

BENEFITS OF A TEAM APPROACH TO ISSUE MANAGEMENT USING JIRA

JIRA Enables Managers and Teams to Collaborate Online and Automates Issue Management, to Achieve Significantly Greater Productivity, Efficiency and Effectiveness.

JIRA: Not Just For Managing Software Development Issues



Though JIRA was initially designed to manage issues relative software development, JIRA has been developed over the years into a highly configurable workflow management system.

If your organization is involved in system or software development, JIRA will enable all stakeholders to effectively and efficiently manage issues that affect all aspects of a product.

Thanks to JIRA's flexibility and generous free-use licensing to qualified nonprofit organizations, JIRA can be a low-cost solution ideal for managing the myriad of issues affecting most organizations.

You've Got Issues. JIRA Brings the Power of Team Collaboration to Issue Management



If you are a manager in an active organization, you've got issues that need to be resolved. You need a tool that will track the progress of an issue, from the time it is identified and assigned to a staff member for follow-up, to the time that it is resolved.

You need audit trails, "big-picture" dashboards and the ability to "drill-down" and get current detailed information on-demand, fast, when you need it. You need to track and report the time your managers and staff invest in resolving issues. You need to do all this while ensuring your team adheres to issue management policies, procedures and best practices.

As an active professional in a dynamic environment, you are responsible for resolving issues for management, customers, suppliers and other stakeholders. You are accountable for tracking and reporting on a myriad of issues concerning new products and services, programs, projects and the like. You have to manage issues according to approved processes, practices and policies, and find it a struggle to do it all on time and in the right way.

JIRA provides a powerful and capable issue management platform for managers and team members that have more than their fair share of issues to manage. JIRA automates issue management workflow and issue tracking and reporting, saving managers and team members valuable time and energy.

Invest More Time Resolving Issues; Less Time Tracking and Reporting on Them



Managers and employees have a lot on their plates these days. With so many things to track and manage, you can easily find that you and your team are investing too much time and energy tracking and reporting on issues that they are managing.

JIRA automates the process of issue tracking and reporting, so managers and staff can concentrate their time and energy to resolving issues.

Managers can configure custom dashboard displays to deliver at-a-glance issue status, eliminating the need for weekly team briefings and written progress reports. Team members can create detailed reports that managers can view on-demand, or subscribe to and receive reports delivered by email at intervals set by managers. Dashboard and detailed issue report information is real-time, so decisions can be made based on the latest information.

JIRA is Wherever You and Your Team are Working



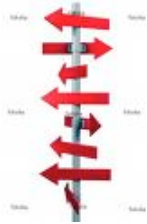
As telecommuting becomes more prevalent, JIRA supports active telecommuters by enabling them to continue to participate in issue management when working out of the office.

Business partners, suppliers, managers, team members and associates often are geographically dispersed. This makes collaborating as a group by phone and email challenging.

As JIRA is a web-based application issue management application, issues can be accessed and managed wherever there is an Internet-enabled personal computer, laptop or personal computing device like an Apple iPod (there's an "App" for that).

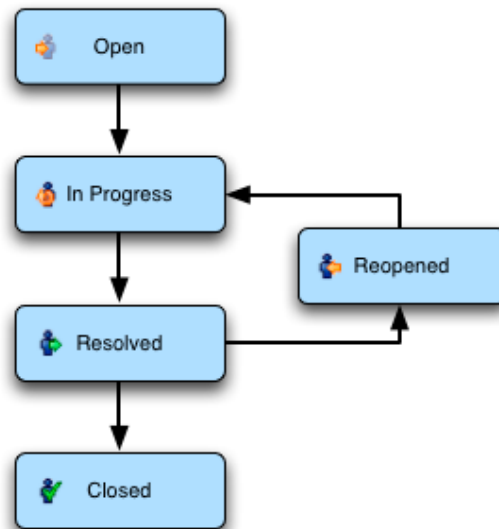
You, your team and your partners can collaborate to resolve critical issues, whether they are working from home, at the office, traveling abroad, or located overseas. JIRA centralizes issue management using the Internet to connect issue stakeholders, managers, employees and business partners, worldwide.

The End of Ad-Hoc Issue Management



JIRA issue management workflows ensure that issues are managed consistently throughout their life cycle. Unlike issue database systems and spreadsheet tracking systems, issues managed by JIRA must progress through a series of pre-defined workflow steps that you and your team defines.

For example, JIRA can be easily configured to manage issues using a simple workflow pattern such as this:



JIRA can also be configured to manage a complex workflow patterns that involve multiple layers of review, approvals, scheduling, etc.. JIRA can be configured to automate all of or just a part of most issue management business processes.

User Permissions Manages Information Access and Capabilities



JIRA access is protected via user id and password login. JIRA can be configured to communicate with client computers via SSL technology.

JIRA provides User Administrators with tools to implement effective user permissioning. User access to JIRA applications is controlled by a user profile that is configured by a JIRA User Administrator based on a team members project role.

Users are also granted specific capabilities (create, assign, resolve, close issues, etc.) depending on their role in the business process. Management and supervisor approval authority can be grant to a specific manager or groups of managers.

JIRA also provides managers and staff to permit selective viewing of certain tagged information.

Goodbye to the Great Issue Management Paper Chase



It's amazing how much information, in the form of emails, word processing documents, spreadsheets, screen image captures, etc., accumulates over the course of resolving an important issue. The more complex the issue, the more people are involved, the more copies of documents need to be request and stored locally by all involved.

JIRA provides a centralized, single point of access to issue information including all relevant documents. When managing issues, managers and team members can access important information from a single source, JIRA.

No more wasted time making phone calls, sending emails and searching for important documents. All documentation relative to an issue is associated with an unique issue identifier for fast and easy access.

Automated Messaging Eliminates the Need to Send Emails



When managing issues, how much time is spent composing email messages, searching for relevant attachments to send when working to resolve an issue?

Sometimes, a single email request for information can lead to a string of email requests, as all of the documents and background information needed to address an issue is not provided in a single email.

With JIRA Issue Management, email notifications are automatically sent when a user comments on an issue, or the status of an issue changes. Email notifications contain a clickable issue identifier that will displays the current issue and all relative documents and background information in a standard web browser.

Want to notify a team mate of an important development? Simply add a comment to an issue; JIRA will automatically send an email notification to your team mate and any users that have elected to "watch" the issue. Uploading an important document that other team members should be aware of? Add a comment when uploading your document attachment; team members will automatically receive an email notification with your comments and a link to the new document.

About this Guide

This guide is updated periodically. Updates can be download by visiting the Jim Intriglia Consulting blog at <http://JimIntrigliaConsulting.wordpress.com>. I welcome comments and suggestions for improving this guide. Please send your feedback to Jim@JimIntrigliaConsutling.com).

Thanks,

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