

# EFFICIENT SECURITY TEAM WORKFLOWS WITH CUSTOM JIRA INTEGRATION

## OVERVIEW

A custom Jira workflow and dashboard were implemented in just three months to streamline security vulnerability tracking, reduce manual effort, and give managers real-time visibility into team progress and remediation efforts.

## PROBLEM STATEMENT

The security team (5 members) was operating under a generic helpdesk project that did not meet the unique demands of their work. Tracking security vulnerability scans and related tickets was time-consuming and inefficient. Team members had to manually locate and manage their own issues, creating delays in remediation and impacting visibility for management.

## PROPOSED SOLUTION

To address the inefficiencies, a tailored Jira workflow was developed specifically for the security team. The process included:

1. Collaborating directly with the security lead to gather requirements.
2. Designing custom fields and workflow steps that aligned with how the security team operates.
3. Automating the process: vulnerability scans would be exported to a spreadsheet, imported into the custom Jira project, and routed to the appropriate teams for review and remediation.
4. Creating a repeatable scan-remediate-rescan cycle to verify resolution before closing issues.
5. Delivering comprehensive documentation with step-by-step instructions and screenshots.
6. Providing live demos and Jira training for engineers, project managers, and non-technical stakeholders to ensure smooth adoption.

## RESULTS

In just three months, the new workflow was successfully implemented. The solution significantly reduced manual work for the security team and improved turnaround time for resolving vulnerabilities. A custom dashboard was also created to give managers real-time insight into team progress and outstanding issues, enhancing transparency and accountability.