ATLASSIAN team'22

Goodbye Onboarding Obstacles, Hello Automation - A Jira Align & Jira Software Story

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To Grow Your business, It Needs to become more Simple, Repeatable and Standardized
- Greg Hickman

Agenda

Introduction

Jira Align & set up

Onboarding

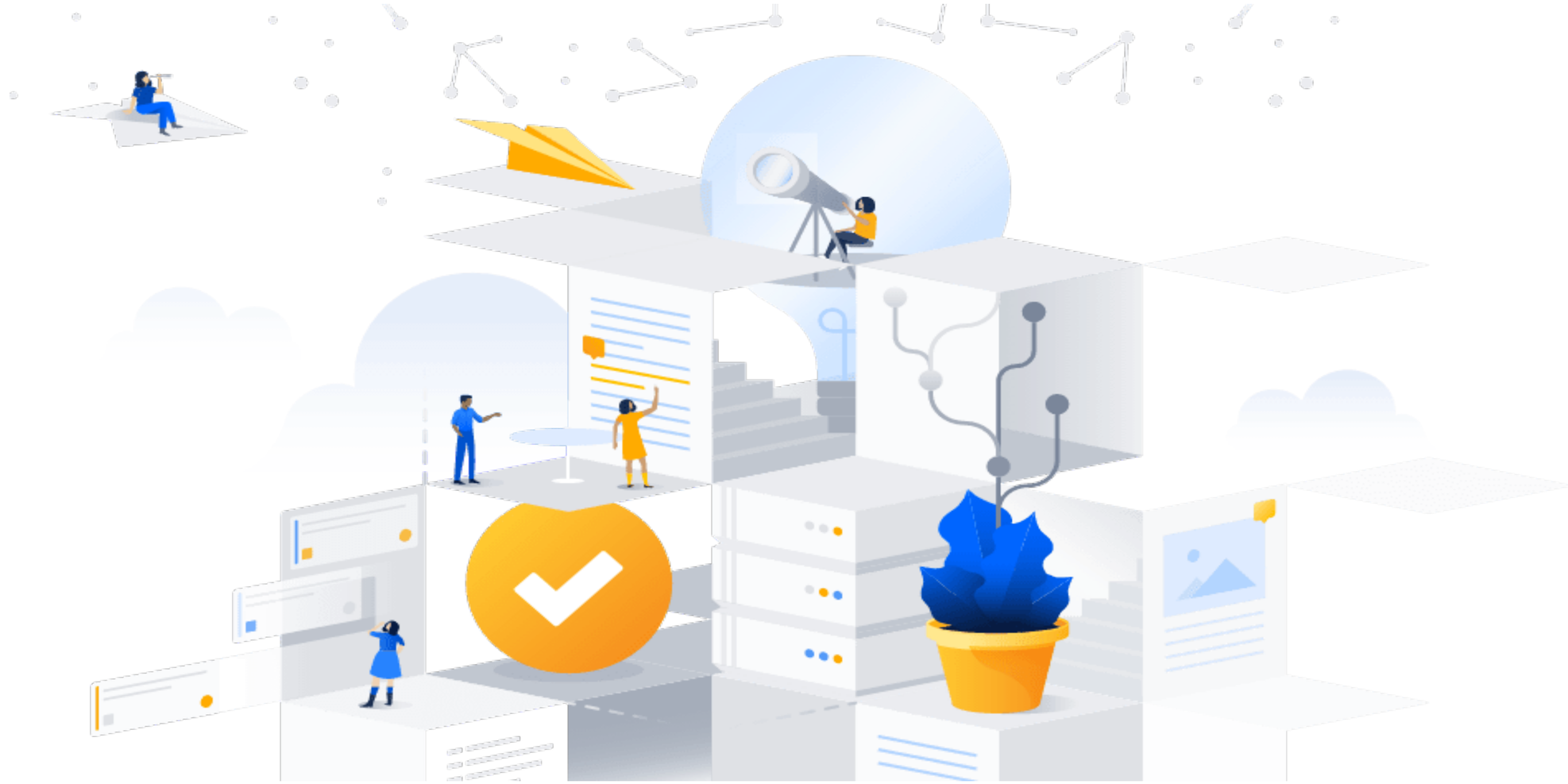
Automation

Governance

Out Of Box Solutions

ADP ATLASSIAN TEAM

Jira Align



Onboarding

Cloud

Different user base

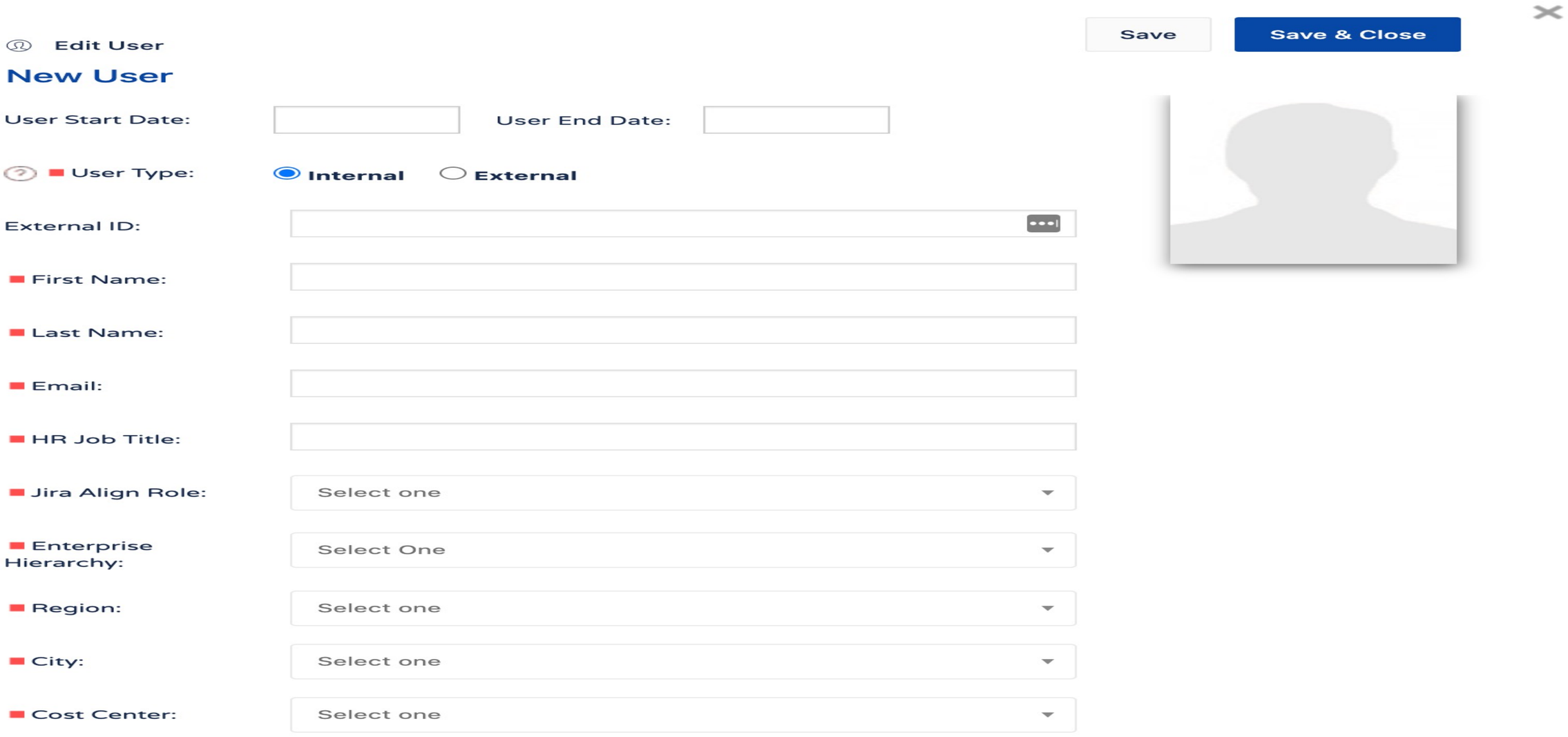
Attributes

User name , email , role , position , location

Access

Different roles & portfolio’s

Typical User Creation Attributes



Challenges with Onboarding

Permission

Team Manager Approval

Attributes

User Attribute information in Ldap

Seamless experience
SSO/ SAML to save time

Code

Low Code

Onboarding Challenges

Environment

Tools Used

Infrastructure

CLOUD

ON-PREMISE

Issue Management

JIRA

JSM

Automation

INBUILT JIRA AUTOMATION

BAMBOO

User Attributes

CROWD

AZURE SAML

Source code repository

BITBUCKET

Operations for Align Onboarding

Permission Request

First time Access Request

Removal of Permission request

Role Change / Activation & Deactivation Request

Create User - First Time user set up

Jira Align - Self Service Reuqests

Use this request to set up the user access in Jira Align

Raise this request on behalf of

Musthyala, Deekshitl

Select Multiple Users

test user ×

User(s) for whom you are requesting a license.

Which Portfolio do you need access to ?

Please select Which Portfolio do you need access to ?

Target system

Staging

Choose the target Jira Align system

Formatting Help

Create Cancel

Self Service & Governance

Governance

Project Admins own access and license management

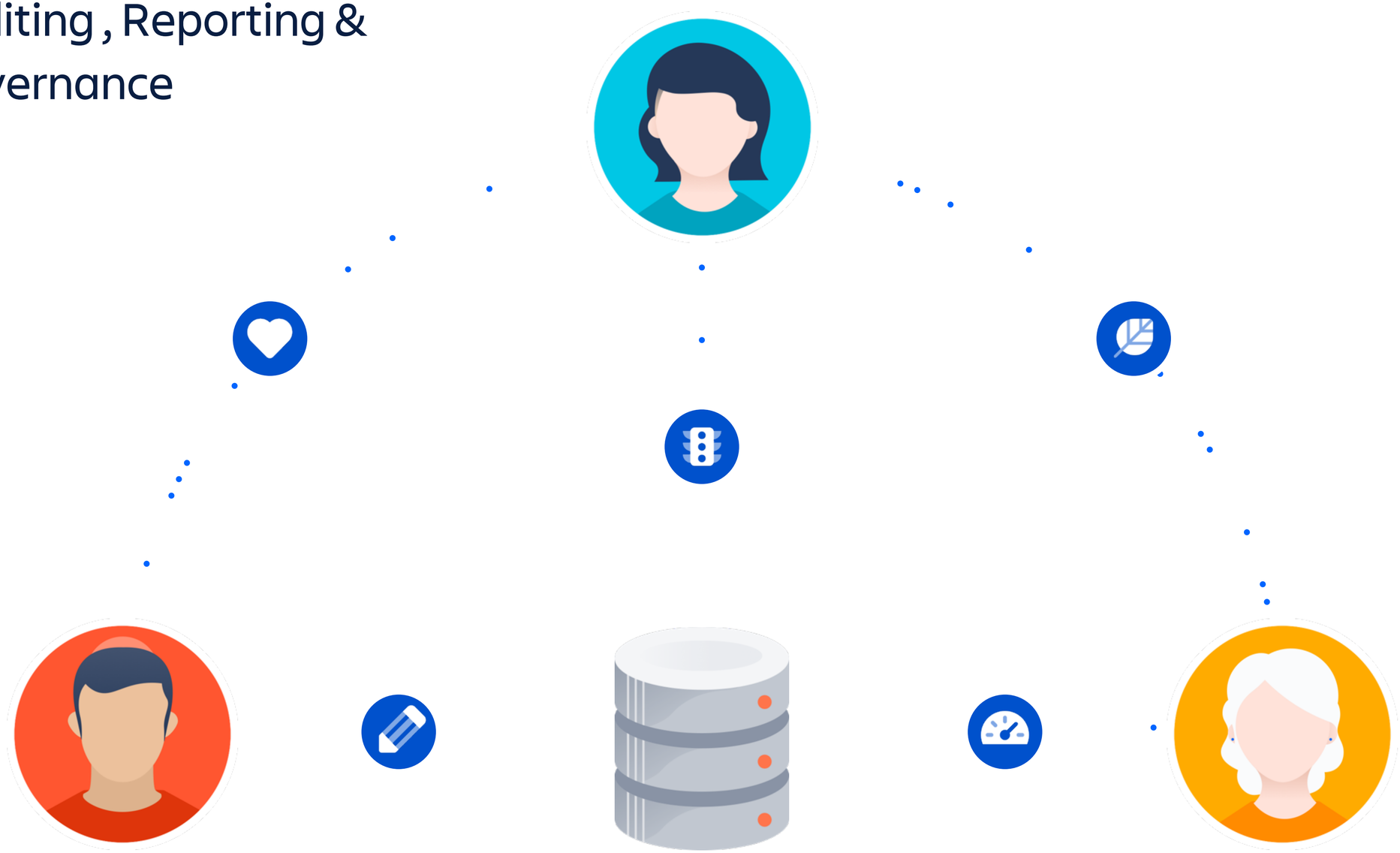
Auditing

Audit Automations

Self Self service with reporting

Identify user has permissions , licenses etc

Auditing , Reporting & Governance



CONFLUENCE

We have created a single source of truth area in Confluence

Confluence reporting

Hooked up Jira Db to confluence and created creative reports for permissions , audit logs and self service reports

Bob Swift

Self Service Reports & SQL for Confluence

User License Report

Verify [redacted] Jira User License

[redacted]

Enter User Name or Email	[redacted]

Run

	Username	Full Name	User Email Address	License Type	Last Login
1	[redacted]	Musthyala, Deekshith ([redacted]	[redacted]	jira-servicedesk	[redacted]
2	[redacted]	Musthyala, Deekshith ([redacted]	[redacted]	jira-software	[redacted]

Verify User roles in different projects

Verify User role in ALL Jira projects

Enter UserName/Email

Run

	Project Name	Project Role Name	Display Name	User Name	User Email Address
1		Jira-Users	Musthyala, Deekshith		
2		Developers	Musthyala, Deekshith		
3		Administrators	Musthyala, Deekshith		
4		Administrators	Musthyala, Deekshith		
5		Developers	Musthyala, Deekshith		
6		Jira-Users	Musthyala, Deekshith		
7		Administrators	Musthyala, Deekshith		
8		Tempo Project Managers	Musthyala, Deekshith		
9		Administrators	Musthyala, Deekshith		
10		Developers	Musthyala, Deekshith		
11		Jira-Users	Musthyala, Deekshith		
12		Developers	Musthyala, Deekshith		

JSM Organization data

Organization Customer Details

Organizations in a Project | Customers List in Organization

Enter Project Key

Run

	Organization	Project Key
1		
2		
3		
4		
5	Jira Admins	

Organization Customer Details

Created by user-27401 on Jan 24, 2022 45 views since 24 Jan 2022

Organizations in a Project | Customers List in Organization

Enter Organization Name: Jira Admins

Run

	Project Key	Organization Name	Display Name	Usernames
1		Jira Admins		
2		Jira Admins		
3		Jira Admins		
4		Jira Admins		
5		Jira Admins		
6		Jira Admins		

Trace Project Automation Audit logs in one place Using Issue Key

Enter Issue Key: 7000

Run

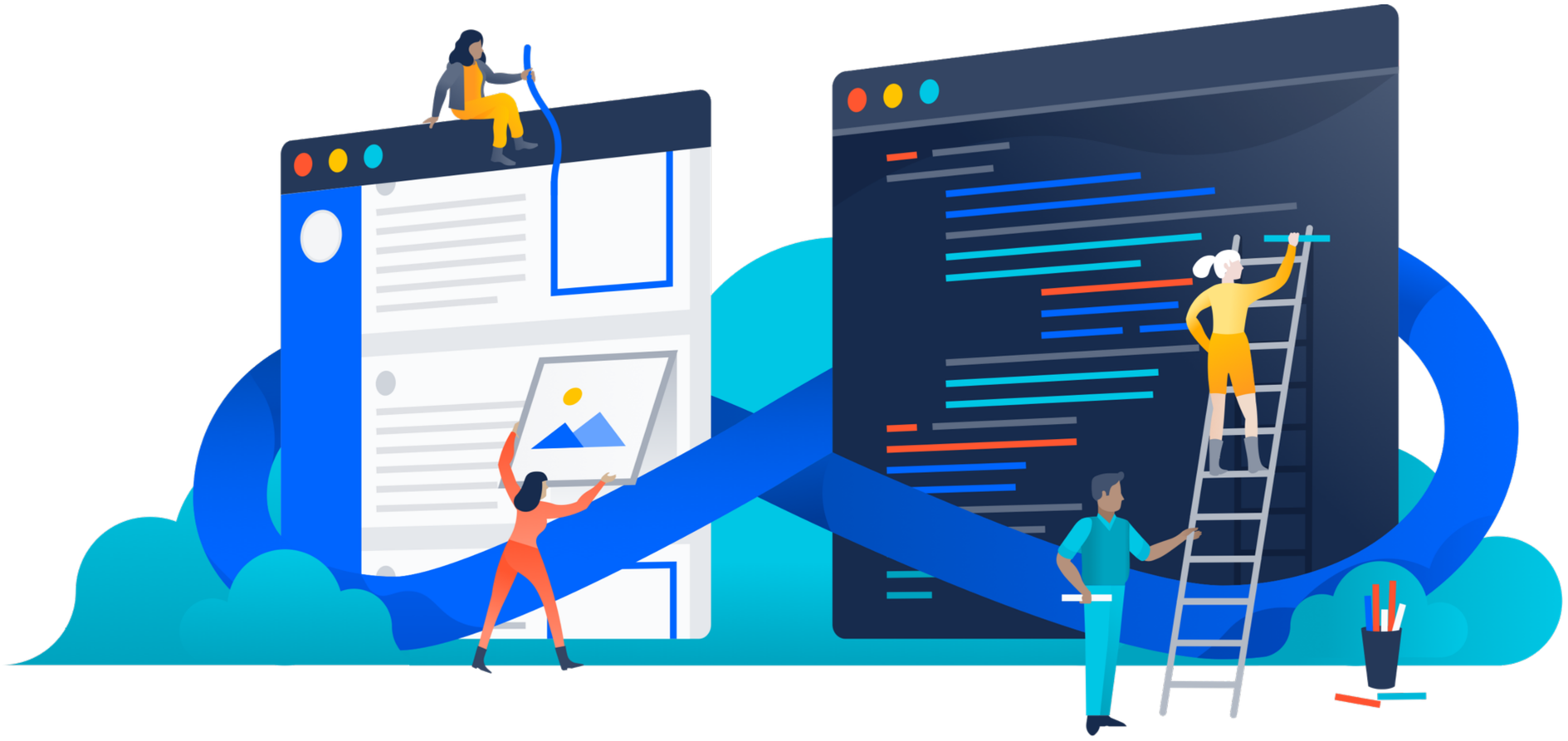
	Executed By	ISSUE	Automation Rule Name	Status	START_TIME	END_TIME	ID
1	(CORP)	-7000	Adv Notification	NO_ACTIONS_PERFORMED	2021-09-13 22:09:38.152	2021-09-13 22:09:38.198	8520060
2		-7000	Add members to participants for notification	NO_ACTIONS_PERFORMED	2021-09-13 18:17:57.068	2021-09-13 18:17:57.132	8513769
3		-7000	Balanced workload	SUCCESS	2021-09-13 18:17:57.166	2021-09-13 18:17:58.102	8513770
4		-7000		NO_ACTIONS_PERFORMED	2021-09-13 18:17:58.147	2021-09-13 18:17:58.171	8513771
5		-7000		NO_ACTIONS_PERFORMED	2021-09-13 18:17:58.207	2021-09-13 18:17:58.229	8513772
6		-7000		NO_ACTIONS_PERFORMED	2021-09-13 18:17:58.27	2021-09-13 18:17:58.294	8513773
7		-7000	RAI	SUCCESS	2021-09-13 22:09:38.263	2021-09-13 22:09:38.338	8520061
8		-7000		NO_ACTIONS_PERFORMED	2021-09-13 18:17:58.404	2021-09-13 18:17:58.435	8513775
9		-7000		NO_ACTIONS_PERFORMED	2021-09-13 18:17:58.336	2021-09-13 18:17:58.36	8513774
10		-7000		NO_ACTIONS_PERFORMED	2021-09-13 18:17:58.476	2021-09-13 18:17:58.5	8513776
11		-7000		NO_ACTIONS_PERFORMED	2021-09-13 18:17:58.534	2021-09-13 18:17:58.556	8513777
12		-7000	Tempo Support Request Participants	NO_ACTIONS_PERFORMED	2021-09-13 18:17:58.589	2021-09-13 18:17:58.64	8513778
13		-7000		NO_ACTIONS_PERFORMED	2021-09-13 18:17:58.7	2021-09-13 18:17:58.722	8513779
14		-7000		NO_ACTIONS_PERFORMED	2021-09-13 18:17:58.761	2021-09-13 18:17:58.783	8513780

⚠ This page pulls data dynamically from the [redacted] Jira DB and is up to date when the page loads.

Project Admins | Jira Custom Fields | Issue Types | Jira Workflow Statuses | Jira Board List | Jira Users for Specific Group

Board Name	Board ID	BoardAdmin	Board Owner	Saved Filter name	Filter Query	Board Share With
[redacted]	4766	[redacted]	[redacted]	Filter [redacted]	[redacted] ORDER BY Rank ASC	group = [redacted] Users >> Edit, group = [redacted] PM >> Edit, group = [redacted] Users >> Edit, group = [redacted] >> Edit, group = [redacted] >> View, user = [redacted] User >> Edit

Deleting issues



LET’S CLARIFY USAGE OF DELETE

Why ?

Accidentally , automation & Placeholders

When ?

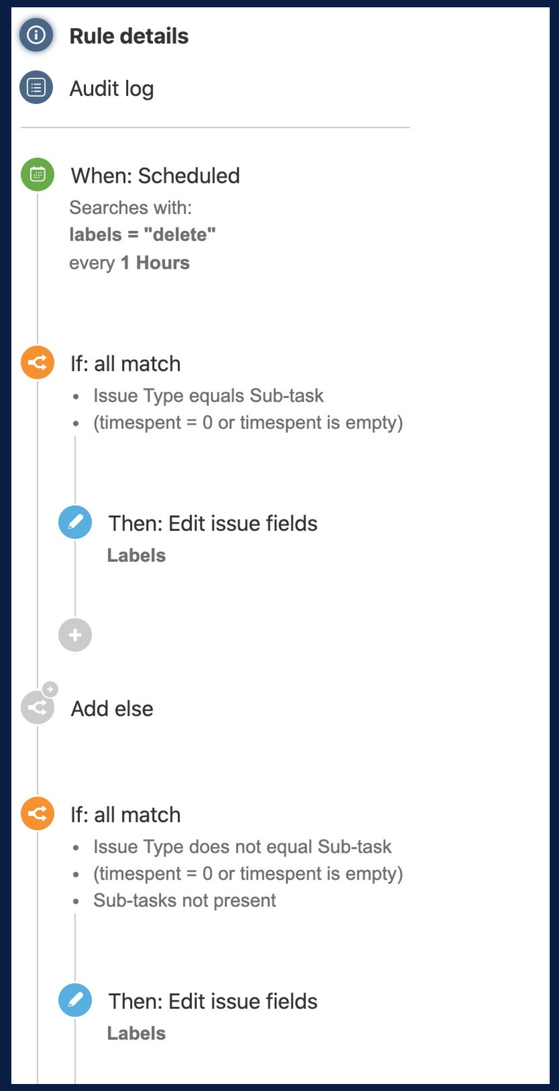
Any time user wants and in bulk

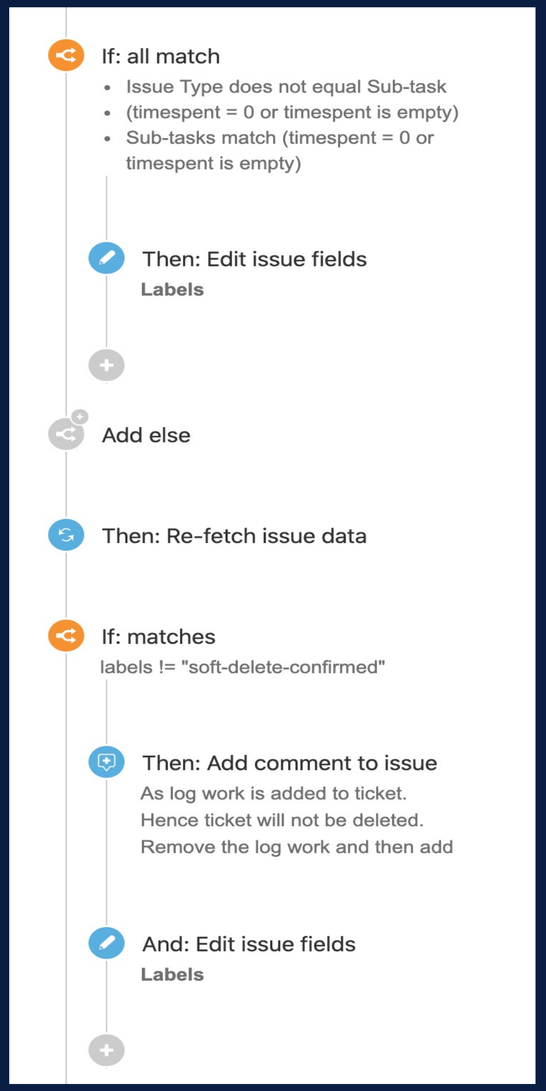
Restore ?

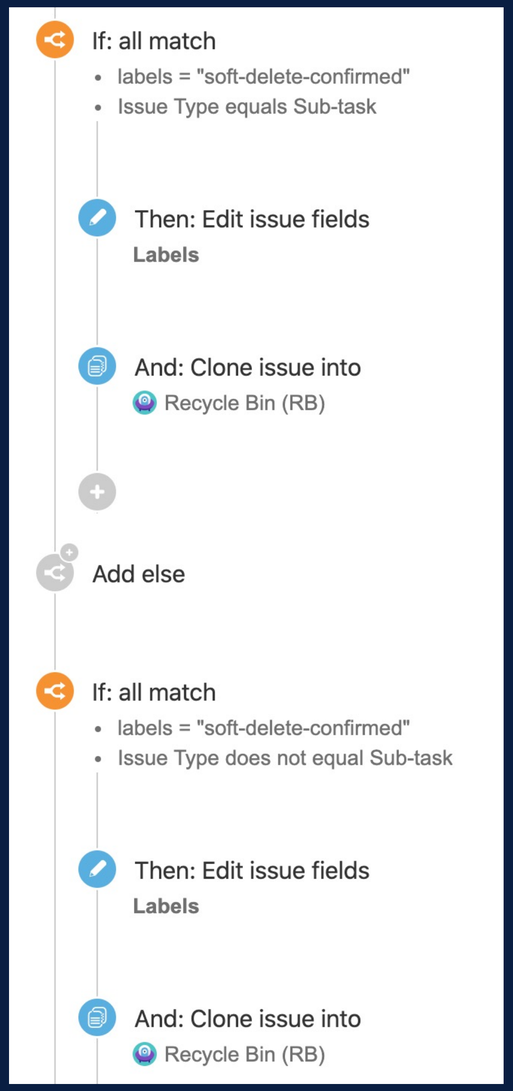
No, Jira doesn't allow it

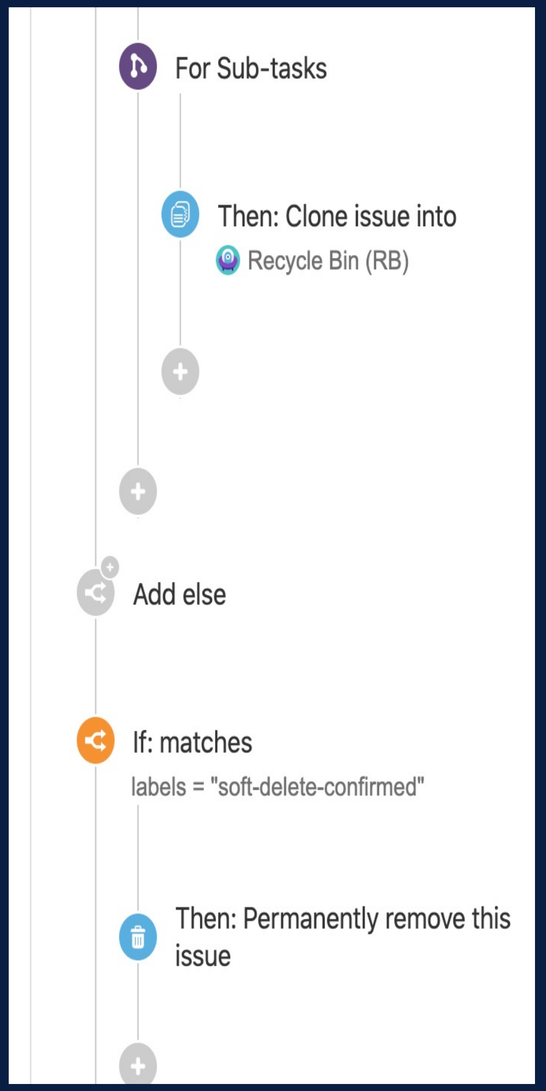
Recycle Bin Automation Job rule

Delete & Restore issues









155659

Total Deleted issues in Recycle bin

Manual

Automated

Future Of Onboarding & Self Service

Big Thanks to Atlassian TAM

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Thank you!