

Using Jira to Manage Contributions

Outline

- [Introduction](#)
 - [Resources](#)
 - [Motivation and overview](#)
 - [What are the benefits?](#)
- [Quick reference](#)
 - [Quick Summary Chart](#)
- [Search for Contributions](#)
 - [A note on navigation](#)
 - [Quick search](#)
 - [Basic search](#)
 - [Advanced search](#)
- [Reference contributions and search results in wiki pages](#)
- [Download contributions](#)
 - [Download specific contribution](#)
 - [Download search results](#)
- [Create a contribution](#)
- [Edit a contribution](#)
- [Contribution workflow and state](#)

Child Pages

See the [Jira Contribution Webinars](#) page for video recordings of related webinars.

See [Using Jira to Manage Contributions - Member Webinar](#) for the slides presented at the webinars.

- [Jira Contribution Attachments](#)
- [Jira Contribution News](#)
- [Jira Contribution Notifications](#)
- [Jira Contribution Tips](#)
- [Jira Contribution Webinars](#)

Introduction

Resources

- Introductory slides: [Using Jira to Manage Contributions - Member Webinar](#)
- Webinar recordings: [Jira Contribution Webinars](#)
- Support: wiki (this page and its children), [TOOLS Jira project](#)

Motivation and overview

- Increasing use of the wiki, Jira and Bitbucket resulted in separate ARO and Atlassian worlds
 - BBF needed to consolidate on a single platform and, given the available features, this had to be Atlassian
- Therefore BBF has switched from ARO to Atlassian (specifically to Jira) for managing contributions
 - Here, *contributions* really means *traditional contributions*, because many things that previously used ARO contributions are already using the wiki, Jira and Bitbucket (and this will continue)
 - Each contribution is what Jira refers to as an *issue*, in a new CONTRIB Jira *project*, and the contribution's associated Word, PowerPoint, Excel (etc.) files are attached to this Jira issue
- Jira supports *projects* (each project has a name and a short *key*) and projects contain *issues* (each issue has a number)
 - Therefore a Jira issue can be referenced as *key-*nnn**, where *key* is the project *key* and *nnn* is the issue number
- Each BBF contribution is an issue within a *Contributions* Jira project; the project key is *CONTRIB* so, for example, contribution *42* can be referenced as *CONTRIB-42*
 - This is analogous to *bbf2017.042* (both the year and the number-within-year are encoded in the 42)
- The CONTRIB project supports BBF-specific issue types, workflows and fields for selecting the Project, Project Stream(s) and Work Area(s)
 - Otherwise it looks like any other Jira project
- Standard Jira mechanisms are used for creating and managing contributions
 - For example, searching and downloading attachments

What are the benefits?

- Integrated platform (Confluence, Jira, Bitbucket) for all contributions
 - Confluence works with Jira and Bitbucket to provide a home for Work Areas and Projects, integrating project proposals, call agendas and minutes, and other project information
 - For software projects, Jira works directly with Bitbucket (and other tools such as Bamboo)
- Sophisticated search capabilities
 - Simple, basic and advanced searches, supported by underlying Jira Query Language (JQL)
 - Wiki pages can embed Jira queries summarizing the status of a project's contributions
- Contribution life cycle management
 - Standard Jira features can be leveraged, including contribution status (workflow), comments, assignee, and priority

Quick reference

 Each use case links to more detailed discussion and examples below.

Use case	Description
Go to Jira	<p>Go to the wiki (or Bitbucket) and select <i>BBF Jira</i> from the  Application Navigator menu at the left-hand bar.</p> <ul style="list-style-type: none">• Alternatively point your browser directly at https://issues.broadband-forum.org (or define a bookmark)
Search for contributions	<ul style="list-style-type: none">• Enter a search string into the  box near the right-hand end of the menu-bar. For e:<ul style="list-style-type: none">• If you know the contribution name, just type it, e.g. <i>contrib-42</i> (you can usually just type the number)• If you want all unresolved contributions, type <i>contrib unresolved</i>• If you want contributions containing the word 'cat', type <i>contrib cat</i>

Modify search criteria

- Search results are displayed as a table; the search criteria are shown above the table
 - If you are in *Advanced* mode (which is unlikely unless you're an advanced user!), click *Basic* to sel
- If desired, use the option menus to modify the search criteria
 - For example, modify **Status: All** to select **NEEDS WORK**
 - Or modify **Assignee: All** to select **Current User**
- If you want to use criteria that aren't currently displayed, click **More** and select or search for them (ones are listed at the top)
 - For example, type *bbf* to select fields whose names include *BBF* and then select *BBF Project*, this *Project* option menu and you can now select or search for the desired project
- Tip: To CONTRIB or any issue in alphanumeric order you need to know the magic word "**key**" like this

Order by Key ↑ ▾

key

No Matches

New Use Case Figures

CONTRIB-181
Scenarios based on standard BBF template

CONTRIB-182
Alternative deployment option for vBNG

CONTRIB-183

Include search results in a wiki page

- To include Jira search results in a wiki page, paste the search URL into the page

This gives the following URL

```
https://issues.broadband-forum.org/issues/?jql=project%20%3D%20CONTRIB%20AI20~%20yang
```

Pasting this URL into the page automatically generates a table listing all contributions containing the te

type	key	summary	assignee	reporter	priority	status	resolution	created
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Jira project doesn't exist or you don't have permission to view it.

[View these issues in Jira](#)

<p>Download a specific contribution</p>	<ul style="list-style-type: none"> You've either selected a single contribution (e.g. you searched for <i>contrib-42</i>) or else you've searched that meet your criteria <ul style="list-style-type: none"> In the latter case you'll see a table; if you're in the <i>List View</i>, i.e. you don't see details of a single contribution, right, type "t" or use  (to the right of the search criteria) to select <i>Detail View</i>, or else click on the contribution that you are interested in You (currently) need to download metadata (title, description, comments etc.) and attachments separately <ul style="list-style-type: none"> To download metadata, select an option from the contribution's  Export menu (you probably want <i>Full Content</i>) To download a single attachment, click on the attachment To download all attachments, click on the <i>Attachments</i> option menu and select <i>Download All</i> to file
<p>Download contributions matching search criteria</p>	<ul style="list-style-type: none"> You've searched for the (possibly) multiple contributions that meet your criteria <ul style="list-style-type: none"> You'll see a table, and above the search criteria you'll see  Share  Export  Tools Don't confuse this <i>Export</i> menu with the per-contribution <i>Export</i> menu (which is inside the contribution details) You (currently) need to download metadata (title, description, comments etc.) and attachments separately; these are done via the  Export menu <ul style="list-style-type: none"> To download metadata, select the appropriate option from the menu (you probably want <i>Full Content</i>) To download attachments, select <i>Attachments</i>, select <i>Folder name configuration = Issue key + Subdirectory</i>, and click <i>Download all attachments</i>; this downloads a ZIP file with a sub-directory for each contribution <div style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <p> When you click the <i>Download all attachments</i> button, Jira creates and downloads a ZIP file. However, it takes some time (especially if you are downloading lots of contributions) and there is no indication that this is happening. So please resist the temptation to click it twice!</p> </div>
<p>Create a contribution</p>	<ul style="list-style-type: none"> Go to the wiki (or Jira or Bitbucket) and select <i>BBF Contribution</i> from the  Application Navigator menu at the hand end of the menu-bar Select the <i>Contributions (CONTRIB)</i> Project and the Issue Type, then click <i>Next</i> Fill in the required information (there's some quick guidance below each field) and then click <i>Create</i>
<p>Edit a contribution</p>	<ul style="list-style-type: none"> Fields that show a  pencil icon as you move the mouse pointer over them can be edited in place <ul style="list-style-type: none"> Click on the field value, type or select the new value, then confirm by clicking the  tick or cancel  cross (or click <i>Save</i> or <i>Cancel</i> for multi-line text fields) To add a new comment, click one of the  Comment buttons at the top-left or bottom of the window and enter and <i>Add</i> or <i>Cancel</i> the new comment Alternatively, click the  Edit button at the top-left of the window; this pops up a new window in which you can edit multiple field values and optionally add a new comment To add an attachment, click the Attach Files button to bring up a new screen, and follow the instructions <ul style="list-style-type: none"> See Jira Contribution Attachments for details, examples and FAQ

<p>Change the state of a contribution</p>	<ul style="list-style-type: none"> • New contributions are created in the <i>FOR REVIEW</i> state, and will return to this state whenever they are not reviewed by the working group • If the contributor needs to do further work, the To Homework button forces the contribution to be assigned to the contributor (it should be the contributor) and changes the state to <i>NEEDS WORK</i> • If the editor needs to incorporate the contribution into a BBF draft, the To Editor button forces the contribution to be assigned to someone (it should be the editor) and changes the state to <i>IN PROGRESS</i> • If the contribution is once again ready for review, the Review Requested button reverts the state to <i>FOR REVIEW</i> • If all work is complete, the Complete button marks the contribution as <i>Done</i> and changes the state to <i>COMPLETED</i> • If the contribution is withdrawn, the Withdraw button changes the state to <i>WITHDRAWN</i> • The Re-Open button re-opens <i>COMPLETED</i> or <i>WITHDRAWN</i> contributions and changes the state to <i>FOR REVIEW</i>
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Quick Summary Chart

Use Case	Aide Memoire
Search for contributions	☰ → BBF JIRA → Search → "contrib <text>" (etc.)
Modify search criteria	Contributions ▾ Type: All ▾ Status: All ▾ Assignee: All ▾ Contains text More ▾
Include search results in a wiki page	✎ Edit (wiki) → Search (Jira) → paste search URL
Download a specific contribution	📄 Export ▾ → Printable , Attachments → Download All
Download multiple contributions	📄 Export ▾ → Full Content , Attachments → Download all attachments
Create a contribution	☰ → add details → Create
Edit a contribution	✎ Edit → modify values → Update
Add a comment to a contribution	💬 Comment → add text → Add
Attach a file to a contribution	Attach Files → upload files → Attach Files
Change the state of a contribution	Withdraw To Editor To Homework Complete

Search for Contributions

Jira has powerful search capabilities but is not especially intuitive. To do a basic search, follow these steps:

1. Log in to Jira (same login as the Wiki): <https://issues.broadband-forum.org/secure/Dashboard.jspa>
2. Click the "Projects" drop-down menu at the top left.
3. Click "View All Projects".
4. In the list of All Project Types – All Categories, find the "Contributions" project and click on it.
5. This will bring you to a random list of all the "Issues" in the Contributions project.
6. Click on the "View all issues and filters" link in the top right corner (it's a small blue text link below your profile icon). This will bring up new filter options.
7. Click on the "More" filter drop-down menu, and select "BBF Project". This will bring another new filter option for "BBF Project".
8. Click on the "BBF Project" filter drop-down menu and type "WT-NNN".

That's it! The other default filters and the filters in the "More" drop-down menu and provide many other options to adjust searching as needed.

Here are other options:

- **Quick search:** enter a simple search string into the box near the right-hand end of the menu-bar, then hit *Enter*
- **Basic search:** define or refine search criteria directly in the GUI
- **Advanced search:** use Jira Query Language (JQL) to define sophisticated search criteria

Having performed a search, the resulting search URL can be pasted into a wiki page, at which point it's automatically converted to use the *Jira* macro and will render as a table containing the up-to-date search results. See the [wiki](#) section for examples and more details.

A note on navigation

To get to Jira from the Wiki or Bitbucket, select *BBF Jira* from the  Application Navigator menu at the top left side of the menu bar.

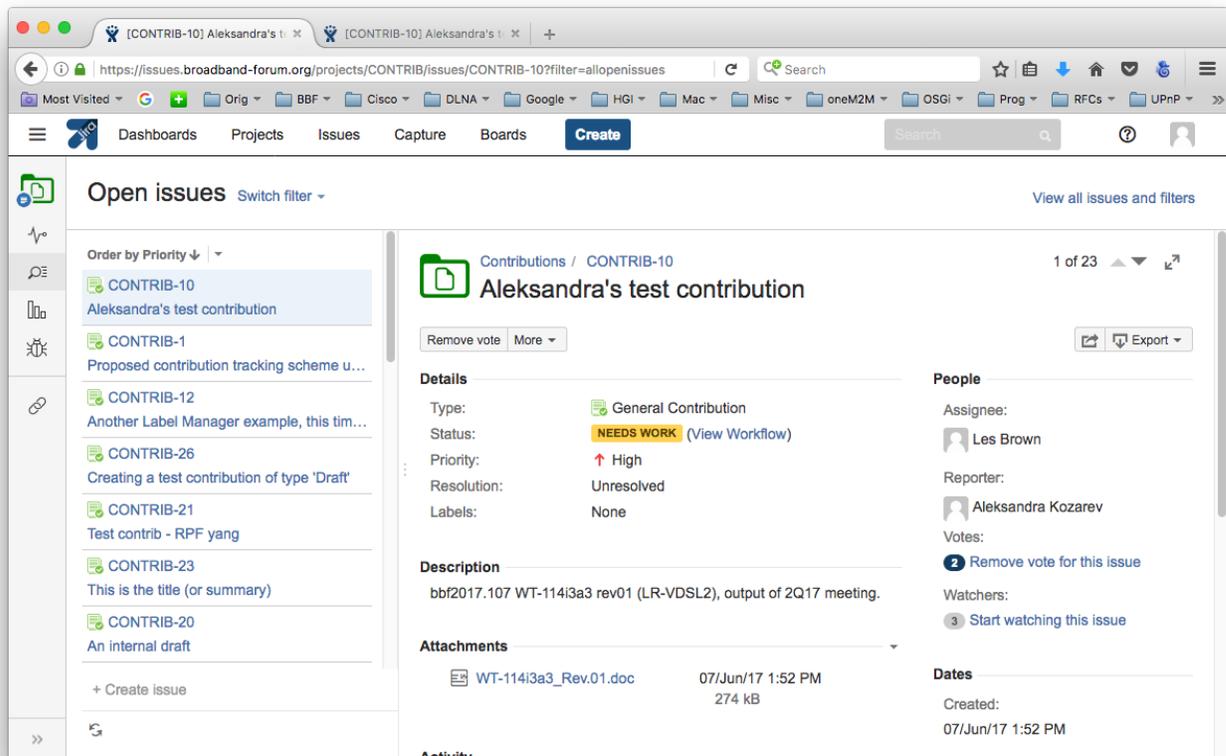
- Alternatively point your browser directly at <https://issues.broadband-forum.org> (or define a bookmark)

There are two main ways of viewing contributions:

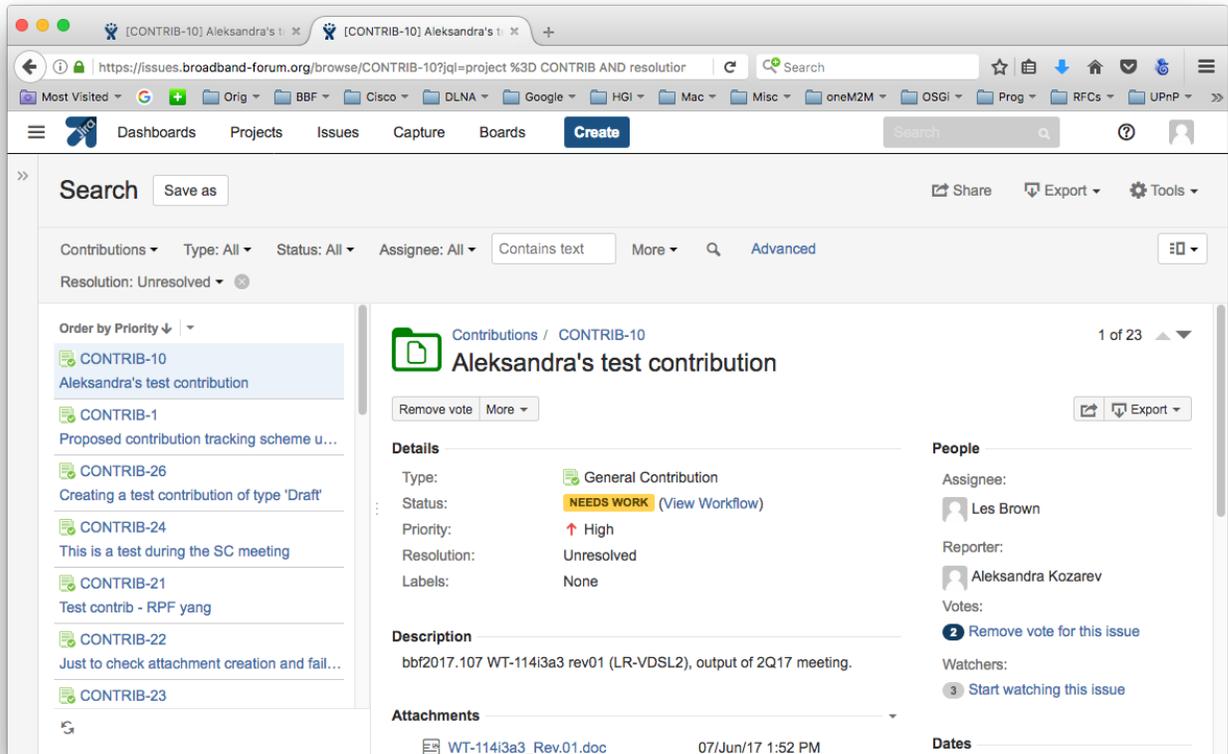
- Using the *Projects* menu to view the *Contributions (CONTRIB)* project using various predefined filters
- Using the *Issues* menu to (a) define, refine and view search results, and (b) view individual contributions

This is potentially confusing, because both approaches can generate similar views. For example the following both look similar but are generated in different ways.

<https://issues.broadband-forum.org/projects/CONTRIB/issues/CONTRIB-10?filter=allopenissues>



<https://issues.broadband-forum.org/browse/CONTRIB-10?jql=project%20%3D%20CONTRIB%20AND%20resolution%20%3D%20Unresolved%20ORDER%20BY%20priority%20DESC>



It helps me to realize that there are three different base URLs at work here, but what you actually see is strongly influenced by what you last did, i.e. by the "current project", the "current search", the "current mode" etc.

URL	Description
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<p>https://issues.broadband-forum.org/projects/CONTRIB</p>	<p>Selecting <i>CONTRIB</i> from the <i>Projects</i> menu goes to https://issues.broadband-forum.org/projects/CONTRIB, which immediately redirects to show the project aspect that you were most recently looking at. Hopefully this will be the issues, but it could be the summary or some other aspect.</p> <p>If you don't see the issues, select them by clicking  in the side-bar. Either way, you will be taken to https://issues.broadband-forum.org/projects/CONTRIB/issues.</p> <p>But we're not done yet... you will now be automatically redirected to the default <i>Open issues</i> filter, which shows all open (unresolved) contributions ordered from the highest to lowest priority. So now you're at https://issues.broadband-forum.org/projects/CONTRIB/issues?filter=allopenissues.</p> <p>But we're still not done... Jira now inserts the name of the first displayed contribution (i.e. the highest priority contribution) into the URL. So the displayed URL is something like https://issues.broadband-forum.org/projects/CONTRIB/issues/CONTRIB-10?filter=allopenissues.</p> <p>You can now use the <i>Switch filter</i> menu to select a different predefined filter. All of these filters are in the context of the CONTRIB project. For example, selecting the <i>Updated recently</i> filter might take you to https://issues.broadband-forum.org/projects/CONTRIB/issues/CONTRIB-12?filter=updatedrecently.</p> <p>Selecting <i>View all issues and filters</i> from this window simply goes to https://issues.broadband-forum.org/issues, i.e. it's the same as selecting <i>Current search</i> from the <i>Issues</i> menu (see below).</p>
<p>https://issues.broadband-forum.org/browse/CONTRIB</p> <p>https://issues.broadband-forum.org/browse/CONTRIB-10</p>	<p>Actually, to tell the truth, selecting <i>CONTRIB</i> from the <i>Projects</i> menu goes to https://issues.broadband-forum.org/browse/CONTRIB, but it immediately redirects to https://issues.broadband-forum.org/projects/CONTRIB.</p> <p>And selecting an individual contribution, e.g. <i>CONTRIB-10</i>, from the <i>Issues</i> menu goes to https://issues.broadband-forum.org/browse/CONTRIB-10.</p>
<p>https://issues.broadband-forum.org/issues</p>	<p>Selecting <i>Current search</i> from the <i>Issues</i> menu goes to https://issues.broadband-forum.org/issues, which immediately redirects to https://issues.broadband-forum.org/browse?jql=QUERY (where QUERY is the current JQL – Jira Query Language – query).</p> <p>But we're not done... as before, Jira now inserts the name of the first displayed contribution. So the displayed URL is something like https://issues.broadband-forum.org/browse/CONTRIB-12?jql=QUERY.</p> <p>The window now shows the search criteria in the current mode (<i>Basic</i> or <i>Advanced</i>). You can adjust it as usual.</p> <p>Selecting <i>Search for issues</i> from the <i>Issues</i> menu is similar to selecting <i>Current search</i>, but it sets QUERY to an empty string.</p>

Just remember these quick ways of going to a search window:

- Perform a quick search

- Select *Current search* from the *Issues* menu
- Click *View all issues and filters* when viewing a project

Quick search

[Confluence documentation](#)

Enter a simple search string into the box near the right-hand end of the menu-bar, then hit *Enter*. See the examples below.

Text (case is ignored)	Meaning
contrib cat	Contributions whose containing the text 'cat' (text means summary, description or comments)
contrib	The Contributions project
contrib-123	Contribution 123 (you need the hyphen; 'contrib 123' searches for the text '123')
123	Contribution 123 (you can omit the project if you are already looking at a contribution)
contrib unresolved	Unresolved contributions
unresolved contrib	Unresolved contributions (order doesn't matter)
my unresolved contributions	Unresolved contributions that are assigned to me (can also use 'contributions' because that's the project name; 'contrib' is the project key)
cat	All issues (in any project) that contain the text 'cat'

Basic search

[Confluence documentation](#)

Go to a search window. For example, do one of the following (in this case, I did a quick search for *contrib unresolved*):

- Perform a quick search
- Select *Current search* from the *Issues* menu
- Click *View all issues and filters* when viewing a project

The top part of the search window will look like this if it's already in *Basic* mode



...or will look like this if it's in *Advanced* mode, in which case you need to click *Basic* to enter *Basic* mode.



In *Basic* mode, you can use the option menus to modify the search criteria (if you don't select any specific values for a field, all values are selected).

Five fields are always visible for selection:

Field	Description
Project	Presumably only CONTRIBUTOR is selected; don't change this unless you know what you are doing
Type	Contribution type, e.g. choose <i>Straw Ballot Comment</i> to select only SB comments
Status	Contribution status (workflow state), e.g. choose <i>FOR REVIEW</i> to select contributions that need to be reviewed by the working group (this is like <i>Presentation Requested</i>)
Assignee	Current assignee, typically the contributor when the state is <i>NEEDS WORK</i> or the editor when the state is <i>IN PROGRESS</i>
Text	Text in the contribution's summary, description or any of its comments

Use the *More* menu to make other fields available for selection (such fields are displayed only when they've been selected, e.g. the *Resolution* field is displayed for this example). In the case shown below, you can see that recently used criteria are shown first, and I've searched for fields whose names contain *bbf*.

More ▾
🔍
Advanced

Recent Criteria

- BBF Project**
- BBF Project Stream**

All Criteria

- BBF Project**
- BBF Project Stream**
- BBF Work Area**
- Primary BBF Work Area*
- Supporting BBF Work A...*

If I select *BBF Project* I will now see this:

Contributions ▾
Type: All ▾
Status: All ▾
Assignee: All ▾

Contains text

More ▾
🔍
Advanced

Resolution: Unresolved ▾ ×
BBF Project: All ▾ ×

...and can select the project(s), by scrolling through the list and/or by searching for text within the project name. Here I've searched for *yang* (it's not case-sensitive) and have selected *WT-355* and *WT-383*.

BBF Project: WT-355: YANG ...

yang

- OD-360: BBF **YANG** Best Curr...
- WT-355: **YANG** Modules for F...
- WT-368: **YANG** Models for AN...
- WT-374: **Yang** Models for Man...
- WT-383: Common **YANG** Mod...
- WT-385: ITU-T PON OLT **YAN**...
- WT-394: NETCONF-managed ...

BBF Project associated with the contribution or issue.

Advanced search

[Confluence documentation](#)

Go to a search window. For example, do one of the following (in this case, I did a quick search for *contrib unresolved*):

- Perform a quick search
- Select *Current search* from the *Issues* menu
- Click *View all issues and filters* when viewing a project

The top part of the search window will look like this if it's already in *Advanced* mode

project = CONTRIB AND resolution = Unresolved

...or will look like this if it's in *Basic* mode, in which case you need to click *Advanced* to enter *Advanced* mode.

Contributions Type: All Status: All Assignee: All Contains text More

Resolution: Unresolved

In *Advanced* mode, you can manipulate the Jira Query Language (JQL) directly. As you can see, it can be quite simple (and the complex-looking URLs are made much scarier by all the %20 etc. escapes) and as long as your query doesn't get too complex, you can flick back and forth between *Advanced* and *Basic* modes (this is a good way to learn some simple JQL).

For example, the final *Basic* search example, when switched to *Advanced* mode, is as follows:

project = CONTRIB AND resolution = Unresolved AND "BBF Project" in ("WT-355: YANG Modules for FTTdp Management", "WT-383: Common YANG Modules for Access Networks") ORDER BY priority DESC, updated DESC

There is surprisingly good context-sensitive assistance while editing JQL in *Advanced* mode, but I'll leave you to discover that for yourselves.

Reference contributions and search results in wiki pages

Having performed a search, the resulting search URL can be pasted into a wiki page, at which point it's automatically converted to use the *Jira* macro and will render as a table containing the up-to-date search results.

For example, suppose you do a quick search for *contrib yang*. This gives the following URL:

```
https://issues.broadband-forum.org/issues/?jql=project%20%3D%20CONTRIB%20AND%20text%20~%20yang
```

...and pasting this URL into the page automatically generates a table listing all contributions containing the text "yang":

type	key	summary	assignee	reporter	priority	status	resolution	created	updated
 Jira project doesn't exist or you don't have permission to view it. View these issues in Jira									

Download contributions

There are two cases to consider:

- **Specific contribution:** you are viewing a specific single contribution
- **Contributions matching search criteria:** you have performed a search that's matched zero, one or more contributions

Download specific contribution

There are two ways to view a specific contribution:

- **View it directly via a *browse* URL:** the easiest way to do this is to do a quick search for the contribution number, e.g. a quick search for *contrib-10* will take you directly to <https://issues.broadband-forum.org/browse/CONTRIB-10>
- **Select it from search results:** search results are displayed in *Detail View* (list of results on the left and current contribution on the right) or in *List View* (list of results with no visible current contribution); if you're in the *List View*, i.e. you don't see details of a single contribution on the right, type "t" or use  (to the right of the search criteria) to select *Detail View*, or else click on the contribution that you are interested in

You (currently) need to download metadata (title, description, comments etc.) and attachments separately.

- To download metadata, select an option from the contribution's  **Export** menu (you probably want *Word* or *Printable*)
- To download a single attachment, click on the attachment
- To download all attachments, click on the *Attachments*  option menu and select *Download All* to download a ZIP file

Download search results

You've searched for the (possibly) multiple contributions that meet your criteria.

- You'll see a table, and above the search criteria you'll see  Share  Export  Tools
- Don't confuse this *Export* menu with the per-contribution *Export* menu (which is inside the contribution frame)!

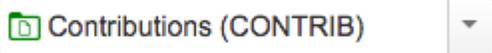
You (currently) need to download metadata (title, description, comments etc.) and attachments separately; both of these are done via the  *Export* menu.

- To download metadata, select the appropriate option from the menu (you probably want *Full Content* or *Word*)
- To download attachments, select *Attachments*, select *Folder name configuration = Issue key + Summary* (recommended), and click *Download all attachments*; this downloads a ZIP file with a sub-directory for each contribution

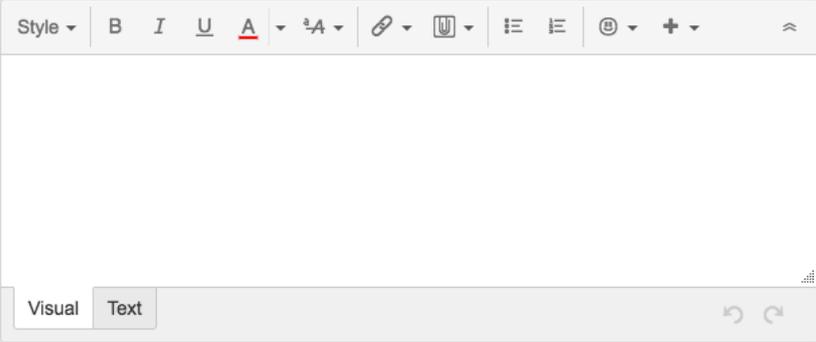
 When you click the *Download all attachments* button, Jira creates and downloads a ZIP file. However, this can take some time (especially if you are downloading lots of contributions) and there is no indication that this is what's happening. So please resist the temptation to click it twice!

Create a contribution

- Go to the wiki (or Jira or Bitbucket) and select *BBF Contribution* from the  Application Navigator menu at the left-hand end of the menu-bar
- Select the *Contributions (CONTRIB)* Project and the Issue Type, then click *Next*
- Fill in the required information (there's some quick guidance below each field) and then click *Create*

Field	Notes
Project* 	This is the always C, not the E

<p>Issue Type* <input type="text" value="General Contribution"/></p>	<p>These are supported</p> <p>Contrib Type</p> <p>General Contribution</p> <hr/> <p>Draft</p> <hr/> <p>Straw Ball</p> <p>Commercial</p> <hr/> <p>Other</p>
<p>Summary* <input type="text"/></p>	<p>This is the summary.</p>
<p>BBF Project* <input type="text" value="None"/></p> <p>Select the Project associated with this contribution.</p>	<p>The string displayed haven't yet been assigned. <i>Assigned</i></p>
<p>BBF Project Stream* <input type="text" value="Not Assigned, 5G, 5G Transport Network, Application-Layer Testing, Architectural Modeling"/></p> <p>Select one or more Project Streams associated with this contribution</p>	<p> This auto-adjusted</p> <p>If the contribution has been assigned to a Project Stream, s</p>

<p>BBF Work Area * <input type="text"/></p> <p>Begin typing to select one or more Work Areas associated with this contribution.</p>	 This aut adji
<p>Labels <input type="text"/></p> <p>Begin typing to find and create labels or press down to select a suggested label.</p>	<p>Labels are them, ple:</p> <ul style="list-style-type: none"> • Re-us possit • Follow conve
<p>Description *</p> 	<p>You can c</p>
<p>Create</p>	

Edit a contribution

Fields that show a  pencil icon as you move the mouse pointer over them can be edited in place.

- Click on the field value, type or select the new value, then confirm by clicking the  tick or cancel by clicking the  cross (or click *Save* or *Cancel* for multi-line text fields)

To add a new comment, click one of the  **Comment** buttons at the top-left or bottom of the window; this allows you enter and *Add* or *Cancel* the new comment.

Alternatively, click the  **Edit** button at the top-left of the window; this pops up a new window in which you can edit multiple field values and optionally add a new comment.

To add an attachment, click the  **Attach Files** button to bring up a new screen, and follow the instructions

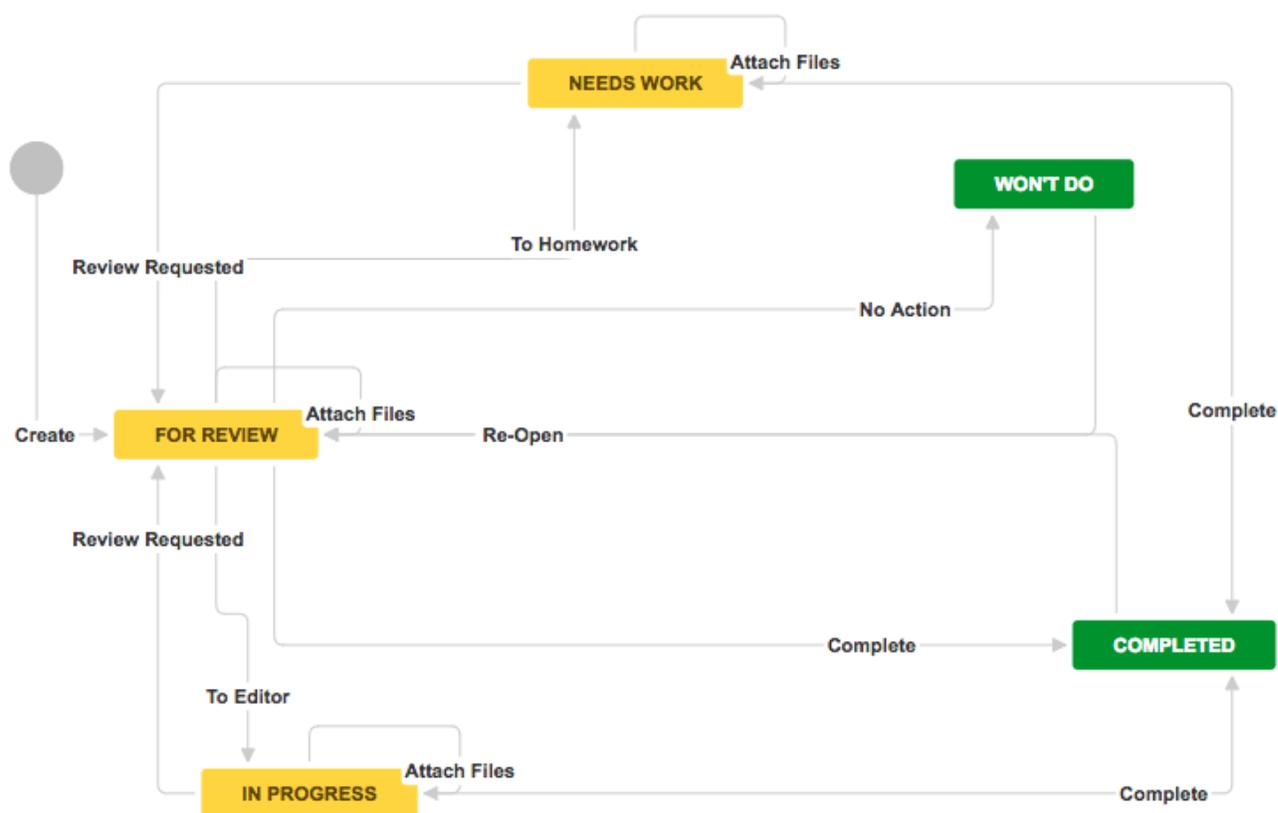
- See [Jira Contribution Attachments](#) for details, examples and FAQ

Contribution workflow and state

Contributions use the workflow (state transition diagram) shown below.

- The boxes are the states (the name of the current state is shown when viewing a contribution)

- The lines (with arrows) are the transitions (the transition label is used for the button that initiates the transition)



In summary (nearly all of this can be inferred from the diagram):

- New contributions are created in the *FOR REVIEW* state, and will return to this state whenever they need to be reviewed by the working group
- If the contributor needs to do further work, the **To Homework** button forces the contribution to be assigned to someone (it should be the contributor) and changes the state to *NEEDS WORK*
- If the editor needs to incorporate the contribution into a BBF draft, the **To Editor** button forces the contribution to be assigned to someone (it should be the editor) and changes the state to *IN PROGRESS*
- If the contribution is once again ready for review, the **Review Requested** button reverts the state to *FOR REVIEW*
- If files are to be attached, the **Attach Files** button can be used in the *FOR REVIEW*, *NEEDS WORK* and *IN PROGRESS* states
- If all work is complete, the **Complete** button marks the contribution as *Done* and changes the state to *COMPLETED*
- If the contribution is withdrawn, the **Withdraw** button changes the state to *WITHDRAWN*
- The **Re-Open** button re-opens *COMPLETED* or *WITHDRAWN* contributions and changes the state to *FOR REVIEW*

The distinction between *State* and *Resolution* can cause confusion.

- *State* is the current workflow state name (the possible states are a function of the workflow; the CONTRIB states are BBF-specific)
- *Resolution* indicates whether and how the contribution has been resolved (the possible resolutions are fixed: *Unresolved*, *Done*, *Won't Do*, *Duplicate* and *Cannot Reproduce*)

- Completing or withdrawing a contribution automatically set *Resolution* to *Done* or *Won't Do* (respectively)
- Jira uses the terms *Open* and *Closed* for *Resolution = Unresolved* and *Resolution != Unresolved* (respectively)