

The Top 3

Challenges in JIRA and How to Overcome Them





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Introduction

Projects typically require interaction between different teams - marketers work with designers to create strategic assets, HR and IT coordinate new hire setup, or sales might need developers to walk them through a new product feature. Communication is an integral part of project management, so it's important to establish planning and tracking strategies that keep every team on the same page.

The tool that works for one team, however, might not be the right fit for another team. This can splinter communication efforts, which slows processes and makes it harder for project managers to reach their goals. This communication breakdown is common between technical and non-technical teams, because they need tools that satisfy different needs.

One example is JIRA, a project and issue tracking tool. JIRA is designed for IT and software developers, so it is often less intuitive for non-technical team members. This book is intended for business users whose technical teams rely on JIRA, and who want a way to stay better informed on the status of JIRA-managed projects so they can plan their work accordingly. This book will offer ways for these users to overcome three of the most common challenges when working with JIRA.



Smartsheet and JIRA

A software integration that improves visibility, collaboration, and flexibility among teams.



JIRA and Smartsheet

For a typical business user, JIRA can pose difficulties for managing and tracking work at a high level. Information stored in JIRA can be tricky for non-technical members to view and tedious to edit, both of which limit project efficiency.

As a standalone product, Smartsheet is a cloud-based work management and collaboration tool. The web application is fully customizable to fit project needs and individual needs with a variety of visual ways to work - spreadsheet, Gantt, calendar, Card View, as well as Smartsheet Sights.

Smartsheet's new integration, Smartsheet for JIRA, synchronizes data between the two applications to give all stakeholders easier access into the work being done. Let's look at three of the most common challenges felt by non-JIRA users and how Smartsheet can help overcome them.



Top 3 Challenges in JIRA

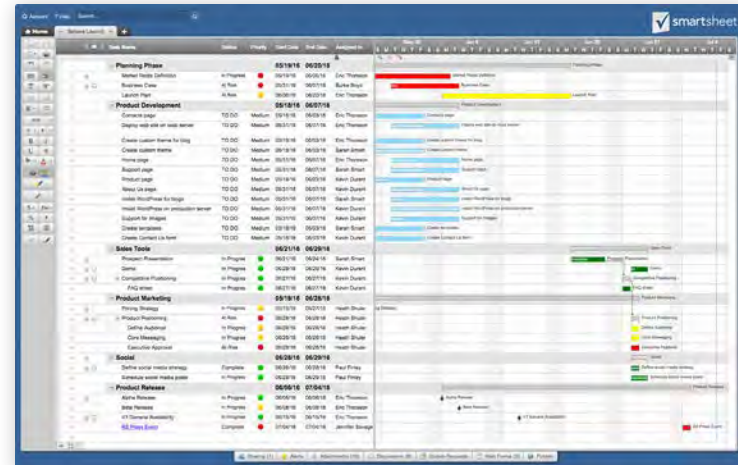
Overcoming difficulties in JIRA with Smartsheet.

① Visibility



Lots of sales and marketing people, as well as management and executives, struggle with the lack of visibility afforded by JIRA. JIRA provides excellent issue tracking, but it can be difficult to see how multiple pieces fit together or get a high-level overview of work being done. Additionally, many business users lose time simply navigating JIRA's unfamiliar interface, which further delays project progress.

Smartsheet for JIRA grants teams easier visibility into work being done in JIRA. By syncing all project information into one project sheet, teams can easily identify dependencies among tasks and create a forward-looking plan of action (often called "roadmap planning"). Smartsheet's intuitive layouts make it simpler for business users to see and process data from JIRA, which saves valuable time.



② Collaboration



When working on a large project with multiple teams, parties will need to be in contact with one another to stay updated on progress. You'll likely have technical or IT teams who track their progress in JIRA, but outside stakeholders can't easily access or update this information.

With the integration, information is automatically imported from JIRA to Smartsheet. Teams can view, share, and edit issues between JIRA and Smartsheet and receive real-time updates - reducing the demand for in-person meetings and eliminating the need to manually export data. This live synchronization enhances team collaboration by simplifying communication efforts, and also ensures that there is always one source of truth.

Additionally, Smartsheet for JIRA allows you to select the specific data points you want synchronized across apps so that you aren't overwhelming parties with unnecessary information. In some cases, it might not be appropriate for information to travel both directions between apps. If this is the case, you can filter the direction of information - by choosing to only let data to flow from JIRA to Smartsheet, or vice versa - if you only want one party making changes.



③ Flexibility



Smartsheet for JIRA gives business users the ability to work, and view work, in the way that makes the most sense to them. This saves time and resources, because people can process the constantly changing information more easily.

This integration is ideal for non-JIRA users because Smartsheet affords them the flexibility to work their way with different view types - calendar, Gantt, Card (kanban), and traditional grid. You can also create a dashboard using Smartsheet Sights for a higher-level view of your projects - Sights serves as a digest to report key project information, and gives executives ultimate visibility into work being done. Further customize your Smartsheet with colors and symbols to show task status, and apply conditional formatting to identify dependencies among tasks.

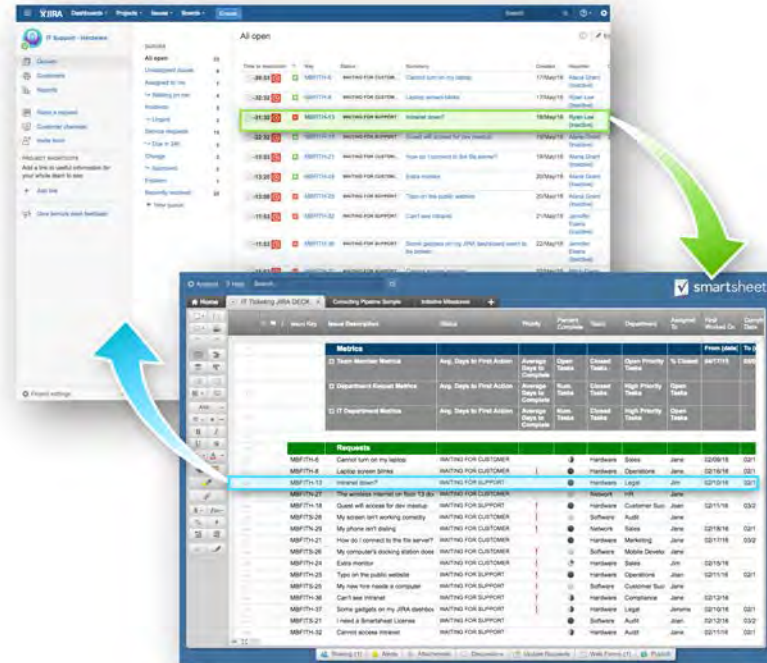
Plus, none of these customization options affect the interface or information stored in JIRA. JIRA users can continue working the way they want, while non-technical team members can work more easily according to their comfort, knowledge and preferences.



Smartsheet for JIRA

Overall, Smartsheet for JIRA helps ease some of the challenges felt by less-experienced JIRA users. The integration is designed to meet and enhance the visibility, collaboration, and flexibility of project management.

The integration synchronizes the two applications, keeping information current in both systems. Once synced, issues in JIRA are automatically sent to Smartsheet, making it easy for non-technical team members to stay up to date with the development process and progress.





Use Cases

Boost productivity and efficiency with Smartsheet for JIRA.

① Application Development



The full application development cycle includes both technical and non-technical team members. While JIRA's issue and bug tracking abilities work well for software developers and IT managers, more business-oriented workers like project managers, marketers, and sales teams might not be as comfortable working in JIRA.

The integration gives non-JIRA users visibility into tasks and status managed in JIRA, which allows managers to **track the technical team's progress against key milestones in their project sheets.**

Using Smartsheet for JIRA will keep all project contributors on the same page and help streamline workflow by providing real-time progress updates that every team member can easily access and view.



② IT Request Management

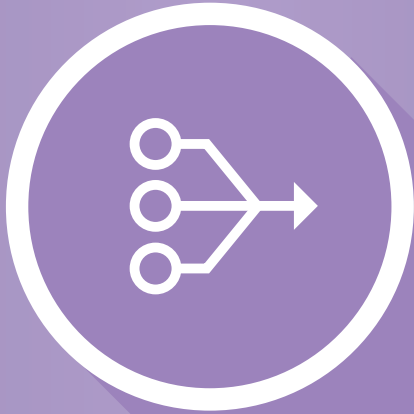


Smartsheet can help **organize incoming IT requests** previously tracked exclusively in JIRA. For instance, assigning and sorting tickets by priority can enable IT teams to triage requests before being sent to JIRA, where they can be difficult to organize.

Additionally, Smartsheet can revolutionize the ticket intake process. With mobile web forms, users have a quick, unobtrusive way for employees to submit IT tickets from their own device. Data from the web forms will auto-populate in Smartsheet. With the integration, this **data will flow seamlessly into JIRA for standard issue tracking.**

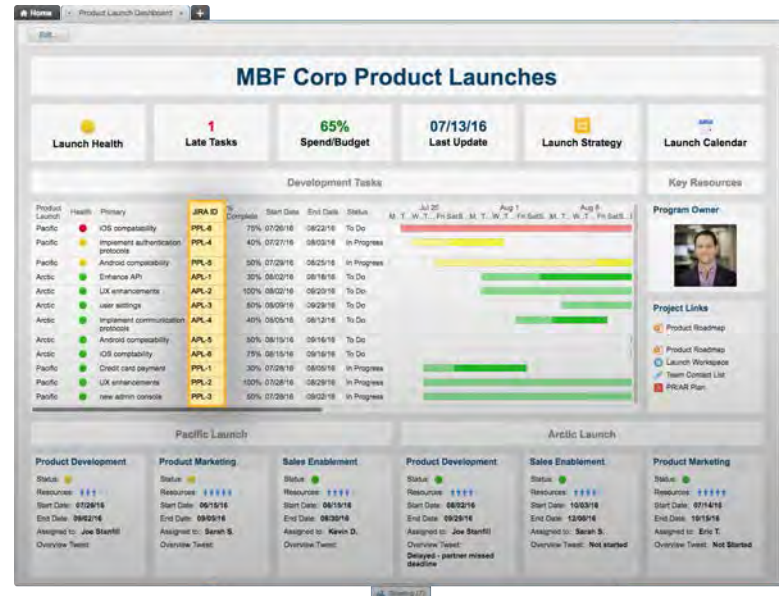
A composite image illustrating the integration of Smartsheet and JIRA. On the left is a web form titled "MBF Corp. IT Ticket Submission Form". The form includes fields for "Request Description", "Department" (set to "Operations"), "Submitted By" (Brian VanderHeuvel), and "Manager" (David Lotz). A "Submit" button is at the bottom. On the right is a JIRA interface showing a list of tickets. A yellow arrow points from the "Request Description" field of the form to a specific ticket in the JIRA list. Another yellow arrow points from a row in the JIRA list to a corresponding row in a Smartsheet spreadsheet, demonstrating how data is transferred from JIRA to Smartsheet.

③ Cross-Departmental Project



Large-scale projects like a product launch require many different - and different-minded - teams to work together. **Build cross-departmental project plans in Smartsheet and include tasks to be monitored in JIRA.** You can collaborate with an infinite number of users in Smartsheet, so multiple people can update their status in real time and track their progress against other teams’.

Synchronizing JIRA tasks with Smartsheet also has benefits for JIRA users: you can synchronize multiple JIRA instances with the same Smartsheet to view several instances at once, instead of single-issue tracking.





Conclusion

It is important to remember that **Smartsheet can help you get the most out of your JIRA software**. JIRA is a leading issue tracking platform, and technical and IT departments can still use JIRA with full functionality that works for them.

Instead, Smartsheet's integration is meant to make it easier for other stakeholders - project managers, executives, marketers, sales teams, etc. - to view issues tracked within JIRA. **Synchronizing data across JIRA and Smartsheet eases workflow** by providing a more familiar interface to process information, track multiple JIRA issues in one spreadsheet, or time other project to-dos to the status of JIRA tasks.

[Click here to learn more about how Smartsheet for JIRA can help you manage your work.](#)

[Learn More About Smartsheet for JIRA](#)

About Smartsheet

Smartsheet helps nearly 100,000 organizations and millions of users deliver their best work. With a familiar spreadsheet interface, Smartsheet enables teams to collaborate more easily, boost productivity, and gain visibility into the work being done.

Smartsheet is used by organizations across all major industries including technology, construction, financial services, and education.

