Benefits to the Business

Improved accuracy and consistency
By transforming your business process into a JIRA workflow and leveraging the power of JIRA's email notifications and automated follow-ups, many of its manual steps can be automated and thus performed with more accuracy and consistency. Often, your business process is stream-lined too!

Centralized, simpler organization, with a built-in audit trail
Everything related to an item your JIRA project is tracking is available within in JIRA, making it the one and only place you need to look to find about the processing that has taken place, the comments made throughout, and whatever files or screenshots that have been attached. Even an audit trail capturing the who/when/what behind each internal or user-initiated action is available for review.

Security
Security can be customized at the project level, allowing your project's data to be as open or restricted as your requirements dictate. In addition, you can choose to utilize issue security levels to control who can see individual issues within a project.

Transparency
If the security allows it, users are able to independently gather and review the information in which they're interested. This can greatly reduce the amount of time spent manually communicating status information to users via email or other means.

Meaningful metrics, customized to your needs and preferences
Through JIRA's dashboards, filter subscriptions and on-demand reports, you can easily see your data in whatever format is most meaningful to you. You can create powerful presentations of your data, share it with others, and even have it arrive in your email inbox each morning!

JIRA Features

Authentication
Users are authenticated against the organization's LDAP/Active Directory repositories using their existing User ID and password. There are no new passwords to remember.

Dashboards
Customizable and visually-compelling dashboards provide immediate access to meaningful metrics that can be used to track the health of a project or application, and to manage resource workloads.

Workflows
Workflows reflect your business process, providing stream-lined, accurate, consistent and automated processes to fit your needs.

Local security administration
You can name one or more people to serve as Project Administrator, allowing them to control who can view and edit your data without Systems involvement.

Saved Filters
Filters allow you to find the issues in which you're interested, based on every built-in or custom field used by your project. Filters can be saved for reuse, shared with others, run on a pre-determined schedule, and exported to Word, Excel, PDF and XML or rendered as a chart.

Issue Linking
One issue can be linked to another to clarify any sort of relationship or dependency such as blocks, duplicates, or replaces.

Attachments and screen shots
Attachments or screen shots can be added to any issue. Attachments can be pasted from the Windows Clipboard, without having to first same it to a file.

Notifications

Email notifications can be sent to anyone with a particular role on the project or on an issue, based on activity occurring on the issue. You can customize this to fit the communication needs of your project's users. Other people can receive notifications as well even if not involved on the project or issue, by adding them as a Watcher.

Automatic Actions

JIRA supports defining services (also known as "Ticklers") that are scheduled to run periodically and automatically take action against issues identified by a filter. Follow-up on a request for information that someone hasn't responded to yet? No problem! Close an issue or place it on hold if there's been no activity for a certain number of days? No problem!

Bulk Updates

Using a filter to select a subset of issues, you can take a single action on all of them. This time-saving capability can be used to reassign issues, change their status, update a field and more.

Issue Cloning

By cloning an issue, you're able to quickly create a duplicate of an issue within the same project. The clone issue is a replica of the original issue, containing the same information stored in the original issue but without its change history.

Sub-tasks

An issue can be split up into multiple sub-task issues which can then be assigned and tracked separately. Splitting issues into smaller tasks often provides a better picture of the progress on the issue, and allows each person involved in resolving the issue to better understand what part of the process they are responsible for.

Time Tracking

As you work on an issue, you can optionally specify how much time you spent. This allows the actual and estimated effort to be tracked over time.