# What is Jira?

Jira is used for Agile project management. It provides a centralized platform for managing tasks, bugs, and other issues, and integrates with other tools like GitHub.

## Types of Jira Products

| **Jira Product** | **Target Audience** | **Key Features** | **Use Cases** |
| --- | --- | --- | --- |
| Jira Software | Software development teams | Scrum/Kanban boards, sprint planning, issue tracking, release management | Agile project management, software development, bug tracking |
| Jira Service Management | IT and customer support teams | ITSM, ticketing, request, incident, and problem management | IT helpdesk, customer service, incident and change management |
| Jira Work Management | Business teams | Task management, customizable workflows, basic project tracking | Non-technical projects, HR processes, marketing campaigns, legal case tracking |

## Jira Software Workflow

| **Workflow Stage** | **Description** |
| --- | --- |
| Project Configuration | Managers set up the project’s structure, including workflows, issue types, and permissions. |
| Plan a Version | Managers plan the upcoming version, deciding which features or fixes to include. |
| Users | Users manage the sprint lifecycle, planning, executing, and reviewing progress. |
| Release Version | After completing sprints, managers release the new version or feature set. |
| Wrap up Project | The project is completed after successful release and task completion. |

## Jira Instances

Jira instances provide the actual working environment for teams, either on a cloud or server:

| **Instance Type** | **Description** |
| --- | --- |
| Cloud Instance | Hosted by Atlassian, users access it via the cloud (e.g., yourcompany.atlassian.net). |
| Server Instance | Self-hosted option, where organizations manage the infrastructure and upgrades themselves. |
| Data Center Instance | Used for larger enterprises requiring high availability and scalability. |