

5 Rules for Cleaning and Organizing Your Atlassian House



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Rule #1: Define: What Is “Messy”?

What does a Jira “mess” look like and what are the business impacts?

- Too many projects, schemes, and/or custom fields
- Surplus of Confluence spaces
- Duplicate configurations and workflows

How does this affect your business?

- Makes migrations more difficult
- Stalls growth and scalability
- Creates issues with reporting accurately

Solution: Create simple metrics around your definition of “messy” to alert your team as to when it’s time to clean up.

Rule #2: Create a Governance Group to Drive What's Standard

An Ideal Governance Group (“Community Practice”) should...

- Be a mix of leadership and admins, as well as representatives from teams who use Jira/JSM on a daily basis
- Review what's standard, what requires cleanup, what to experiment with
- Meet every week, make changes quickly
- Have “tech talks” to create a forum for people to bring up whatever they want (e.g. how to use JQL more effectively), and get them excited about sharing experiences and new capabilities

Rule #3: Define: Business-Level Services Then Create Standard Workflows

Some Best Practices:

- Don't focus on ticket types, focus on services that IT provides
- Think from a customer perspective, then create workflows and ticket types
- Bring in business teams to create high-level mappings of business capabilities to services
- Look for commonalities on workflows and status, implement common patterns
- Have separate Jira projects for DevOps and for your service desk

Rule #4: Use Business Drivers On KPIs or Reports

Some great metrics to consider measuring:

- How many tickets?
- How much work is being done?
- Who's doing work and where is it being focused?
- Outage
- Lead time
- CSAT

Rule #5: Get Some Help

Engage an Atlassian Solution Partner like Isos to help:

- Look at your Jira/JSM instance with fresh eyes
- Clean up your roles, permissions, fields, schemes, etc.
- Help with a migration to Data Center or Cloud
- Create and share best practices with your team

BONUS Rule #6:

Structure Jira/JSM

For How the Work Gets Done

- Use Advanced Roadmaps or Jira Align (for enterprises) to understand work at the team level
- Use dashboards for reporting to do business level rollups
- Consider merging multiple instances
- Consider migrating to Atlassian Cloud
- Use an Atlassian Solution partner to create a game plan for cleanup and organization

Summary

1. **Define metrics** for what “messy” is and when it’s time to clean up
 2. **Create a governance group** to drive what’s standard
 3. **Define business-level services**, then create several standard workflows
 4. **Use biz drivers** on KPIs or reports to drive spring cleaning
 5. **Get help** when the house is a mess or you’re planning a move
- ★ **Structure Jira/JSM** to how the work gets done

⚡ Jira Service Management A Modern ITSM Solution for an Evolving IT Landscape



isostech.com/jsm-whitepaper

Isaac's Blog Post on How to Clean Up Projects in Jira Software



isostech.com/clean-your-jira

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