Grazitti Interactive®
Marketing for Digital Natives

Setting Up and Automating An Effective Jira Management Process

HIGHLIGHTS

More Streamlined Ticket Managing Process

Easy Information Visibility for Managers

Reduced Manual Effort with Automation

Improved Team Productivity

THE CUSTOMER

A global leader in network access solutions for service providers and enterprise networks based out of California, USA. The customer is a provider of telecommunications networking equipment like disaggregated platforms, SDN, and virtualization for future-proof networks. With its operations spread across 20+ nations, the customer enjoys a large clientele from around the globe including more than 1,000 of the world's most innovative network operators.

THE CONTEXT

The customer was using the Jira system to manage their product development, management, and engineering operations. Since, the customer offers a variety of products, managing them in their Jira system was proving out to be a tall order. The manual efforts to log and manage Jira tickets and categorizations were costing them a good amount of time and still, the process was far from streamlined. Thus, causing managers to have a difficult time to access the required information and also leading to burned-out team members.

THE OBJECTIVE

All the above-mentioned challenges were proving out to be an Achilles' heel for the customer. The customer was looking for a solution to streamline the whole process for their team members and managers as well. They wanted a hierarchical process to be set up in their Jira system for a better view and accessibility of information to their team members and managers. Apart from the hierarchical process, the customer also wanted to automate certain of their Jira workflows.

THE SOLUTION

Since the customer offers several different products, therefore, there were different projects for every product in their Jira system. So, our experts developed a hierarchical process for managing the Jira tickets' management more effectively. Before we jump to the details of the process, given are a few terminologies that you should be aware of:

- Planned Project Release (PPR) - The parent category of all Jira tickets
- Planned System Release (PSR) - The parent category of all projects
- Commit Date - Date for final delivery to the customers
- Outlook Date - Date for the internal delivery

Following is the step-by-step description of how our Jira experts developed the desired solution for the customer:

1. We developed a hierarchy, in which when there's a planned product upgrade for any of the products, a PSR is created under which there could be multiple projects (PPR) with different commit and outlook dates. Similarly, there can be multiple tickets linked under a single PPR.

2. We developed a screen view on the PPR and PSR windows, from where the managers can view the list and details of PPRs and tickets linked under a PSR and PPR respectively.

3. We defined the validations for linking of tickets with PPR and PPR with PSR based on a set of categorizations. Based on the requirement, we only enabled inward linking here, which means only tickets can be linked to a PPR and only PPRs can be linked to a PSR. No reverse linking was possible.

4. We then introduced automation to enable certain workflows in the process. Mainly, the automation was for linking of the tickets, PPRs, and PSRs. Following are the workflows we automated:

- When a PPR or a ticket is linked to a PSR and PPR respectively, the details of the PPR like commit and outlook date would reflect
- Once the status of all the tickets under a PPR is closed, the PPR will also be closed automatically. And similarly, if the status of all the PPRs under a PSR is closed, the status of the PPR will also be changed automatically.
- If the values of a Jira ticket or PPR are changed, the same would reflect on other tickets as well.

After the development was over, the system went under stringent QA to ensure quality. And after a 'good-to-go' from the QA experts, the system was handed over to the customer.

THE OUTCOME

Once the system was in place, the management of Jira tickets became acutely easy for their Jira using teams (product and engineering). Also, the visibility of the tickets became easier for managers with a single-window view of Jira tickets. Automation of the tasks also saved a great deal of manual effort and time that the engineers and product developers used to put in. Above all, there was a streamlined process in place for the effective and efficient management of Jira tickets.

✉ Get in Touch

Connect with us: f in ⊙