

Jira Resources

note, SI's external JIRA uses Jira Data Center (on premise) not Jira Cloud (2024)


Jira basics

Jira is a ticketing and task management system that allows you to customize workflows, assign tasks, manage notifications, and will produce reports that help you see how your teams are doing. Jira integrates with Confluence so you can include Jira reports on Confluence pages, and point to Confluence pages to create knowledge bases (among other things).

SI's *external* Jira can be accessed by non-SI users. They must create an account (after being invited by the Jira admin) and read and agree to the [Terms of Use](#) and [User Guidance for the Confluence/JIRA Collaboration Site](#).

Like Confluence, Jira should not be used to share or store PII.

If you need a new Jira project, please contact [Thompson, Keri](#) or put in a ServiceNow ticket.

 New to Jira and want to test it out? You can sign up for free access to the Cloud version of Jira here: [Sign up - Try Atlassian Cloud | Atlassian](#)

Project types & Use cases

Jira server includes three main types of project templates, useful for three broad use cases: **software development**, **help desks**, and **task/project management**

- **Jira Software** - typically used for managing software development, particularly agile development, but broadly applicable to many types of project management
[Jira | Issue & Project Tracking Software | Atlassian](#)
 - **Use cases:** **Agile** teams; Bug tracking; **Project management**; Product management; Process management; **Task management**; **Software development**; Requirements & **test case** management
 - Jira Software has 3 out-of-the-box project templates
 - Kanban - includes kanban boards which help the team visualize the flow of work, as well as issue types like Epic and Story
 - Scrum - specifically for agile/scrum teams, comes with scrum boards that help manage sprints. Easy to see backlog and Sprint status. Issue types include Epic, Story and Sub-task
 - Software - good for all basic kinds of process/project management including task assignment, problem tracking
- **Jira Service Desk** - used for "helpdesk" style issue submission and tracking
[Jira Service Management | A new take on ITSM software \(atlassian.com\)](#)
 - **Use cases:** Service Desk (**Help Desk**); Service Request Management; Incident Management; Problem Management; **Change Management**; Asset Management; **Customer Support**; Ticketing Support
 - Includes a landing page that allows customers to put in service tickets to report problems or make requests
- **Jira Core aka Business** - used for knowledge management and business project management
[Jira Core - Project Management for business teams \(atlassian.com\)](#)
 - **Use cases:** Non-technical team projects; **Workflow approvals**; **Task management**

Training - Introductory Courses/Basics from Atlassian:

[Jira Software fundamentals](#) - full course

[Managing your work in Jira Software](#)

[Learn Jira Basics - Atlassian Training](#)

[Jira best practices : Atlassian](#)

[Jira Work \(Project\) Management fundamentals](#) - full course

Caveats

SI Research Computing does not have staffing to provide training or extensive consultation on creation and management of Jira projects. If your project requires customization, we will do our best to help set it up to meet your needs, but ongoing maintenance of the project is the responsibility of the project owners.