Project Management Tools

Summary

The SOM Information Technology Department provides a variety of project collaboration tools available to members of the SOM community. To date, our ecosystem includes the Atlassian collaboration suite, including JIRA, Confluence, and Hipchat, to name a few.

**JIRA** has a product and project management structure that will allow you to manage a project in logical segments, and we are able to help you report on either planned or actual time using Tempo.

We use **Confluence** for project-related “artifacts” such as Requirements, Meeting Notes, Team roles, and other project-related documentation. Depending on the team size, we also use “To Dos” for teams who are not in JIRA but wish to task members in the team with action items documented in meeting notes.

We use **HipChat** for ease of quick communications. JIRA projects may be integrated to “push” ticket alerts to a dedicated HipChat room.

**Features**

- Depending on the project and teams involved, help determine which collaboration tools (Atlassian or others) are best-fit to manage the project work, and take advantage of some Templates we use
- **JIRA access and training**
  - Kanban boards
  - Dashboards, including a list of Current Projects for SOM IT and Communications Departments
  - Grouping the work into buckets called Epics
  - Releasing projects/products aligned with Epics
  - Tasks and Time reporting (Tempo)
- **Confluence access and training**
  - Project-related documentation, including detailed requirements, meeting notes, testing feedback, To-Dos
- **HipChat access and training**
  - Team messaging, similar to Stride

**Who can use it?**

Anyone affiliated with the SOM community working on projects or interested in project management support from either SOM IT or Communications Department. This includes, SOM Faculty, Staff, and Students participating in projects sponsored by SOM Faculty & Staff.

**How much does it cost?**

This service is available at no charge to the Yale School of Management community, provided SOM IT has procured sufficient licensing to add new users.

**How do I get it?**

Typically, your hiring manager requests access for you during the onboarding process. Otherwise, to request access, training or configuration on any of our Atlassian suite of products, please **email a Request** to SOM IT Department.

**Related Policy and Procedures**

- All users of Yale University computing and networking facilities are expected to read and abide by the Information Technology **Appropriate Use Policy**. For additional information, please familiarize yourself with the Policies and Procedures related to HIPAA Security.