Issue Tracking Using Jira, Smartsheet and Python

The main purpose of this project is to show how jira can be integrated with other project management tools through simple lines of codes and also to keep track of various issues raised in Jira and to store it in other databases such as Smartsheet, Google Sheet etc.,

In my issue tracker it is based on the daily issues which happen in a company usually related to the IT department which are tracked and maintained in jira.

Tools Required

1) Jira
2) Python
3) Smartsheet -> Control Centre, Data Mesh, Reports , Dashboard (if needed)
4) Github Actions
5) Jira API, Google Sheet API

Setup

1) Jira API and Google Sheet API is required to read data from Jira and write it to Google Sheets
2) APIs should be created in the secrets folder of Github actions.

Python Code
To be pasted here

Jira Process

1) A daily trigger is set at 9:00 AM with a form link to the concerned IT admin
2) Once the form is filled the issue is created in the backlog of Jira
3) Every 20 mins a trigger is set in Github Actions in such a way that new issues are tracked and copied to google sheets.
4) A data shuttle is used to pull the data from google sheet to smartsheet

Smartsheet Process

1) Three sheets will be required: Intake, Rollup and Template.
2) Issues will flow into the intake sheet
3) Control centre will be used to Roll out individual sheets based on the new rows which are added in intake sheet
4) Intake sheet will have basic details such as Ticket ID, Client ID, Name, When the Issue was raised, Sheet Link

5) Template will have intake sheet data along with these columns "Escalation Needed", "Reasons","Issue Resolved (Yes/No)","Issue Resolved Date".
6) Rollup will record all the data which can be used in reports, metrics and dashboards.

To run the API in postman use the following

GET https://nitish36.atlassian.net/rest/api/3/issue/IT-1

In the authorization tab go to basic auth

In the Username put ur email
Password API Key