

Introduction to Atlassian JIRA

A Great Platform for Project and Issue Tracking - Part 2

Overview

Looking for a tool to help manage your project and tasks?

In Part 1 we introduced the basics of JIRA.

In this Part 2, we will learn about why JIRA is so popular.



Why is JIRA Popular?

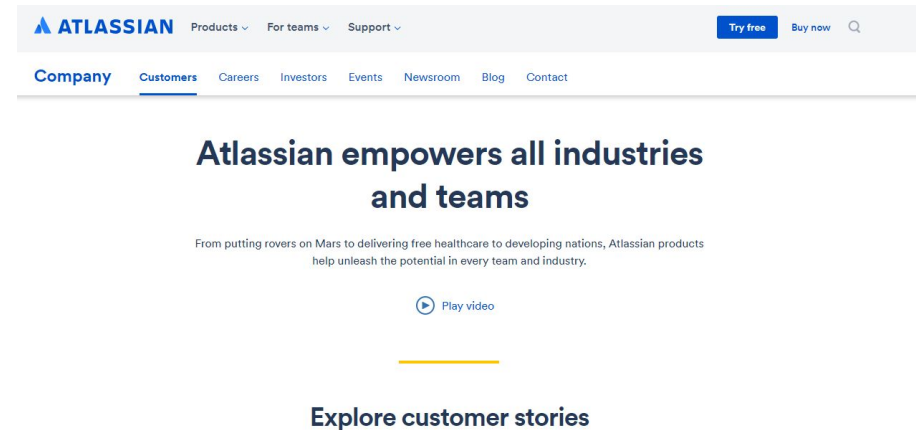
So, we have heard about JIRA before and how it is gaining popularity.

As of 2017, Atlassian claims JIRA is being used by more than 75,000 customers of all sizes around the world.

But, why?

More about Atlassian customers and their success stories:

<https://www.atlassian.com/customers>



The screenshot shows the Atlassian website homepage. At the top left is the Atlassian logo. To its right are navigation links: Products, For teams, and Support. On the far right of the top bar are buttons for 'Try free' and 'Buy now', along with a search icon. Below the top bar is a secondary navigation menu with links for Company, Customers (which is underlined), Careers, Investors, Events, Newsroom, Blog, and Contact. The main content area features a large heading: 'Atlassian empowers all industries and teams'. Below this is a sub-heading: 'From putting rovers on Mars to delivering free healthcare to developing nations, Atlassian products help unleash the potential in every team and industry.' Underneath the sub-heading is a 'Play video' button with a play icon. At the bottom of the visible section is a yellow horizontal line followed by the text 'Explore customer stories'.

Atlassian Develops Great Features

As we listed in Part 1, Atlassian has the experience of developing various project management tools. Atlassian has thousands of customers, they constantly get feedback to continue improving.

JIRA is no exception and is continuously growing to have many great features:

- **Manage project tasks:** This of course is the first requirement for a management tool. JIRA excels at allowing us to visually track issues using various methods and provide advanced options to customize how issues are processed.
- **Tracking bugs:** Bug tracking comes by default in JIRA Software. This is helpful if you do not want to customize issue types yourself.
- **Customer support:** If you add JIRA Service Desk, it is similar to other tools like Zendesk, which lets you track support tickets similar to JIRA Issues.

More about the features of JIRA Software:

<https://www.atlassian.com/software/jira/features>



Atlassian Marketplace Has Hundreds of Plugins And Extensions

Because of JIRA's popularity, there are hundreds plugins to search from. We will introduce a few that we use later on, but some of these tools greatly enhance JIRA or how you process issues alongside JIRA.

However, some issues we have are:

- If you use JIRA Cloud, plugins and extensions tend to charge you by total number of users on your JIRA account.
- Quality of the plugins are sometimes not great and is difficult to choose between several similar options. Some plugins are not available for JIRA Cloud (and vice versa).

See everything at the Atlassian Marketplace:

<https://marketplace.atlassian.com>



Astral Web Decision

Combined with the **relatively low cost** to get started and **features offered**, we were able to quickly study and decide if JIRA Software is good for our company.

So far, JIRA has helped streamline all of our internal work and improved how we communicate project status with our clients.

More details on restricted features:

<https://confluence.atlassian.com/cloud/restricted-functions-in-atlassian-cloud-apps-744721664.html>



What Are Alternatives To JIRA?

Atlassian also produces other tools that deeply integrate with JIRA.

- **JIRA Service Desk** can be useful for a customer support style platform.
- **Confluence** can be useful for document collaboration right inside JIRA.
- **Stride, Trello, and Hipchat** can be useful for communication.
- **Bitbucket** can be helpful to manage your Git repositories.
- And more...

Astral Web is also looking into these tools since core workflow is on JIRA. Our priority is to be able to integrate new processes seamlessly.

Full list of Atlassian Products:

<https://www.atlassian.com/software>



Thank you.

Want to learn more?

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