

Product Guides & Tutorials

Everything you need to know about buying, using, and customizing Jira Software.



← Guides home

Guide 1: Get started with Jira Software

A brief overview of Jira

Jira automation best practices

IT best practices

Team best practices

Jira mobile apps

Guide 2: Explore Jira use cases

Guide 3: Expand Jira Software

Guide 4: Jira Software for Developers

Guide 5: Jira Roadmaps

Jira Software best practices

The ability to customize Jira Software to fit your team's needs is the reason it's the #1 agile tool for software teams. With so many options, it can be hard to know where to start. Here you'll find a collection of best practices, curated from Atlassian employees, customers, and subject matter experts to help you get started with Jira Software.

Before diving in, make sure you sign up for your free trial of Jira Software Cloud and read Part 2: [Get started in 6 steps](#) of this guide.

Jira project best practices

Once you've set up your first project in Jira, these articles will help you define and structure those projects so you can get your team working.

How to define your Jira project

There is no "right way" to organize Jira projects, but there are some best practices. See a few common strategies that work well for other teams, and three additional tips you should definitely consider.

How to structure your Jira project

A clean and efficient Jira instance depends on organizing work properly. This tutorial covers best practices for Jira project structure.

[Read Article →](#)[Read Tutorial →](#)

Jira workflow best practices

Every team has its own definition of ‘Done’ and how to get there. A [workflow in Jira Software](#) is represented on a digital board and displays the statuses and transitions of every item of work. As your work progresses, team members can access the most accurate information anytime, anywhere. Use these resources to build the perfect workflow for your team.

What is a workflow in Jira?

Jira workflows empower teams to move projects from "Not Started" to "Done" efficiently and transparently. Learn more about what a Jira workflow is and how you can build yours.

[Read Article →](#)

Building an awesome Jira workflow

The perfect workflow is definitely key to getting the most out of Jira. The process requires some trial and error, but it's worth it in the end.

[Read Blog →](#)

Get started building an agile workflow

Agile workflows help bring structure to scale your software development process. Learn more about workflow management to support your agile program.

[Read Article →](#)

How to standardize workflow processes

A Jira workflow has three basic components: statuses, transitions, and resolutions. Best practices for Jira workflows include keeping your workflows simple, not edit live workflows and not confusing “resolution” with “status.”

[Read Tutorial →](#)

Best practices for epics and stories in Jira

In agile project management, an “epic” is a large body of work that can be broken down into smaller tasks. Those tasks are “stories,” or “user stories,” that represent requirements or needs from the perspective of the user. These articles will help you structure and break down your work using Jira issues, epics, and stories.

How to use epics in Jira

Get step-by-step instructions for creating and working with epics in Jira Software.

[Read Tutorial →](#)

Epics, Stories, Themes, and Initiatives

These simple structures help agile teams gracefully manage scope and structure work.

[Read Article →](#)

Working with issues in Jira

Get step-by-step instructions for creating and working with issues in company-managed projects.

[Read Tutorial →](#)

Agile Epics: Definition, Examples, & Templates

An epic is a large body of work that can be broken down into a number of smaller stories. Learn more.

[Read Article →](#)

Roadmap best practices in Jira Software

A roadmap is a shared source of truth that outlines the vision, direction, priorities, and progress of a product or team over time. Roadmaps in Jira Software help teams plan smarter, communicate better, and release more predictably.

Use these resources to get started building your roadmaps in Jira Software:

Stay on target, achieve your goals with roadmaps in Jira Software.

[Learn more](#)

Getting started with roadmaps in Jira Software

Roadmaps in Jira Software provide quick and easy planning and dependency management practices across your team.

[Read the Guide →](#)

Get started with Advanced Roadmaps

Advanced Roadmaps are built to help multiple teams collaborate, track the big picture, identify dependencies, and plan team capacity.

[Read the Guide →](#)

What is a product roadmap?

A roadmap is a plan of action for how a product or solution will evolve, provide context for the team's everyday work, and be responsive to shifts in the competitive landscape.

[Learn More →](#)

Advanced Roadmaps video tutorials

Learn how to build better plans in Advanced Roadmaps with curated video tutorials. From tips to help you get started to best practices to plan and track work strategically across teams, projects, and initiatives.

[Watch Now →](#)

Agile roadmaps: build, share, use, evolve

A roadmap is every bit as important to an agile team as it is to a waterfall team because it provides context.

Learn how to use epics in Jira Software

A guide on how to use and create epics in Jira Software directly from your roadmap, backlog, or board.

[Learn More →](#)[Read the Tutorial →](#)

Best practices for Jira users and roles

Jira offers unparalleled flexibility for user roles and restrictions. These are often created by the Jira Administrator, or the person that sets up and manages your Jira instance. These best practices are tailored for your Jira admin get your entire team set up with the features and functionality they need, without the distractions.

How to add new Jira users

Jira lets you add new users directly, or allow new users to add themselves. This step-by-step tutorial shows you how.

[Read Tutorial →](#)

Jira permissions made simple

The main concepts of permissions in company-managed projects revolve around Users, Groups, Global Permissions, Permission Schemes, and Project Roles. Learn about each one and see sample best practice scenarios for each.

[Read Tutorial →](#)

Managing project roles

Project roles are similar to groups, but they are project-specific. Learn how to use, view, add, delete, and edit project roles in company-managed projects for great efficiency in Jira.

[Read Tutorial →](#)

JIRA STATUS AND REPORTING BEST PRACTICES

Reporting in Jira software helps you track and analyze your team's work throughout a project. Jira Software has a range of reports that you can use to show information about your project, versions, epics, sprints, and issues. These resources will help you set up your reports for better status meetings. [Learn more about reporting features in Jira Software.](#)

Track and analyze work with Jira reports

Learn about the different types of reports available in Jira software to help track and analyze your team's work.

[Learn more →](#)

How to create reports in Jira

Learn how to configure and use various reports for people, projects, versions, issue and more.

[Read Tutorial →](#)

How to use search for better reporting and dashboards

Basic and advanced search functions in Jira are key to making the most of reporting. Get a list of best practices for search here.

[Read Tutorial →](#)

Working with dashboards in Jira Cloud

Learn more about how dashboards in Jira Software help you organize projects and track achievements in a single view. with dozens of built-in gadgets, easily customize dashboards for teams, stakeholders, and leadership.

[Learn More →](#)

Gain key project insights with Advanced Search and JQL

Turn work across tasks, projects, initiatives into custom reports that can be saved, shared, or added to a dashboard.

Advanced search is a powerful tool for getting project data

How to create more efficient dashboards with gadgets

Dashboard gadgets help visualize project activity for easier consumption and reporting. Learn how to make the most of them

right at your fingertips. Search issues across projects using the Jira Query Language (JQL)

[Learn more →](#)

[Read Tutorial →](#)

Five agile metrics you won't hate

How to use agile metrics. Learn about sprint burndown, epic and release burndown, velocity, control charts and the cumulative flow diagram.

[Read Articles →](#)

Agile best practices for Jira

Agile is a philosophy, a methodology. Jira is a family of software platforms that help agile teams do what they do even better. The more agile your team is, the more Jira will be able to help.

The Agile Coach

The Agile Coach is our complete collection of agile best practices. From scrum and kanban, to DevOps and scaling, this collection of best practice guides and tutorials will get your team ready to scale Jira to fit your teams needs.

[Read Guide →](#)

Your guide to scrum

Scrum is a framework that helps teams work together. Learn what it, how it works, and why it's awesome in this comprehensive guide.

[Read Guide →](#)

Your guide to kanban

How the kanban methodology

applies to software development. Learn everything you need to know about kanban to get your team up and running.

[Read Guide →](#)

Jira admin best practices

A Jira administrator is the person (or people) that sets up and manages your instance of Jira Software. Whether you're a seasoned Jira admin or just getting started, this collection of additional resources will help you create a powerful Jira Software instance for your team. Don't forget to bookmark [Jira Software Resources](#) before you go!

Be a Jira Hero: A guide for admins, by admins

Learn tips, trick, and strategies curated from actual, real-life Jira admins

[Download the free e-book →](#)

Gain confidence and strengthen your product skills

Tutorials, courses, and certifications to help you go from “I’m new here” to “I’m a pro” with Jira, Confluence and more.

[Explore courses →](#)

The Jira Software Cloud Administrators Guide

A guide to understanding concepts, strategies, and best practices for an efficient Jira Software environment.

[Learn more →](#)

Make your team more productive

Jira Software integrates seamlessly with the tools you already know and love. Find the right app for your team today.

[Learn more →](#)

Connect, share, learn with other Jira admins.

Atlassian's free online community is a big, wonderful world full of helpful advice and tips from thousands of users.

[Go to the Community →](#)

Get (and keep) your team humming along

FREE learning paths to help you train teams at scale. From beginner to expert and everything in between.

[Explore courses →](#)

Automation best practices for Jira Software

Did you know that you can save hours a month by automating manual tasks with Jira Software? With the simple, yet powerful, rule builder you can automate any task or process across products and projects to save time and keep Jira up to date so you don't have to. This collection includes automation best practices, guides, tutorials, and tips & tricks so you can get the most out of Jira automation.

Your guide to getting started with automation

Learn basic concepts and how to set up your first automation rule in Jira Software.

[Read guide →](#)

Common automation use cases

New to Jira Software? Check out the collection of common use cases to help get you started with automation.

[Read guide →](#)

Automation template library

DevOps automation tutorials

With hundreds of automation templates, you don't have to start from scratch. Simply, pick and choose templates to start connecting your tools and workflows.

[Explore templates →](#)

Learn how DevOps practitioners are streamlining processes by automating each step with automation.

[To go tutorials →](#)

Automation videos: demos, tutorials, and webinars

Learn about Jira automation with a curated collection of videos from the Atlassian team.

[Watch now →](#)

Escalate overdue issues in Jira automatically

This tutorial will detail how to create a new automation rule that searches for overdue issues once a day, sends a Slack reminder to the team, and adds a comment to the issue.

[Read tutorial →](#)

How automation empowers teams on a global scale

With growth comes the challenges. Learn how Canva, Australia's fastest-growing startup, is scaling with the power of global automation and Jira Software.

[Learn more →](#)

Connect, share, learn about automation with the community!

Atlassian's free online community is full of helpful advice and tips from thousands of users and regular content to help you build no-code rules that automate your work.

[Go to community →](#)

Go beyond the basics with automation product documentation.

Learn how to add & configure and monitor automation usage

and activity and more.

[Read documentation →](#)

IT best practices

Can your IT team really be agile? Absolutely! It's not only very possible, it's often one key to better company-wide performance overall.

This collection of agile IT best practices includes:

- [How software developers can apply agile methodologies to their day-to-day](#)
- [5 secrets of high-performing IT teams](#)
- [4 things the highest-performing IT teams do that others don't](#)
- [How IT + software teams can work better together](#)
- [The secret to fast, agile IT service](#)
- [CSIRO: A repeatable IT process, thanks to agile](#)

Team best practices

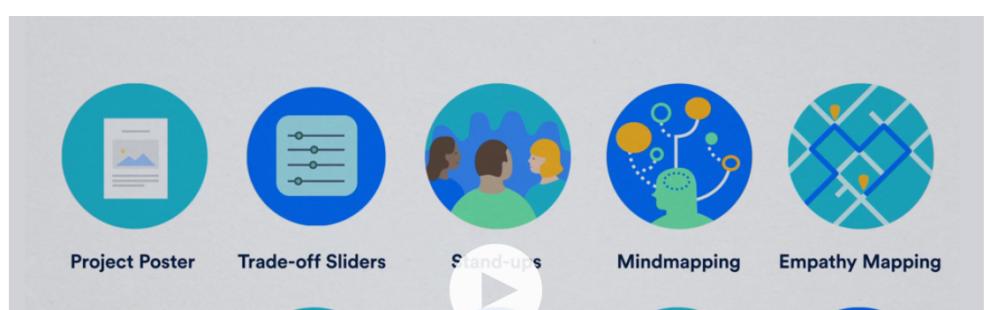
You can't run a great software team with tools alone, you have to have great practices. That's why we developed resources just for you and your team.

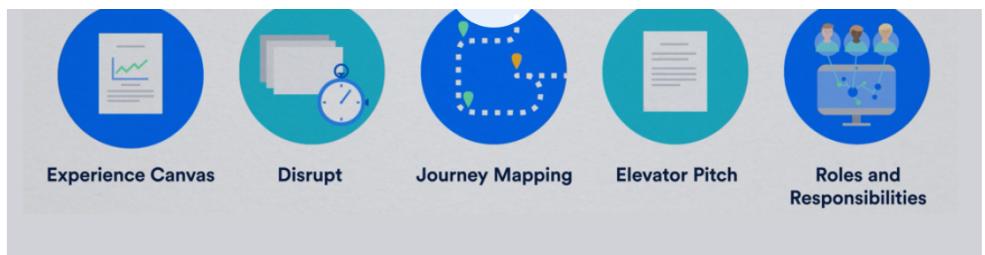
[The Agile Coach: Atlassian's no-nonsense guide to agile development:](#)

You're not alone on your agile journey. We are here to help. The Agile Coach distills decades of agile software development experience into easy lessons for beginners and pros alike.

[Atlassian Team Playbook: Our no-bullshit guide to unleashing your team's potential.](#)

Get step-by-step instructions for tracking your team's health, and new ways of working ("plays") that build your Get \$#!\$ Done™ muscle. Use the plays on their own, or in concert with Atlassian tools.





PRODUCTS

[Jira Software](#)
[Jira Align](#)
[Jira Service Management](#)

RESOURCES

[Technical Support](#)
[Purchasing & licensing](#)
[Atlassian Community](#)
[Knowledge base](#)

EXPAND & LEARN

[Partners](#)
[Training & Certification](#)
[Documentation](#)
[Developer Resources](#)

ABOUT ATLASSIAN

[Company](#)
[Careers](#)
[Events](#)
[Press](#)