidacja przy zamykaniu zadania głównego czy wszystkie podlinkowane zadania są zamknięte.

To do dzieła... czyli jak to wykonałem

Od strony technicznej “Account Creation”:

Workflows / Account Creation Workflow (Draft)

Transition: Resolve

Edit View Proper



Screen: Resolve Issue Simple Screen

Triggers 0 Conditions 0 Validators 0 Post Functions 6

The following will be processed after the transition occurs

1. Text parsed in **basic** mode **Resolve** will be copied to field **Execute transition (delayed execution)** in every issue returned by the following JQL query: `project="ACC" and issuetype="New Hire" and status="Open" and !issueFunction in linkedIssuesOf('project="ACC" and issuetype="account creation" and status="Open" and issuekey!="%{Issue key}"))`
This feature will be run as **Engineering Support Team**. by JWT
2. Set issue status to the linked status of the destination workflow step.
3. Add a comment to an issue if one is entered during a transition.
4. Update change history for an issue and store the issue in the database.
5. Re-index an issue to keep indexes in sync with the database.
6. Fire a **Issue Resolved** event that can be processed by the listeners.

Automatyczne zamykanie zadania głównego, gdy ostatnie podlinkowane zadanie zostaje zamknięte.





Ciągły rozwój... czyli co chcemy jeszcze zrobić

Plany na przyszłość:

- Dodanie do procesu kroku zatwierdzania przez menadżera (integracja z AD i może przeniesienie do JSD)
- Dodanie integracji z Crowd dla Jira/Confluence przy użyciu REST API
- Kilka drobniejszych modyfikacji (dodatkowe szablony, optymalizacja kodu itp.)

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Q&A

 [Hubert-kut](#)
 hubert.kut@gmail.com

