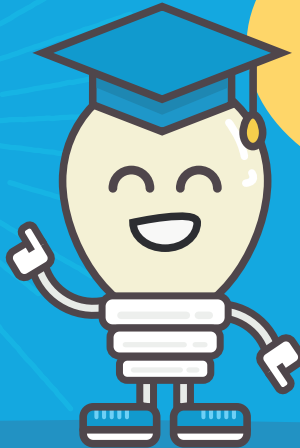


Do's and don'ts guidelines
for your Jira administration!

Jira FOR ADMINS

1st Edition

Based on over
13 YEARS
of experience as an
Atlassian partner!



Good governance
takes into account
both good practices
and anti-patterns

valiantys



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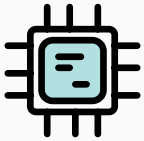
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USA - Canada - Europe

The little book of *JIRA HORRORS*

This guide's topic, as shown with this facetious title, is about what not to do with Jira. Best practices are great to strive for, but if you really want to understand the why behind these practices you must look at past failures.

Do you really want to master Jira? Here, you'll find valuable lessons in some of the past mistakes we've seen companies make with their Jira instance.

ARE THESE NORMAL FOR YOU?



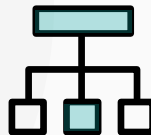
5,756
components



46,425
user groups



1,600
issues in a
2-week sprint



10,167
sub-tasks
under one issue

**Do you suffer from any of the above problems?
Read this book - and get in touch with Valiantys!**

THE WORKFLOWS



No one wants a 50 step and 24,000 transition workflow

This workflow is terrible. Why? Because it's not a workflow - it's a giant list.

From a user perspective, it defeats the purpose of a Jira workflow, which is to guide a process through key steps.

Having a workflow with too many statuses makes it difficult to maintain filters and dashboards. Not to mention the design, which is definitely not convenient for more than 3 or 4 transitions.



DON'TS

- Too many transitions = too many chances to make a mistake!
- Too many statuses = creating bad reports and filters
- Long workflows = too many updates



DO'S

- Whenever possible, allow people to move back within the workflow
- Make transition names very explicit (but short!)
- For their understanding, guide your users through the different workflow steps

THE AGILE BOARD



An agile board with over 57,000 issues defeats the idea of agility

A best practice concerning the User Interface is to keep it simple. In effect, the massive agile board as seen above is more an oxymoron than a productivity tool.

This goes without saying, but you can't follow the project's progress. There's no need to have more than a few dozen tickets per column.



DON'TS

- Create a monster board



DO'S





- Use Portfolio for Jira for high-level visualization

THE PROJECT KEY

PCNLOOTHREEAXFIVEUPGRADE

This is our record for the longest project key. Can you do better?
It's a competition you don't want to win....

THE ISSUE TYPES

 Bug A problem which impairs or prevents the functions of the product.	Standard
 Bug (agile)	Standard
 Bug blocking	Standard
 Bug major	Standard
 Bug minor	Standard

An instance with 753 issue types is probably full of duplicates

On the back-end of Jira, having too many issue types is one of the most abused mistakes - but also an easy one to fix. The record we've encountered was an instance with 753 issue types.

How is it possible? When we dive in, we find many issue types have essentially the same meaning because those responsible don't know how to properly administer Jira.

In the case above, instead of using a priority field to mark a bug as minor, major or blocking, they used different issue types.



DON'TS

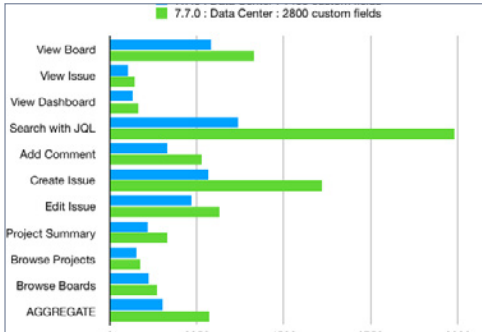
- Create too many issue types, which will hurt the performance of Jira and complicate ongoing maintenance
- Create unclear or ambiguous configurations and issue types



DO'S

- Use fields and dropdowns for specific attributes
- Peer review your changes and issues
- Share issue types among relevant projects

THE CUSTOM FIELDS



An instance with 2,048 custom fields won't perform very well

Why do we care about having too many custom fields? Because they are one of the configuration items that have the most impact on your instance's performance.

Recent numbers from Atlassian's performance testing campaign proved that several of Jira's functions are directly and negatively affected by having too many custom fields.

Unfortunately, most companies start thinking about these things after they've become a major problem.



DON'TS

- Duplicate custom fields
- Create a new custom field to "archive" an old one
- Have select lists that need constant updating



DO'S

- Read Atlassian's documentation about custom fields
- Use contexts – not just global context
- Give a clear and generic name to your custom fields (easier to reuse)

CONCLUSION

Here are just a few of the lessons we've learned, based on colorful examples we've seen during 13 years of practice as an Atlassian partner.

This short guide's purpose is to give you some practical takeaways to apply (or not!) back at the office. But we've barely scratched the surface!

Like many customers, you might find yourself dealing with a Jira instance that has grown to massive scale. Jira administration is a full-time job; creating giant workflows, massive agile boards, an excessive number of custom fields and issue types will lead to poor performance and a complex configuration.

If you want to talk more about what you've seen here or read our whitepaper on Jira performance, get in touch at contact@valiantys.com

ABOUT VALIANTYS

Valiantys is a top Atlassian Platinum Solution Partner with proven expertise in DevOps, Agile and ITSM. Our mission is to revolutionize the way teams collaborate and empower them to work smarter.

We've rendered client-tailored services to over 4,500 companies, providing expert guidance on the deployment, adoption and support of Agile tools. We're a global company with Atlassian certified consultants in the United States, Canada, France, the United Kingdom, the Netherlands, Belgium, Switzerland and China.



Got a **burning question**, need help with a project or **seeking guidance** on how to put your Atlassian tools to work?

Get in touch with our friendly team!

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