

## Project: Jira Automation for IT Operations & Security Workflows

### Overview:

Completed a 2.5-hour hands-on guided project focused on implementing advanced Jira automation to streamline IT and security workflows. The project simulated real-world ticketing and project management scenarios relevant to support desks, change management, and incident response teams.

### Key Accomplishments:

- **Created automation rules** using Jira's no-code builder, combining **triggers, conditions, and actions** to streamline task management.
- **Built a dynamic sub-task template system** to standardize recurring procedures and accelerate onboarding of repetitive service requests.
- **Used branching logic and issue relationships** to automatically update parent issue statuses based on sub-task completion — mirroring real-world escalation workflows.
- **Leveraged smart values** to extract and manipulate issue data, dynamically control actions, and send **automated email notifications** based on project events.
- **Designed an automation sequence** to simulate a live training program and an ecommerce deployment lifecycle — demonstrating versatility across IT and DevOps environments.

### Skills Demonstrated:

Jira Automation, IT Workflow Optimization, Ticketing System Design, Sub-task Templates, Branch Logic, Smart Values, Auto Notifications, Project Management Automation, Conditional Rule Logic

### Relevance to IT & Security Roles:

This project directly reflects the logic-driven mindset required in IT support and SOC environments. Whether automating service tickets or orchestrating incident response workflows, these skills reduce manual effort, enforce consistency, and enhance response time — all core to high-performing technical teams.

### Step-by-Step Walkthrough

#### 1. Business Process Subtask Generator

- Triggered rule when issues with keywords like “Webinar” or “Documentation” are created
- Automatically generated tailored subtasks aligned with standard operating procedures

The screenshot shows a browser window with the Coursera 'Automate tasks and processes with Jira' course page. The top navigation bar includes links for 'Top Jira Courses - Learn Jira' and 'Automate tasks and processes with Jira'. The main content area is titled 'Rules - Automation - Cust' and shows the 'Rules' tab selected. A prominent yellow warning box states: 'We've started deprecating legacy incoming webhooks. As of May 30, 2025, we've started deprecating the legacy incoming webhook in a phased manner. Rules triggered through the legacy endpoint can stop working at any time. To avoid disruptions, ensure that existing rules with webhook triggers have been migrated to the new endpoint.' Below this, there is a table of rules:

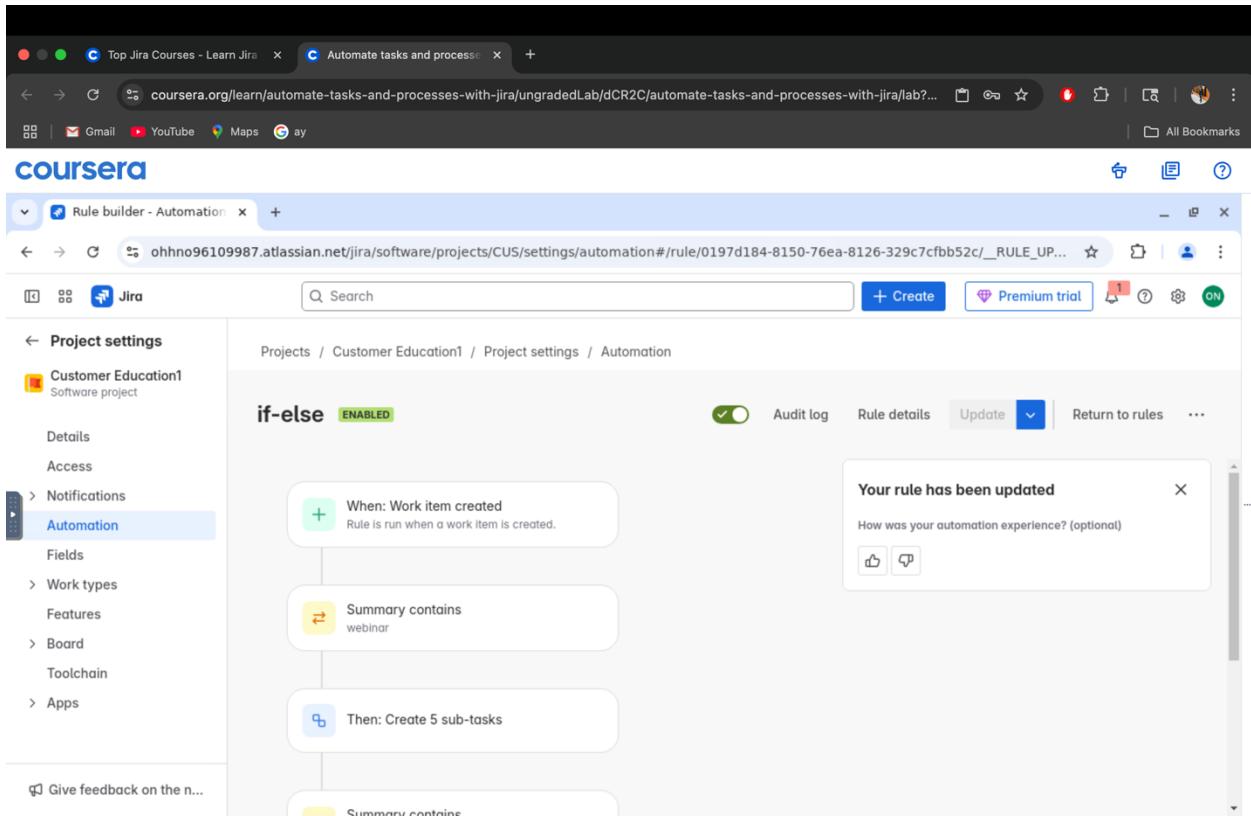
Name	Labels	Owner	Scope	Updated	Enabled	Actions
Auto Assign		Ohh No	Customer Education1	41 minutes ago	<input checked="" type="checkbox"/>	...
Auto Assign2		Ohh No	Customer Education1	26 minutes ago	<input checked="" type="checkbox"/>	...
Sub tasks creation		Ohh No	Customer Education1	less than a minute ago	<input checked="" type="checkbox"/>	...

Below the rules section is a 'Board' tab, which displays a Kanban board for the 'Customer Education1' project. The board has three columns: 'TO DO' (3 items), 'IN PROGRESS' (1 item), and 'DONE' (1 item). The 'TO DO' column items are 'Create a webinar' (CUS-1), 'Create documentation' (CUS-2), and 'Create feature 2 webinar' (CUS-4). The 'IN PROGRESS' column item is '+ Create'. The 'DONE' column item is marked with a checkmark.

### Step 3: Define a Trigger/Add a Condition

**What I did:** Set the trigger to “Issue Created,” so automation fires as soon as a new task/ticket is created.

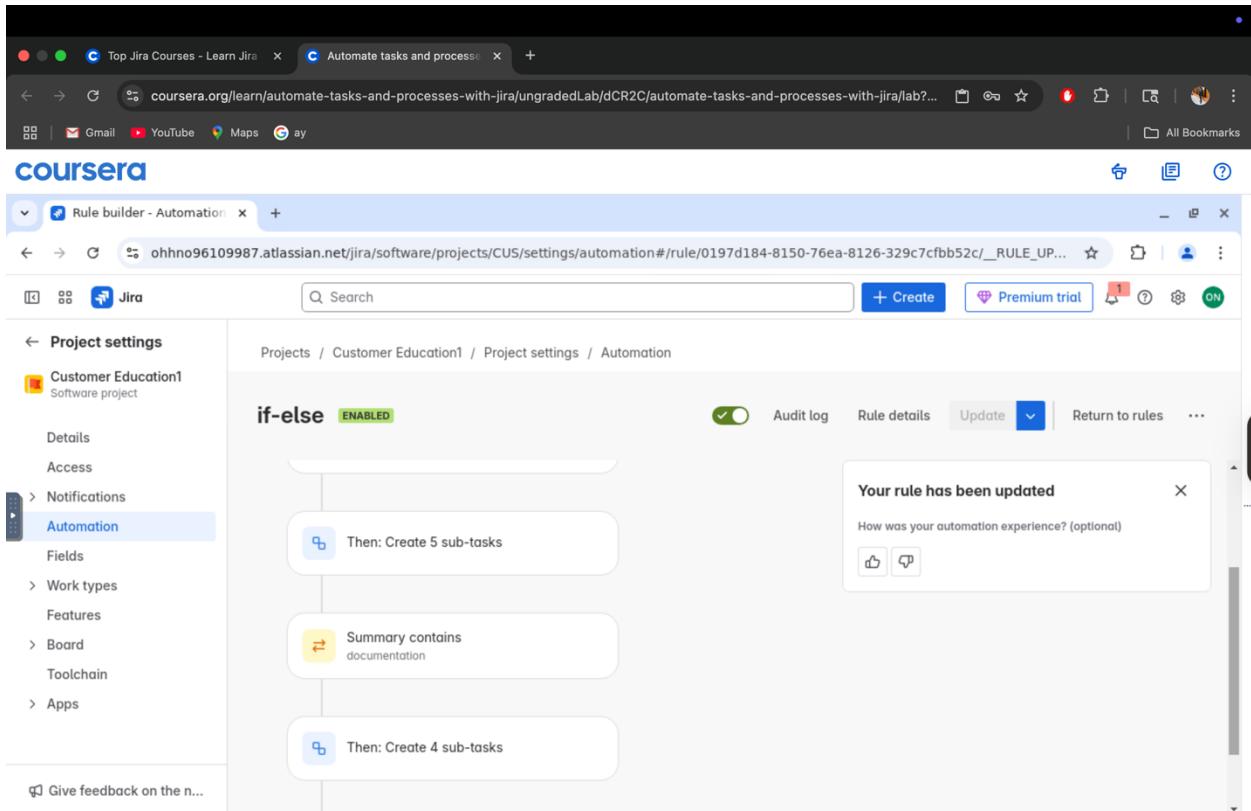
Added a condition to check if the issue type is “webinar” or “documentation” before applying actions



The screenshot shows the Jira Rule builder - Automation interface. The left sidebar shows 'Project settings' for 'Customer Education1'. The 'Automation' section is selected. The main area displays an 'if-else' rule with the following conditions and actions:

- When: Work item created** (Rule is run when a work item is created)
- Summary contains** (webinar)
- Then: Create 5 sub-tasks**

A message box on the right says "Your rule has been updated" and asks "How was your automation experience? (optional)".



The screenshot shows the Jira Rule builder - Automation interface. The left sidebar shows 'Project settings' for 'Customer Education1'. The 'Automation' section is selected. The main area displays an 'if-else' rule with the following conditions and actions:

- Then: Create 5 sub-tasks**
- Summary contains** (documentation)
- Then: Create 4 sub-tasks**

A message box on the right says "Your rule has been updated" and asks "How was your automation experience? (optional)".

Top Jira Courses - Learn Jira x Automate tasks and processes x

coursera.org/learn/automate-tasks-and-processes-with-jira/ungradedLab/dCR2C/automate-tasks-and-processes-with-jira/lab?... All Bookmarks

Gmail YouTube Maps ay

## coursera

Rule builder - Automation x

ohhno96109987.atlassian.net/jira/software/projects/CUS/settings/automation#/rule/0197d184-8150-76ea-8126-329c7cfbb52c

Jira

Search + Create Premium trial

Project settings Customer Education1 Software project

Details Access Notifications Automation Fields Work types Features Board Toolchain Apps

Give feedback on the n...

Business Process **ENABLED**

When: Work item created Rule is run when a work item is created.

Summary contains webinar

Then: Create 5 sub-tasks

Summary contains

Rule details

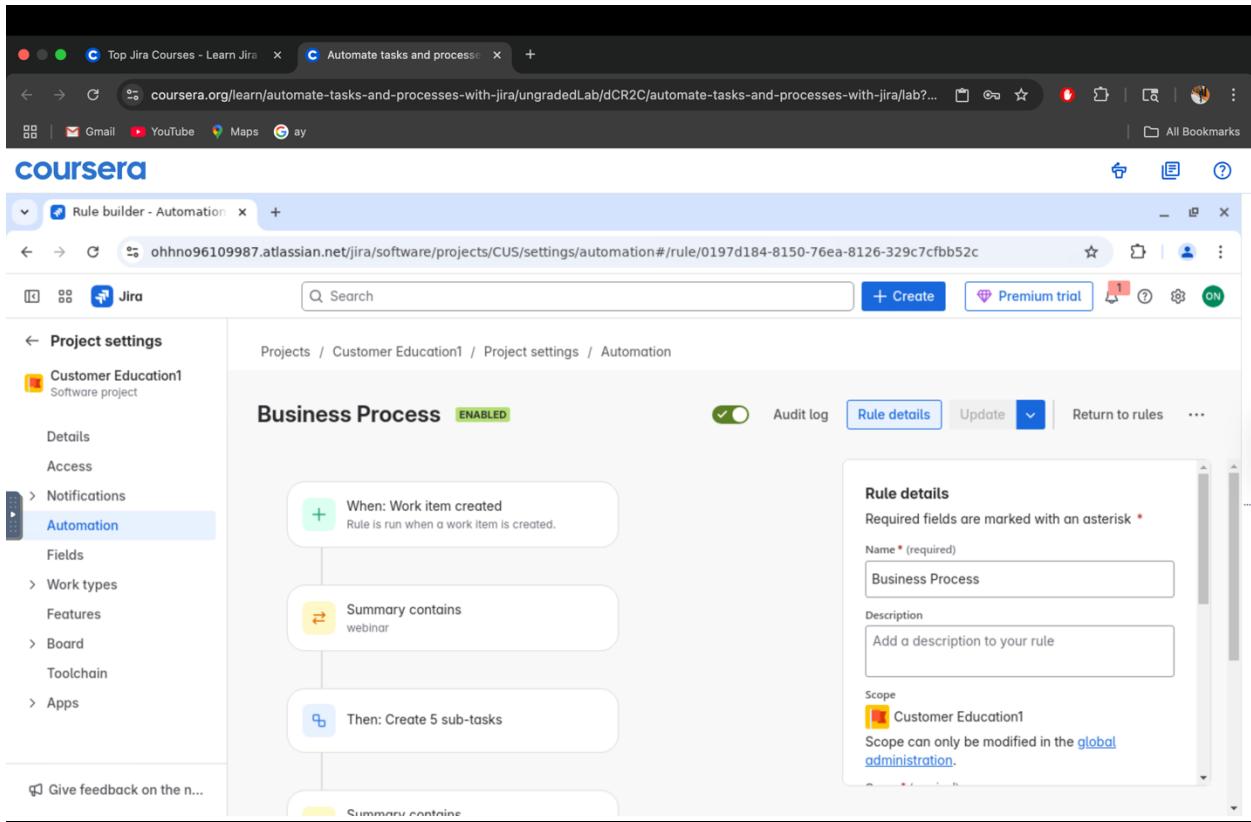
Required fields are marked with an asterisk \*

Name \* (required) Business Process

Description Add a description to your rule

Scope Customer Education1 Scope can only be modified in the global administration.

Audit log Rule details Update Return to rules



Top Jira Courses - Learn Jira x Automate tasks and processes x

coursera.org/learn/automate-tasks-and-processes-with-jira/ungradedLab/dCR2C/automate-tasks-and-processes-with-jira/lab?... All Bookmarks

Gmail YouTube Maps ay

## coursera

Rule builder - Automation x

ohhno96109987.atlassian.net/jira/software/projects/CUS/settings/automation#/rule/0197d184-8150-76ea-8126-329c7cfbb52c

Jira

Search + Create Premium trial

Project settings Customer Education1 Software project

Details Access Notifications Automation Fields Work types Features Board Toolchain Apps

Give feedback on the n...

Business Process **ENABLED**

Summary contains documentation

Then: Create 4 sub-tasks

+ Add component

Rule details

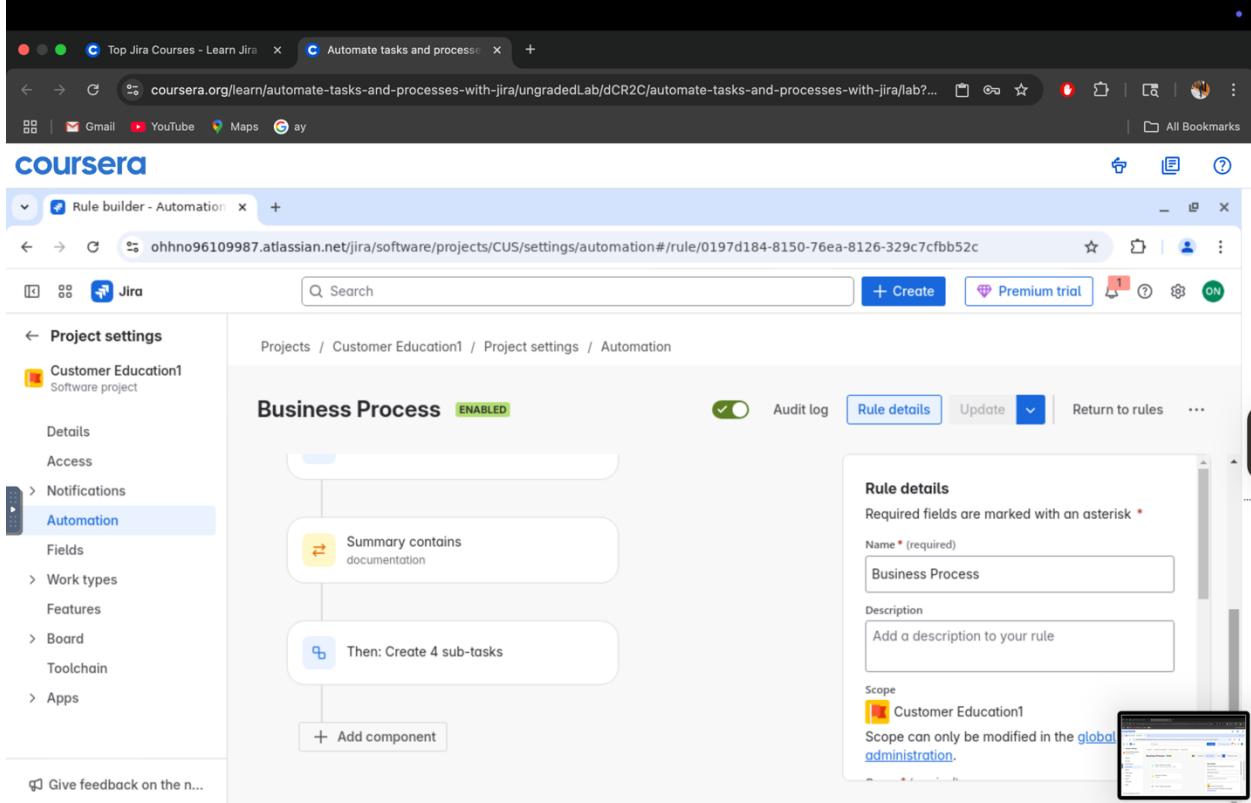
Required fields are marked with an asterisk \*

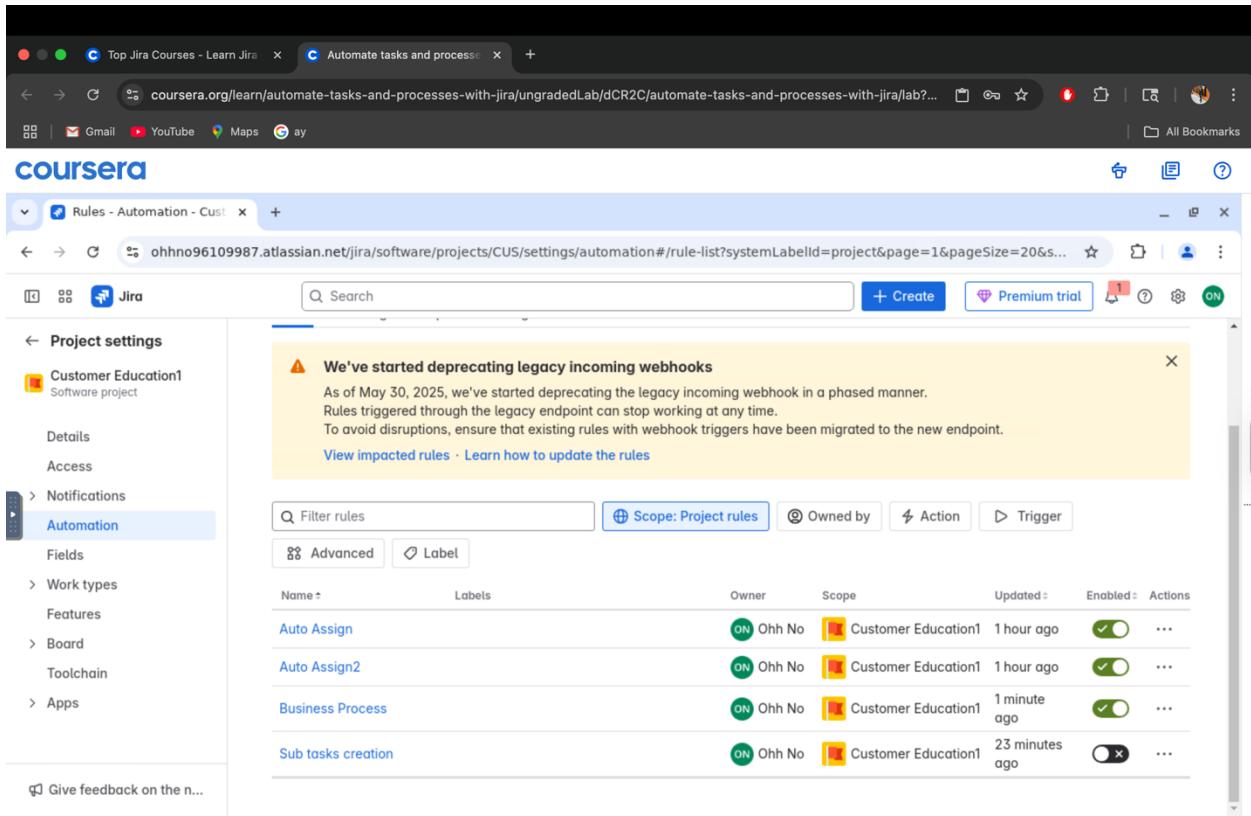
Name \* (required) Business Process

Description Add a description to your rule

Scope Customer Education1 Scope can only be modified in the global administration.

Audit log Rule details Update Return to rules





The screenshot shows a browser window with the URL [coursera.org/learn/automate-tasks-and-processes-with-jira/ungradedLab/dCR2C/automate-tasks-and-processes-with-jira/lab?...](https://coursera.org/learn/automate-tasks-and-processes-with-jira/ungradedLab/dCR2C/automate-tasks-and-processes-with-jira/lab?...). The page is titled 'Automate tasks and processes with Jira' and is part of a Coursera course. The main content is a Jira interface showing the 'Automation' section for a project named 'Customer Education1'. A sidebar on the left lists project settings like Customer Education1 (Software project), Details, Access, Notifications, Automation (selected), Fields, Work types, Features, Board, Toolchain, and Apps. A feedback link 'Give feedback on the n...' is at the bottom of the sidebar. The main area shows a warning about deprecating legacy incoming webhooks, followed by a table of automation rules:

Name	Labels	Owner	Scope	Updated	Enabled	Actions
Auto Assign		ON Ohh No	Customer Education1	1 hour ago	<input checked="" type="checkbox"/>	...
Auto Assign2		ON Ohh No	Customer Education1	1 hour ago	<input checked="" type="checkbox"/>	...
Business Process		ON Ohh No	Customer Education1	1 minute ago	<input checked="" type="checkbox"/>	...
Sub tasks creation		ON Ohh No	Customer Education1	23 minutes ago	<input type="checkbox"/>	...

## 2. Workflow Simulation & Rule Validation

- Created issues to test rule functionality
- Validated subtask creation, naming, and transition logic based on predefined business templates

This screenshot shows a Jira board for the project 'Customer Education1'. A subtask, 'Create webinar for feature 3', is selected. The subtask list shows three tasks: 'CUS-6 Create script', 'CUS-7 Review script', and 'CUS-8 Create slides'. The 'Details' panel on the right shows the assignee is 'Ohh No', and there are no labels, parents, or due dates assigned. A pinned field panel is open, instructing users to click on the 'x' next to a field label to start pinning.

This screenshot shows a Jira board for the project 'Customer Education1'. A context menu is open over the project name. The menu options include: 'Save as project template' (Enterprise), 'Set project background', 'Project settings', 'Archive project', 'Delete project', and 'Software project Team-managed'. A notification overlay on the left indicates 'New people added' with the message: 'Arush Nepali added to the project. You can also add teammates and manage their access to the project from Project settings'.

Top Jira Courses - Learn Jira   Automate tasks and processes

coursera.org/learn/automate-tasks-and-processes-with-jira/ungradedLab/dCR2C/automate-tasks-and-processes-with-jira/lab?...

Rule builder - Automation   +

ohhno96109987.atlassian.net/jira/software/projects/CUS/settings/automation#/rule/0197d1a9-a155-72a9-abf0-5ea63438d494/\_RULE\_TU...

Search   + Create   Premium trial   4 notifications   ON

Project settings   Automation

Customer Education1   Software project

Details   Access   Notifications   Automation   Fields   Work types   Features   Board   Toolchain   Apps

Give feedback on the ne...

Training Business Process   ENABLED

When: Work item created   Rule is run when a work item is created.

Summary contains   create training

Then: Create 5 sub-tasks

+ Add component

Your rule has been turned on

How was your automation experience? (optional)

Give feedback on the ne...

Rules - Automation - Cust   +

ohhno96109987.atlassian.net/jira/software/projects/CUS/settings/automation#/rule-list?systemLabelId=project&page=1&pageSize=20&s...

Search   + Create   Premium trial   4 notifications   ON

Project settings   Automation

Customer Education1   Software project

Details   Access   Notifications   Automation   Fields   Work types   Features   Board   Toolchain   Apps

Give feedback on the ne...

Global administration   Create with AI   Create rule

Rules   Audit log   Templates   Usage

Filter rules   Scope: Project rules   Owned by   Action   Trigger   Advanced

Label

Name	Labels	Owner	Scope	Updated	Enabled	Actions
Auto Assign		ON Ohh No	Customer Education1	2 hours ago	<input checked="" type="checkbox"/>	...
Auto Assign2		ON Ohh No	Customer Education1	1 hour ago	<input checked="" type="checkbox"/>	...
Business Process		ON Ohh No	Customer Education1	39 minutes ago	<input checked="" type="checkbox"/>	...
Sub tasks creation		ON Ohh No	Customer Education1	1 hour ago	<input checked="" type="checkbox"/>	...
Training Assignment		ON Ohh No	Customer Education1	9 minutes ago	<input checked="" type="checkbox"/>	...
Training Business Process		ON Ohh No	Customer Education1	less than a minute ago	<input checked="" type="checkbox"/>	...

### 3. Subtask Status Transition Propagation

- Built rules to monitor sub-task status
- Automatically updated parent task status based on subtask completion or progress

The screenshot shows the Jira software interface. A modal window is open for a task titled "Create training for mobile product". The task has a description: "Add a description...". It has a subtask table with three rows:

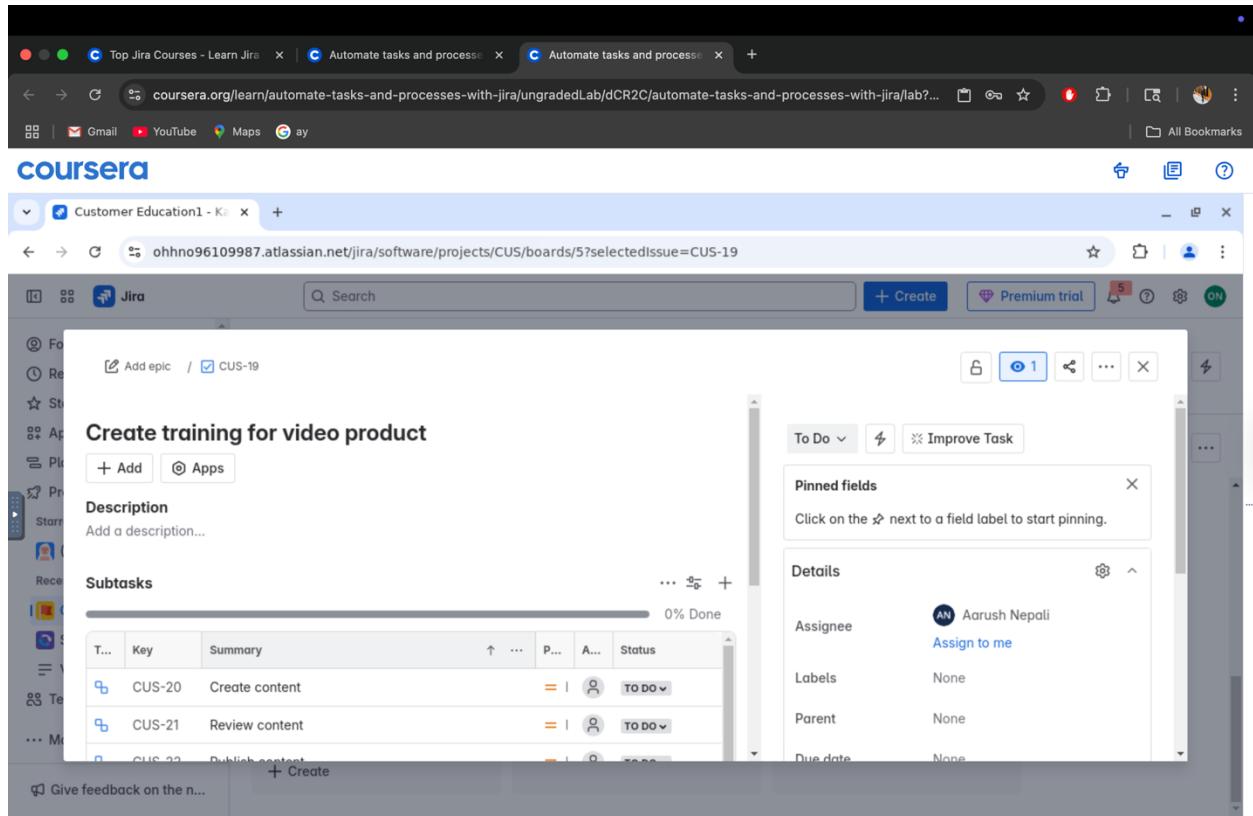
T...	Key	Summary	P...	A...	Status
	CUS-14	Create content	=	1	TO DO
	CUS-15	Review content	=	1	TO DO
	CUS-16	Publish content	=	1	TO DO

The right side of the screen shows the "Details" panel for the task, which includes fields for Assignee (Ohh No), Labels (None), Parent (None), and Due date (None). The "Pinned fields" panel is also visible.

The screenshot shows the Jira software interface with the "Board" view for the "Customer Education1" project. The board has three columns: "TO DO", "IN PROGRESS", and "DONE".

- TO DO:** CUS-12 (ON), CUS-13 (ON), CUS-19 (ON)
- IN PROGRESS:** Create training for mobile product, Create training for video product
- DONE:** CUS-18 (ON)

The left sidebar shows the project navigation, including "For you", "Recent", "Starred", "Apps", "Plans", "Projects", and "Customer Education1" (selected). The "Customer Education1" project page also includes "Software-develop...", "View all projects", "Teams", and "More" options.

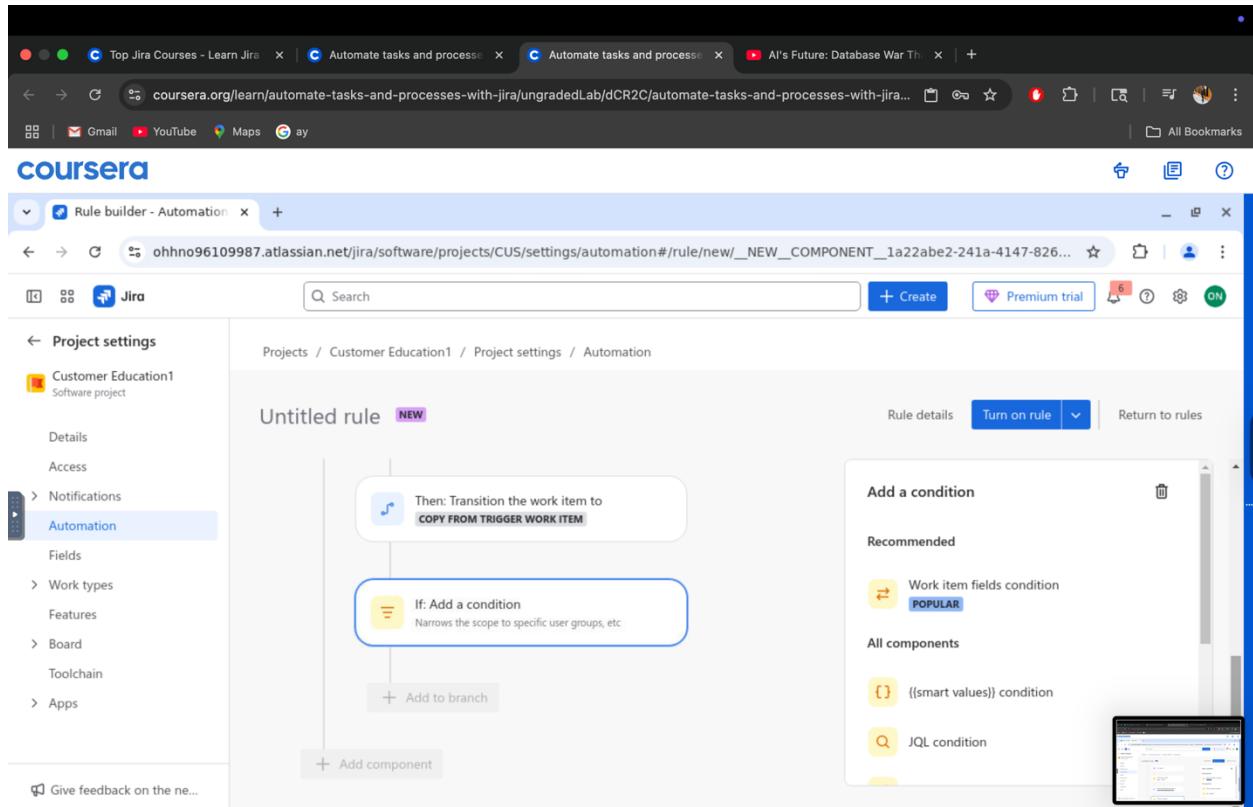


#### 4. Auto-Assignment Rule

- Designed a rule that assigns newly created tasks to the triggering user if no assignee is set
- Ensured task ownership and eliminated unassigned backlog

The screenshot shows the Jira Rule builder - Automation interface. The left sidebar is titled 'Project settings' and shows 'Customer Education1' as a 'Software project'. The 'Automation' tab is selected. The main area is titled 'Untitled rule' and shows a flowchart. The flow starts with a 'When: Work item transitioned' condition, followed by a 'To: Done' transition, which then branches to a 'For: Parent' action. On the right, there is a sidebar titled 'Add a condition' with sections for 'Recommended' (Work item fields condition, POPULAR), 'All components', and '{{smart values}} condition' and 'JQL condition'.

The screenshot shows the Jira Rule builder - Automation interface. The left sidebar is titled 'Project settings' and shows 'Customer Education1' as a 'Software project'. The 'Automation' tab is selected. The main area is titled 'Untitled rule' and shows a flowchart. The flow starts with a 'For: Parent' action, followed by an 'If: Sub-tasks match status = Done' condition, then a 'Then: Transition the work item to COPY FROM TRIGGER WORK ITEM' action. Finally, there is a 'If: Add a condition' action. On the right, there is a sidebar titled 'Add a condition' with sections for 'Recommended' (Work item fields condition, POPULAR), 'All components', and '{{smart values}} condition' and 'JQL condition'.



Untitled rule NEW

Then: Transition the work item to **COPY FROM TRIGGER WORK ITEM**

If: Add a condition

Narrows the scope to specific user groups, etc.

Add to branch

Add component

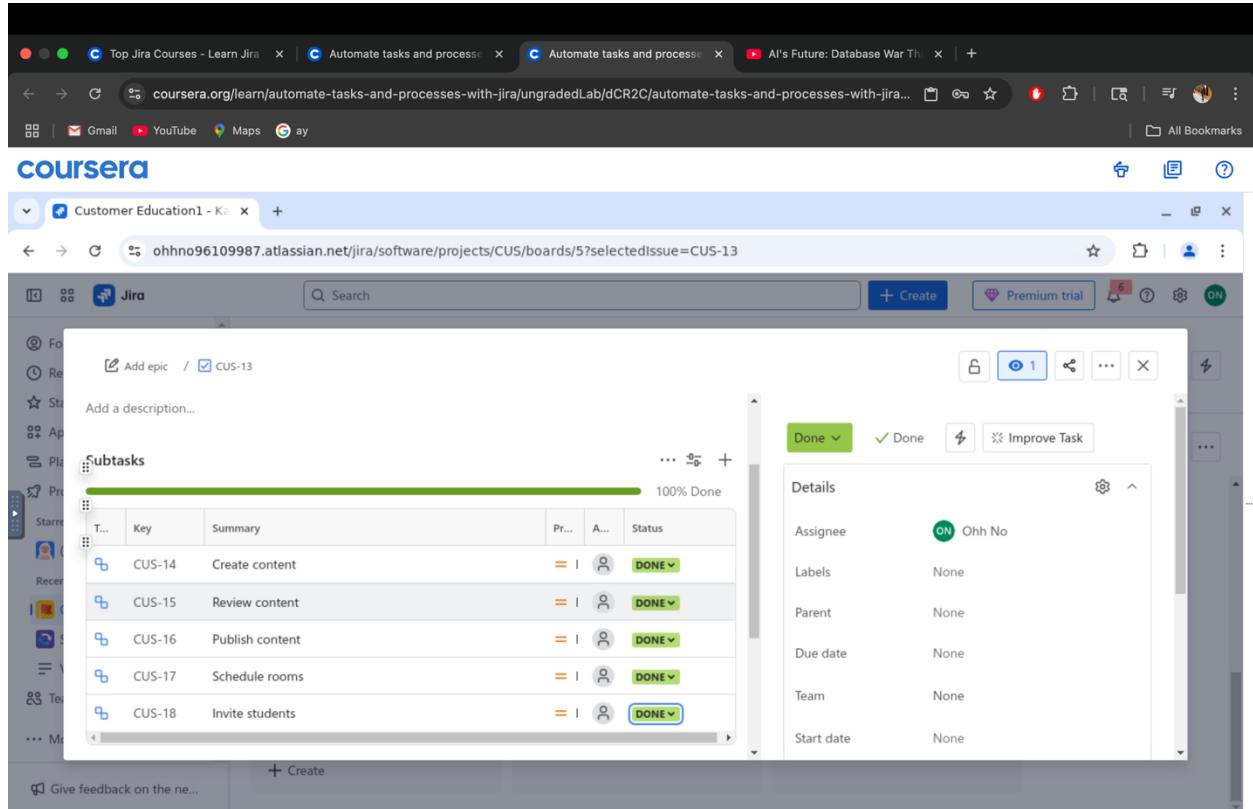
Rule details Turn on rule Return to rules

**Add a condition**

Recommended

- Work item fields condition POPULAR
- All components

  - {}{{smart values}} condition
  - JQL condition



Add epic / CUS-13

Add a description...

Subtasks

T...	Key	Summary	Pr...	A...	Status
	CUS-14	Create content	=	I	<span style="color: #0070C0;">DONE</span>
	CUS-15	Review content	=	I	<span style="color: #0070C0;">DONE</span>
	CUS-16	Publish content	=	I	<span style="color: #0070C0;">DONE</span>
	CUS-17	Schedule rooms	=	I	<span style="color: #0070C0;">DONE</span>
	CUS-18	Invite students	=	I	<span style="color: #0070C0;">DONE</span>

Done 1 Done Improve Task

Details

Assignee: Ohh No

Labels: None

Parent: None

Due date: None

Team: None

Start date: None

Two screenshots of the Jira Rule builder - Automation interface are shown, illustrating the configuration of two different automation rules.

**Rule 1: Auto assignment**

**When:** Work item created  
**Condition applied:** Assignee is empty  
**Then:** Assign the work item to User who triggered the event

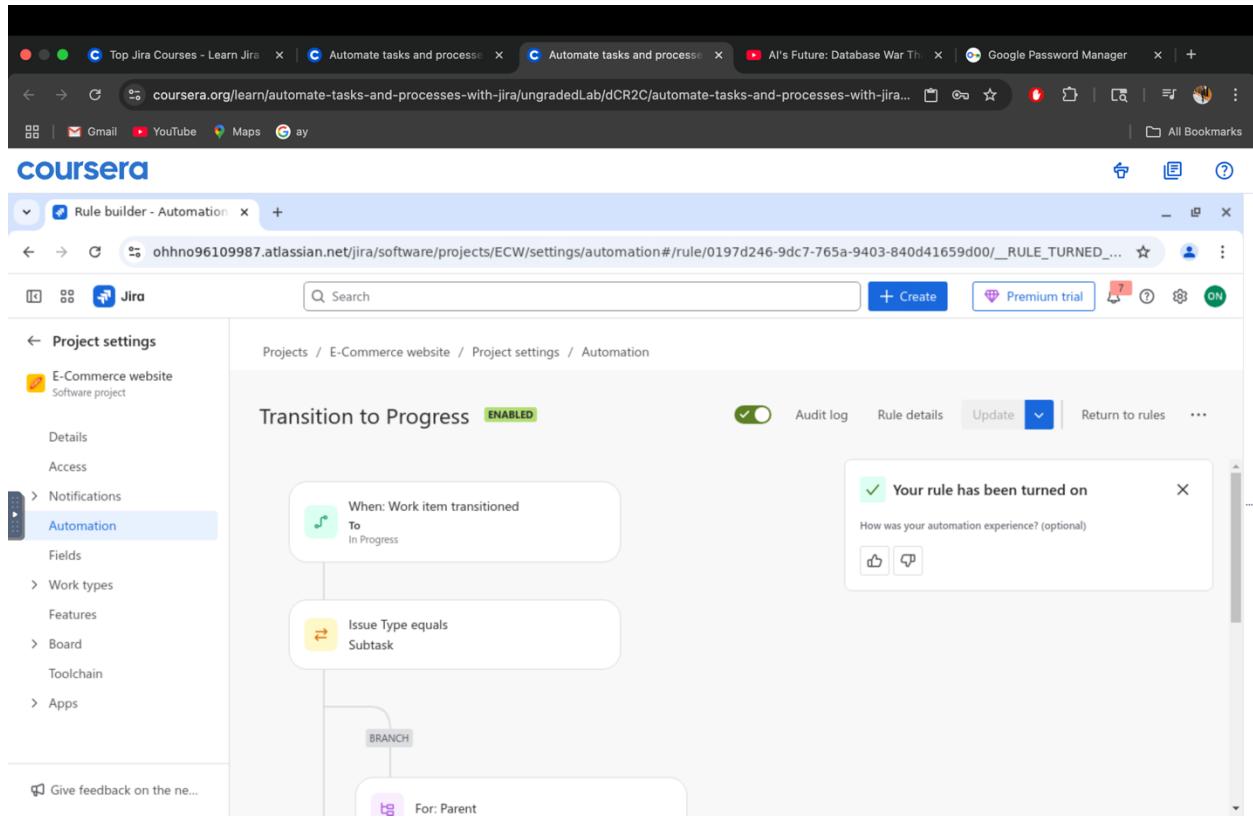
**Rule 2: Sub task process**

**When:** Work item created  
**Condition applied:** Summary contains category creation  
**Then:** Create 4 sub-tasks

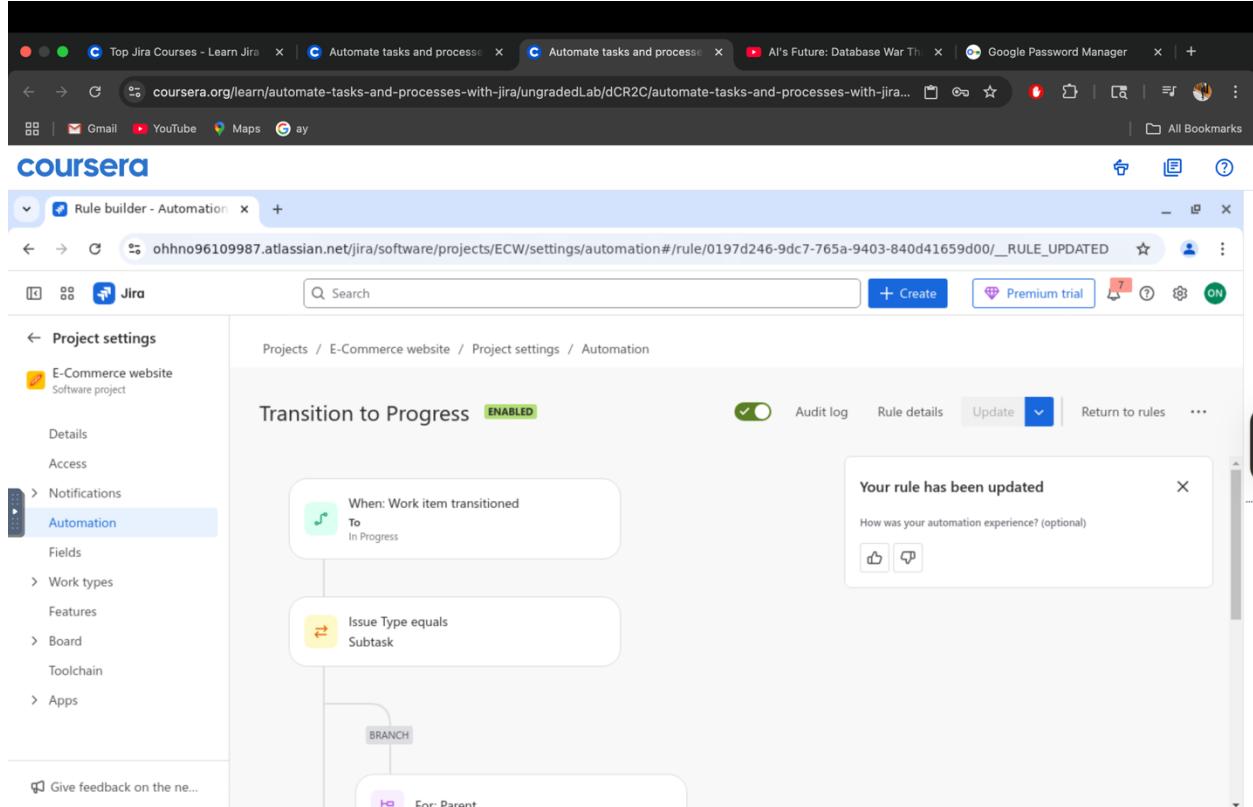
Both rules are enabled and have been turned on successfully. The interface includes a sidebar for project settings and a navigation bar with various tabs and links.

## 5. State Sync Rule for In Progress Tasks

- Triggered parent issue status update when subtasks transitioned to "In Progress"
- Maintained accurate real-time reflection of overall task progress



The screenshot shows the Jira Rule builder - Automation interface. The left sidebar is titled 'Project settings' and shows 'Automation' is selected. The main area is titled 'Transition to Progress' and is 'ENABLED'. The rule flow is: 'When: Work item transitioned To In Progress' -> 'Issue Type equals Subtask' -> 'BRANCH' -> 'For: Parent'. A success message box is displayed: 'Your rule has been turned on' with a green checkmark. Below it is a feedback section: 'How was your automation experience? (optional)' with thumbs up and thumbs down icons.

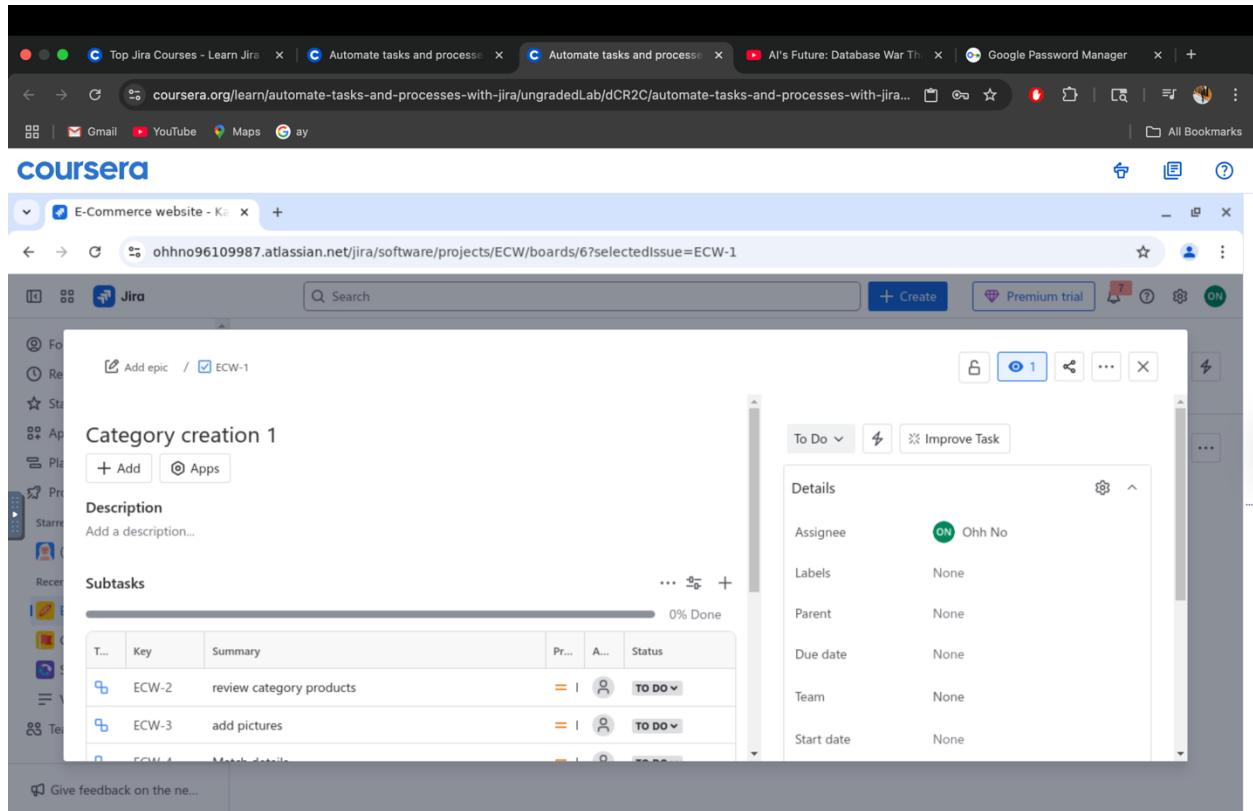


The screenshot shows the Jira Rule builder - Automation interface, identical to the one above but with a different message. The rule flow is the same: 'When: Work item transitioned To In Progress' -> 'Issue Type equals Subtask' -> 'BRANCH' -> 'For: Parent'. A success message box is displayed: 'Your rule has been updated' with a green checkmark. Below it is a feedback section: 'How was your automation experience? (optional)' with thumbs up and thumbs down icons.

The screenshot shows the Jira Rule builder interface for the 'Transition to Progress' rule. The rule is currently enabled. The configuration consists of a trigger 'For: Parent' and an action 'If: Some Sub-tasks match status = "In Progress" Then: Transition the work item to IN PROGRESS'. A message box indicates that the rule has been updated. The left sidebar shows the 'Automation' section is selected under 'Project settings'.

The screenshot shows the Jira Automation rules list for the 'E-Commerce website' project. The 'Automation' section is selected in the sidebar. The table lists four rules: 'Auto assignment', 'Sub task process', 'Transition to Done', and 'Transition to Progress'. All rules are enabled and were updated within the last 20 minutes. The 'Create rule' button is visible at the top right.

Name	Labels	Owner	Scope	Updated	Enabled	Actions
Auto assignment		ON Ohh No	E-Commerce website	20 minutes ago	<input checked="" type="checkbox"/>	...
Sub task process		ON Ohh No	E-Commerce website	17 minutes ago	<input checked="" type="checkbox"/>	...
Transition to Done		ON Ohh No	E-Commerce website	12 minutes ago	<input checked="" type="checkbox"/>	...
Transition to Progress		ON Ohh No	E-Commerce website	1 minute ago	<input checked="" type="checkbox"/>	...

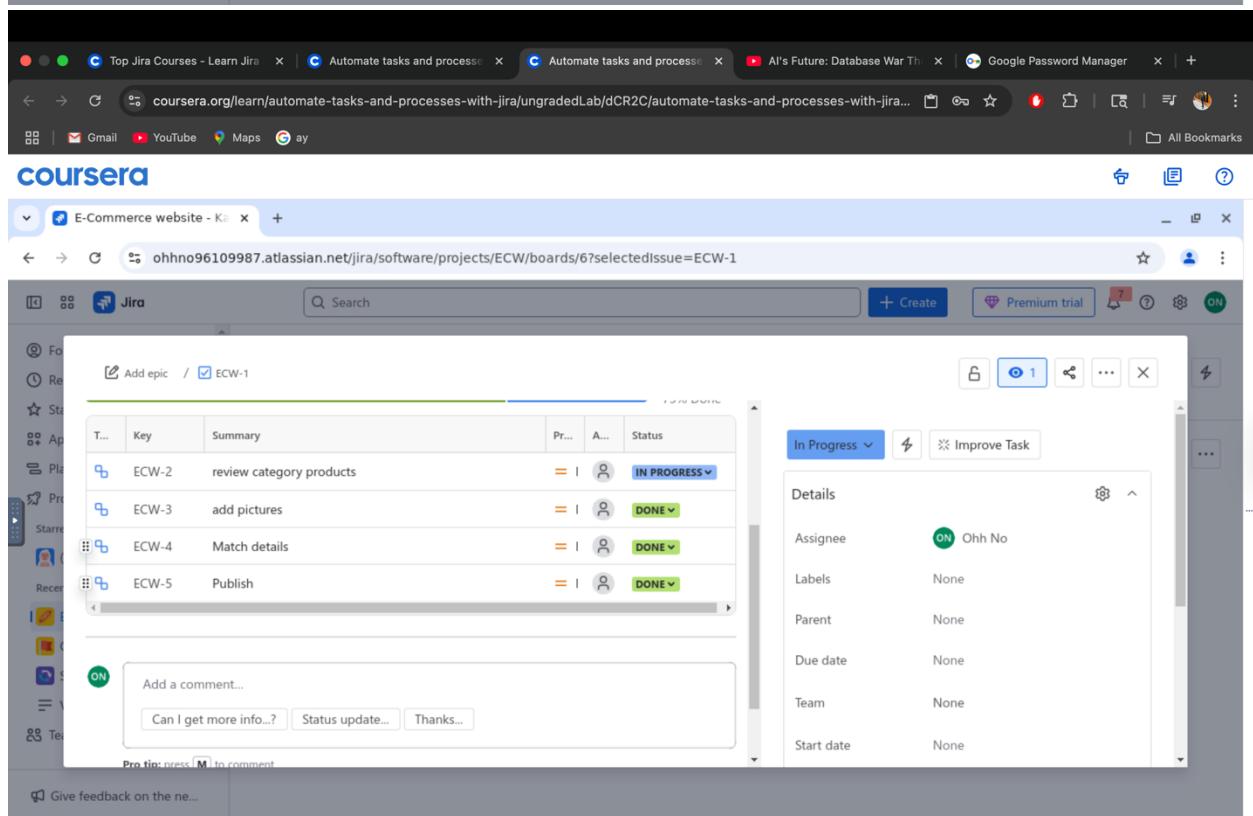


Category creation 1

T...	Key	Summary	Pr...	A...	Status
ECW-2	review category products	= I	Oh No	TO DO	
ECW-3	add pictures	= I	Oh No	TO DO	
ECW-4	Match details	= I	Oh No	TO DO	

Details

Assignee	Oh No
Labels	None
Parent	None
Due date	None
Team	None
Start date	None



Category creation 1

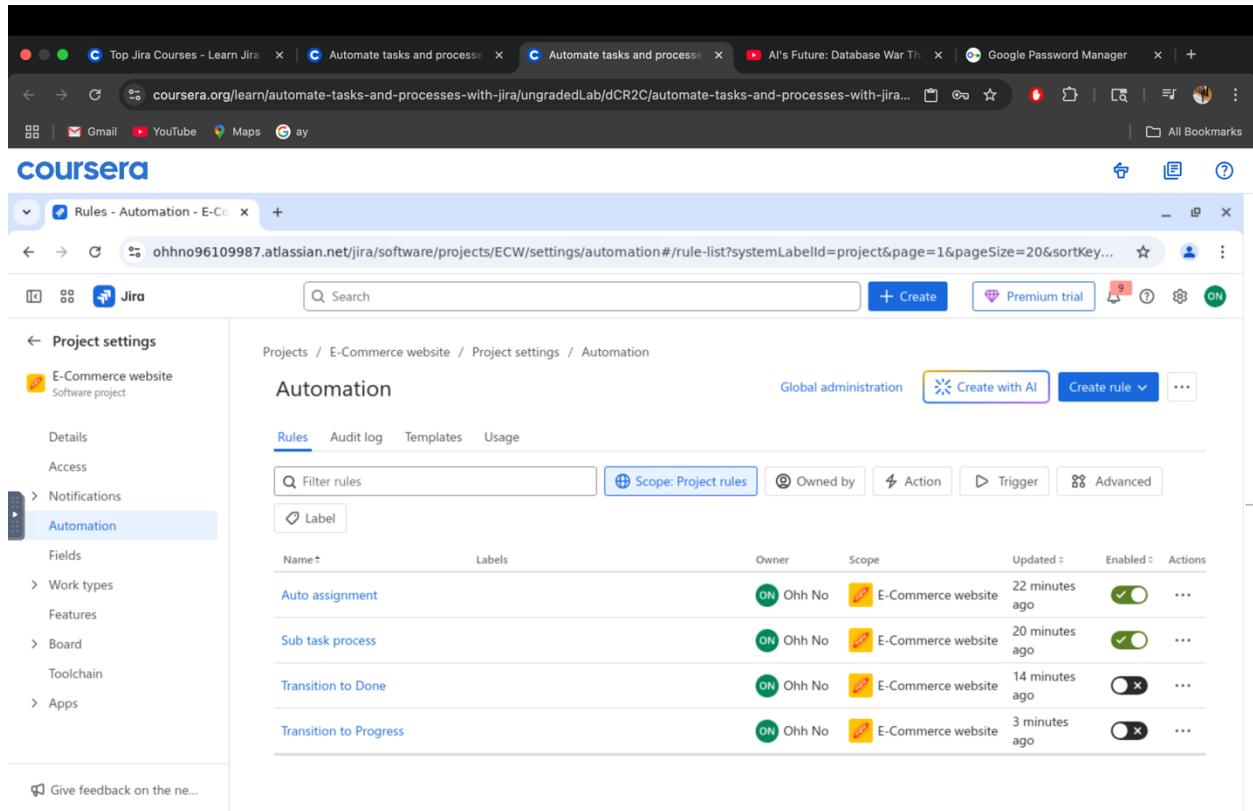
T...	Key	Summary	Pr...	A...	Status
ECW-2	review category products	= I	Oh No	IN PROGRESS	
ECW-3	add pictures	= I	Oh No	DONE	
ECW-4	Match details	= I	Oh No	DONE	
ECW-5	Publish	= I	Oh No	DONE	

Add a comment...

Can I get more info...? Status update... Thanks...

Details

Assignee	Oh No
Labels	None
Parent	None
Due date	None
Team	None
Start date	None



The screenshot shows the Jira Automation Rules page for the 'E-Commerce website' project. The left sidebar shows 'Project settings' with 'Automation' selected. The main content area is titled 'Automation' and displays a table of rules. The table has columns for Name, Labels, Owner, Scope, Updated, Enabled, and Actions. There are four rules listed:

Name	Labels	Owner	Scope	Updated	Enabled	Actions
Auto assignment		ON Ohh No	E-Commerce website	22 minutes ago	<input checked="" type="checkbox"/>	...
Sub task process		ON Ohh No	E-Commerce website	20 minutes ago	<input checked="" type="checkbox"/>	...
Transition to Done		ON Ohh No	E-Commerce website	14 minutes ago	<input type="checkbox"/>	...
Transition to Progress		ON Ohh No	E-Commerce website	3 minutes ago	<input type="checkbox"/>	...

## 6. Consolidated Rule: Done/In Progress Synchronization

- Combined logic to monitor and update parent task status based on the collective state of subtasks
- Reduced complexity and enhanced rule efficiency

The screenshot shows the Jira Rule builder - Automation interface. The left sidebar is titled 'Project settings' for the 'E-Commerce website' project. The 'Automation' tab is selected. The main area displays a 'Single rule transition' with the status 'ENABLED'. The rule configuration is as follows:

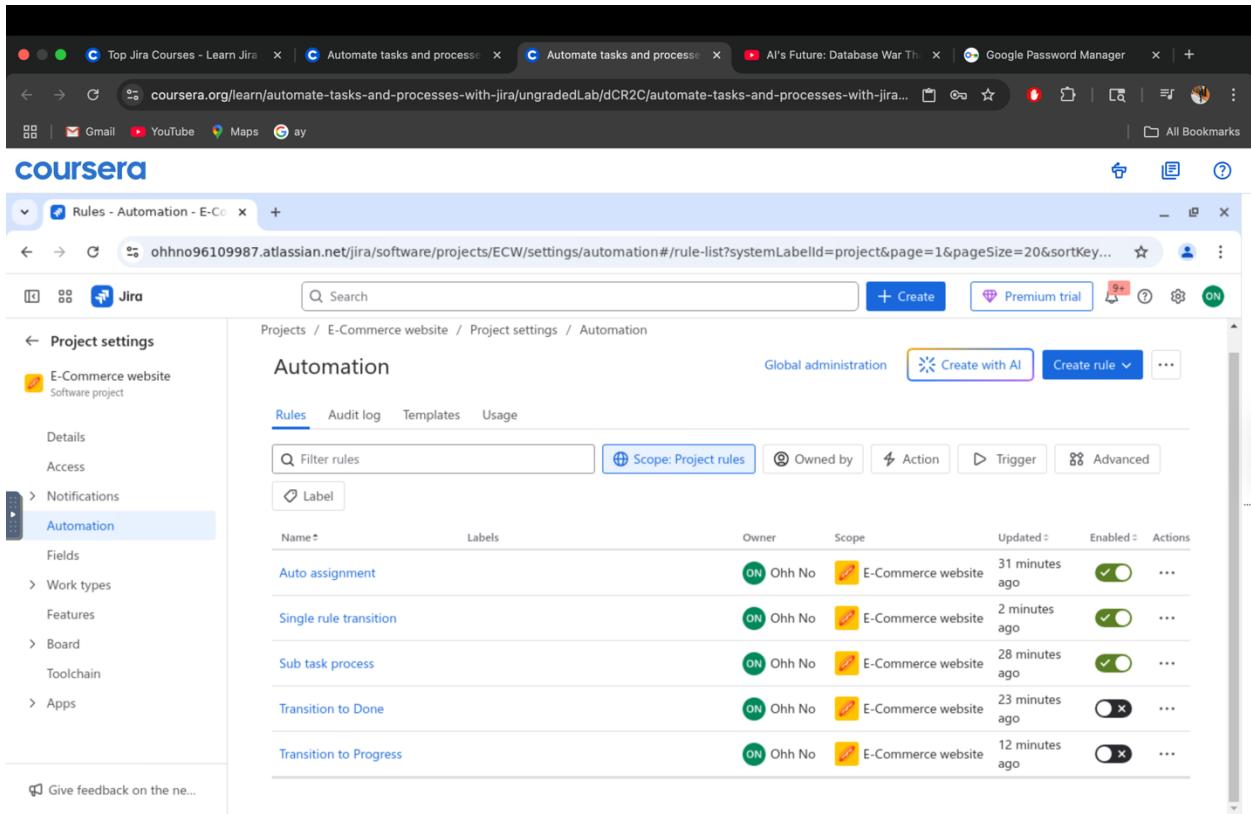
- When:** Work item transitioned  
From: In Progress, Done
- Condition applied:** Issue Type equals Subtask
- For:** Parent

A success message box is visible on the right: 'Your rule has been turned on'.

The screenshot shows the Jira board interface for the 'E-Commerce website' project. The board view shows an epic 'ECW-6' with a subtask 'Category creation 2'. The subtask details are as follows:

- Assignee:** Ohh No
- Labels:** None
- Parent:** None
- Due date:** None
- Team:** None
- Start date:** None

The subtask 'Category creation 2' has two subtasks: 'review category products' and 'add pictures', both in 'TO DO' status.



The screenshot shows a browser window with several tabs open, including 'Top Jira Courses - Learn Jira', 'Automate tasks and processes', 'Automate tasks and processes', 'AI's Future: Database War Th...', and 'Google Password Manager'. The main content is a Jira interface for 'Automation' rules. The URL in the address bar is [ohhno96109987.atlassian.net/jira/software/projects/ECW/settings/automation#/rule-list?systemLabelId=project&page=1&pageSize=20&sortKey=lastUpdated](https://ohhno96109987.atlassian.net/jira/software/projects/ECW/settings/automation#/rule-list?systemLabelId=project&page=1&pageSize=20&sortKey=lastUpdated). The page title is 'coursera | Rules - Automation - E-Commerce website | Jira'. The left sidebar shows 'Project settings' for 'E-Commerce website' with sections like 'Details', 'Access', 'Notifications', **Automation** (selected), 'Fields', 'Work types', 'Features', 'Board', 'Toolchain', and 'Apps'. The main area is titled 'Automation' and shows a table of rules:

Name	Labels	Owner	Scope	Updated	Enabled	Actions
Auto assignment		ON Ohh No	E-Commerce website	31 minutes ago	<input checked="" type="checkbox"/>	...
Single rule transition		ON Ohh No	E-Commerce website	2 minutes ago	<input checked="" type="checkbox"/>	...
Sub task process		ON Ohh No	E-Commerce website	28 minutes ago	<input checked="" type="checkbox"/>	...
Transition to Done		ON Ohh No	E-Commerce website	23 minutes ago	<input type="checkbox"/>	...
Transition to Progress		ON Ohh No	E-Commerce website	12 minutes ago	<input type="checkbox"/>	...

## 7. Blocking Communication Alert System

- Created logic to detect when an issue is blocked by another
- Triggered email notifications to assignees with contextual information and guidance

Untitled rule NEW

When: Work item linked  
Types: Blocks

Then: Send email  
Assignee  
Issue {{issue.key}} is blocking {{destinationIssue.key}}

To \* (required)  
Assignee

Cc Bcc

Subject \* (required)  
Issue {{issue.key}} is blocking {{destinationIssue.key}}

Content \* (required)  
Dear Owner,  
"{{issue.summary}} task is completely blocking  
{{destinationIssue.summary}} task, please act  
urgently.

Blocking Communication ENABLED

When: Work item linked  
Types: Blocks

Then: Send email  
Assignee  
Issue {{issue.key}} is blocking {{destinationIssue.key}}

Your rule has been turned on

How was your automation experience? (optional)

Add epic / ECW-6

T...	Key	Summary	P...	A...	Status
ECW-7	review category products	review category products	1	1	IN PROGRESS
ECW-8	add pictures	add pictures	1	1	DONE
ECW-9	Match details	Match details	1	1	DONE
FCW-10	Publish	Publish	1	1	DONE

Linked work items

Link similar work items No results found. Search again

is blocked by

ECW-1 Category creation 1 IN PROGRESS

Details

Start date None

Development Create branch Create commit

Reporter Ohh No

Automation Rule executions

Created 5 minutes ago Updated 2 seconds ago Configure

Top Jira Courses - Learn Jira | Automate tasks and processes | Get started with Jira - Project | Jira Kanban Skills

coursera.org/learn/automate-tasks-and-processes-with-jira/ungradedLab/dCR2C/automate-tasks-and-processes-with-jira/lab?...

Your work - Jira

ohhno96109987.atlassian.net/jira/your-work

← Back to project types

### Add project details

Explore what's possible when you collaborate with your team. Edit project details anytime in project settings.

Required fields are marked with an asterisk \*

Name \* Customer Education

Key \* CE

Access \* Private

Template

Scrum Jira Sprint toward your project goals with a board, backlog, and timeline.

Type

Team-managed Control your own working processes and practices in a self-contained space.

Cancel Create project

The screenshot shows a web browser with multiple tabs open, including 'Top Jira Courses - Learn Jira', 'Automate tasks and processes', 'Get started with Jira - Project', and 'Jira Kanban Skills'. The main content area displays the 'coursera' website, specifically the 'List - Software-development' page. The URL is [ohhno96109987.atlassian.net/jira/software/projects/KAN/list](https://ohhno96109987.atlassian.net/jira/software/projects/KAN/list).

**Add project details**

Explore what's possible when you collaborate with your team. Edit project details anytime in project settings.

Required fields are marked with an asterisk \*

**Name \***  
Customer Education1

**Key \***  
CUS

**Access \***  
Private

**Template** [Change template](#)

- Kanban**  Jira  
Visualize and advance your project forward using work items on a powerful board.

**Type** [Change type](#)

- Team-managed**   
Control your own working processes and practices in a self-contained space.

[Cancel](#) [Create](#)

[Add epic](#) /  CUS-1

**Create a webinar**

[+ Add](#) [@ Apps](#)

**Description**  
Add a description...

**Activity**

All [Comments](#) History Work log

**ON** Add a comment...  
Who is working on this...? Can I get more info...? Status update...

Pro tip: press **M** to comment

**To Do** [⚡](#) [⌘ Improve Task](#)

**Pinned fields**  
Click on the  next to a field label to start pinning.

**Details**

Assignee	Unassigned
Assign to me	
Labels	None
Parent	None
Due date	None

The screenshot shows the Jira Rule builder interface with two distinct automation rules displayed.

**Top Rule: Auto-assign to whoever created the issue (ENABLED)**

- When:** Issue created
- Then:** Assign the issue to **User who triggered the event**
- Rule details:**
  - Name:** Auto-assign to whoever created the issue
  - Description:** Perhaps the most common automation rule. Ensure that someone is always accountable for an issue by making sure it is always assigned to whoever created it.
  - Scope:** Global
  - Owner:** (required)

**Bottom Rule: Auto Assign (DISABLED)**

- When:** Work item created
- IF:** If: matches **Assignee is Aarush Nepali**
- Then:** Create a new **Task**
- Rule details:**
  - Your rule has been saved**
  - How was your automation experience? (optional)

**Left Sidebar (Project settings for Customer Education1):**

- Notifications
- Automation** (selected)
- Fields
- Work types
- Features
- Board
- Toolchain
- Apps

**Bottom Left:** Give feedback on the n...

Jira

Search + Create Premium trial

Project settings Customer Education1 Software project

Details Access Notifications Automation Fields Work types Features Board Toolchain Apps

Automation

Rules Audit log Templates Usage

We've started deprecating legacy incoming webhooks

As of May 30, 2025, we've started deprecating the legacy incoming webhook in a phased manner. Rules triggered through the legacy endpoint can stop working at any time. To avoid disruptions, ensure that existing rules with webhook triggers have been migrated to the new endpoint.

View impacted rules · Learn how to update the rules

Filter rules Scope: Project rules Owned by Action Trigger Advanced Label

Name	Labels	Owner	Scope	Updated	Enabled	Actions
Auto Assign		Ohh No	Customer Education1	1 minute ago	<input checked="" type="checkbox"/>	...

Give feedback on the n...

Top Jira Courses - Learn Jira Automate tasks and processes

coursera.org/learn/automate-tasks-and-processes-with-jira/ungradedLab/dCR2C/automate-tasks-and-processes-with-jira/lab?...

Rule builder - Automation

ohhno96109987.atlassian.net/jira/software/projects/CUS/settings/automation#/rule/0197d141-0efb-70ab-ba81-56fac1287e82/\_RULE\_UP...

Jira

Project settings Customer Education1 Software project

Details Access Notifications Automation Fields Work types Features Board Toolchain Apps

Automation

Auto Assign ENABLED

When: Work item created Rule is run when a work item is created.

IF

If: matches Initiator is Work item assignee

Then: Assign the work item to Member of atlassian-addons-project-access using balanced workload assignment

Your rule has been updated

How was your automation experience? (optional)

The image shows two screenshots of the Jira interface. The top screenshot displays a project board for 'Customer Education1'. The board has three columns: 'TO DO', 'IN PROGRESS', and 'DONE'. Under 'TO DO', there are two items: 'Create a webinar' (status: ON) and 'Create documentation' (status: ON). Under 'IN PROGRESS', there is one item: 'Create a webinar' (status: ON). The bottom screenshot shows a browser window with the URL 'coursera.org/learn/automate-tasks-and-processes-with-jira/ungradedLab/dCR2C/automate-tasks-and-processes-with-jira/lab...'. The page is titled 'Rule builder - Automation' and shows a workflow rule titled 'Sub tasks creation'. The rule is disabled. It has a condition 'When: Work item created' and an action 'Then: Create 5 sub-tasks'. A success message box is visible on the right side of the page.

## Final Conclusion

This Jira automation project strengthened my ability to design scalable, rule-based workflows that reduce manual effort, enforce process consistency, and accelerate task execution — essential for IT support, system administration, and SOC analyst roles.

By leveraging Jira's smart values, branching logic, and sub-task orchestration, I simulated real-world workflows like ticket escalation, incident response, onboarding procedures, and documentation approvals.

This hands-on experience showed how automation directly improves SLA compliance, enhances team coordination, and supports operational readiness — whether in a helpdesk, enterprise IT, or security operations environment.

Next, I plan to expand this work by building SLA breach alerts, integrating with security tooling (e.g., SIEM, SOAR), and optimizing cross-platform workflows in Jira Service Management.