

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.