

What is Jira?



Jira Software

Frequently Asked Questions (FAQ)

Jira is a flexible issue tracking tool that helps teams plan, manage, and report on their work. There are different versions of Jira depending on your usage needs.

Application	 Jira Core	 Jira Software	 Jira Service Desk
What would I use each application for?	<ul style="list-style-type: none"> General business projects tracking Task tracking and reporting Task Management General process management through workflows Dashboard reporting of projects and tasks progress 	<ul style="list-style-type: none"> Software Development Virtual Scrum and Kanban boards Backlog planning and issue assignment Agile reporting Dashboard reporting of issue, sprint, and release progress 	<ul style="list-style-type: none"> Helpdesk/Service desk management Incident or Problem management Change management Customer self-service portal powered with Knowledge Base Tracking of Service Level Agreement (SLA) and other metrics
Who uses each application?	<ul style="list-style-type: none"> Business teams Marketing teams Legal teams HR teams Operations teams Finance teams 	<ul style="list-style-type: none"> Software Developers/Engineers ScrumMasters Product Owners Technical Managers Testing/QA teams DevOps teams 	<ul style="list-style-type: none"> Customers Helpdesk Agents Helpdesk Supervisors Self-help users Employees

What are some benefits of using Jira?

Jira is highly configurable and flexible to allow for usage in a wide variety of environment and processes. The Jira workflows, issue types, and screens enable tailoring for almost any scenario and can easily be change via the administration GUI. Atlassian provides excellent online support resources and in person Atlassian User Groups to help the community.

What industries are supported?

Atlassian products support a wide variety of industries due to it's flexible configuration, historical data, powerful workflow engine, and easy team adoption. Jira has been used in finance, IT/technology, Healthcare, retail, manufacturing, professional services industries and more.

How does Jira work with other Atlassian tools like Confluence or Bitbucket?

The Atlassian suite integrates across each product allowing data to be passed from one application to the other and supports bi-directional traceability. While each integration works a bit differently, here are some of the key interactions between the applications:

- **Confluence** - Create issues in Jira from Confluence, display Jira reports/dashboards in Confluence, and navigate easily between linked Jira issues and Confluence pages for traceability, Create Knowledge Base articles in Confluence from Jira Service Desk, find contextual Knowledge Base articles in Jira Service tickets, and much more
- **Bitbucket** - Create Bitbucket branches from within Jira, see all related commits, branches and pull requests in an issue, transition issues automatically based on development events, transition issues from within Bitbucket Server, see issues related to Bitbucket Server commits and pull requests, check commits, branches and pull requests for an entire version within Jira Software, and more
- **Bamboo** - See Bamboo development activity in Jira, view detailed Bamboo build and deployment statuses, run a Bamboo build when releasing a Jira Software server version, view the Bamboo builds that relate to a Jira application project or version, and more
- **HipChat** - Get notifications in your Hipchat rooms when issues are updated, preview issues and service desk requests directly in Hipchat when someone on your team mentions them, and more
- **Others** - there are many other applications that Jira can integrate with to help share data. See below for more details.

How does it compare to other similar products? strengths and flexibility

Jira's rapid adoption within an organization and across enterprises can be attributed to several factors ranging from cost, user-adoption, Scalability, Interoperability, and maintainability. Here are some key reasons organizations move to Atlassian suite, starting with Jira

- **Affordable and Cost Effective** - The cost of per user Jira license is typically half the cost of other competitive enterprise applications in this space. Additionally, ease of supporting and maintaining the application makes customization and upgrades much simpler. Overall, this keeps the total cost of ownership low and affordable.
- **User-Adoption** - Users tend to favor Jira over other competitive tools due to its simple and intuitive interface. Additionally, the presence of wide range of open source product documentation and community support forums makes its easy for the users and administrators to learn and adapt the tool far more readily.
- **Scalable and Customizable** - Jira can be used to centralize the collaboration and tracking needs of small to large size enterprises, from business to software to services teams, and from basic to large complex solutions. The broad range of usecases for Jira may include Agile, Scaled Agile Framework (SAFe), ITIL, Assess Management, Product Support, CRM, etc.
- **Interoperability** - Jira's rich ecosystem of over 2000 marketplace add ons, robust REST API library, and plugin SDK allows organizations to develop, integrate and extend the tool in a highly streamlined environment to build an enterprise level platform. Integrating with identify management software, finance applications, HR systems, and CRM systems are some of the ways organizations are using Jira to build a highly connected enterprise solution.
- **Light Weight Deployment** - Jira has a light weight footprint and is deployed as a web application on Linux or Windows. Jira also supports all major commercial databases such as Oracle, PostgreSQL, Microsoft SQL Server, and MySQL. Additionally, Jira supports standard web browsers such as IE, Firefox, and Chrome.



What is the Atlassian Marketplace? Why should I care?

The Atlassian Marketplace provides 3rd party applications (formerly called add-ons) to help teams customize their products and add functionality. The applications provide functionality around reporting, workflows, test management, design, automation, and more. With thousands of available applications and an easy searchable interface, the Marketplace provides customization for almost any use case.

What are some of the most popular applications (formerly called add-ons) for Jira?

There are dozens of excellent add-ons for Jira. Some of the most popular add-ons for our clients are below.

Application	Usage
Structure	<ul style="list-style-type: none">• Organize issues into hierarchical lists grouped by projects and releases (or any field)• View a roll up of issues above Epics• Track progress multiple ways (resolution, time spent, status, etc)• Automatically reflect a hierarchy• View subsets of your data easily with quick filters and transformations• View the hierarchy on a Jira dashboard or in Confluence
Power Scripts	<ul style="list-style-type: none">• Replace many single-purpose workflow and automation apps with an all-in-one solution• Automate "If This Then That" functionality for Jira• Enhance and automate your workflows with custom conditions, validators, and post functions• Synchronize with remote databases, LDAP, arbitrary APIs, and other Jira instances• Get a comprehensive view of the workflow actions, screens and their fields• Schedule scripts to run on an interval or as a cron job• Call your script from anywhere, synchronously or asynchronously
Portfolio for Jira	<ul style="list-style-type: none">• Enables realistic strategic planning, regardless of how many teams or people you have working towards your goals• Leverage what-if scenarios, the data in your Jira applications, and an intuitive interface to help you efficiently view, plan, and manage initiatives• Create reliable forecasts, staying informed with realistic schedules, and effectively troubleshooting and managing releases in an ever-changing environment
Insight	<ul style="list-style-type: none">• Provides a modern CMDB (Object Management) for ITSM and many other processes• Control assets like servers, computers, phones, accessories, and more• Manage release information like software components, packages and versions• Manage onboarding of employees, financial information, marketing & legal assets and more
Big Picture Enterprise	<ul style="list-style-type: none">• Plan Program Increments (PI) using Big Picture Roadmap, Team and Resource features• Big Picture Roadmap is fully integrated with Jira Agile boards• Visibility into cross team and or cross sprint dependencies• Visibility into PI scope, as well as issues that did not make the cut



- [Direct link to PI related Confluence pages](#)

Does Jira scale?

Yes! With Jira's flexible hierarchy and key applications, cPrime has been at the forefront of scaling Jira to meet the needs of clients in many industries. We have configured Jira to support Scaled Agile Framework 4.5 (SAFe 4.5), Disciplined Agile Delivery (DAD), Large Scale Scrum (LeSS) and, of course, custom configurations tailored to your company's needs.

How does Jira support my service management needs? Will Jira fit in with my existing process?

Jira Service Desk (JSD) is a versatile tool that spans and scales the varied needs of a service-driven organization. It can be used for internal IT service management operations such as Incident Management, Problem Management, Change Management, HR onboarding, Asset Management, and Service Request Management. JSD can also be used for external service management operations geared towards Product or Client Support. Additionally, JSD integrates with other Atlassian products such as JIRA Software to provide continuity of processes on support tickets resulting in bug fixes or change management. JSD comes with advanced Knowledge Base integration to extend self-service features to your customers as well as agents, significantly reducing time to resolution. JSD can help support or scale your existing process with its advanced features such as dynamic work queues, workflow automation, customizable SLAs and metrics, rules-driven alerts and notifications, and robust API integration capabilities.

What do you need to consider before you implement Jira or Confluence

While each implementation is different, there are some items that need to be considered when configuring Jira and/or Confluence

- **Design** - Teams are most successful when they define and validate the design of their instance before they begin implementation. This improves the speed for implementation and makes evaluation clear and measurable.
- **Data Hierarchy** - Your data hierarchy and structure is key to how Jira and Confluence should be setup. This is often done by organization, product, or project and consistently setup throughout the instances.
- **Change Management** - How changes are evaluated, communicated, and implemented is key to ensuring appropriate usage and a sustainable configuration.
- **Support** - After configuration is completed, a clear support team and request process is critical to long term updates and consistent usage.
- **Training** - User and administration training is key to fast adoption and

Can I integrate Jira with common enterprise tools?

Yes! Jira has an open REST API that allows it to integrate with a wide variety of systems. You can create your own connector or choose from a number of already created connectors from the Atlassian Marketplace. Jira often integrates with:

- SalesForce
- Microsoft FTS & VSTS



- IBM Doors, ClearQuest, & RTC
- BMC Remedy
- HP ALM/QC
- CA PPM, Agile Central, & Harvest
- Perforce
- ServiceNow
- Zendesk
- GitHub and GitLab
- Bugzilla
- and more!

How can I learn to use Jira better?

- cPrime has a wide variety of Atlassian training classes to help you and your organization get the most out of the Atlassian platform. Our classes include hands-on exercises, leave behind guides, and instructors with years of real implementation and configuration experience.
- Key courses include: Jira in the Enterprise, Customizing Jira Workflows, Jira System Admin, Jira Quick Start and more!

How can I get my organization on Jira?

cPrime offers customers a single source for license management, as well as the capability of procuring Atlassian products on a purchase order. For renewals cPrime will need a list of all applicable Atlassian Support Entitlement Numbers, and email of technical contact associated to each license. For new license purchases please list the name of the license, and user tier. cPrime provides licenses and standardization of license renewal dates and the ability to accept Purchase Orders.

How can Jira help me achieve organizational goals?

cPrime provides a skilled consulting team to provide the right resource to help make the Atlassian suite a success:

- **Solution Architects** - The cPrime Solution Architects bring product, solution, and technical leadership to your engagement. Our expert facilitates conversations with your business and technical teams to establish a foundation of your current (as-is) business process, identify process re-engineering opportunities, and define a future-state recommendation in alignment to these discussions. The Solution Architect provide overall thought leadership and best practice solutions to optimize your implementation and organizational adoption.
- **Senior Consultants** - The cPrime Senior Consultant provides delivery skills in your specific area of implementation needs – configuration, integration, migration, and more. Each Atlassian expert is your focused delivery resource to implement high quality solutions in an iterative manner. This person works closely with the Solution Architect to align on solution planning and delivery.
- **Managed Services Support Consultants** - Our Support Management team feature Atlassian experts with extensive experience with each product and the flexibility to be remote or onsite. We offer the ability to follow your tickets/requests on a Jira queue to track your request in real-time. With hourly and recurring pricing structures, we can customize a support package that fits your requirements. As a distinguished Atlassian partner



(one of only 8 Platinum Experts in North America), you'll benefit from our experience with Atlassian products across multiple sectors.