How to Use JIRA and Confluence Outside of Development Teams

San Diego STC Meeting
April 12, 2016
Agenda

Evan Golden • Introduction

Isos Technology • Overview

Confluence and JIRA • Overview

Q&A •
Introduction
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What We Do

**SOLUTIONS**

- PROCESS AUTOMATION
- SOFTWARE SOLUTIONS
- MOBILE SOLUTIONS
- SMART RECRUITING

**PARTNERS**

- Atlassian Experts
  - Platinum
- Atlassian Experts
  - Enterprise
- Zephyr
  - Authorized Training Partner
  - Valid through April 2016
- IBM
  - Business Partner
- Microsoft
  - Certified Partner
- Amazon Web Services
- ALM Works
Our Atlassian Timeline

FOUNDED  DAY 1
PURCHASED CONFLUENCE AND JIRA  DAY 2

2005  DEVELOPED SOFTWARE  USED ATLASSIAN TOOLS
2008  EVALUATE, CONSULT, SUMMIT, REPEAT
2013
2014
2016

NOW OFFERING ATLASSIAN SERVICES!

BRINGING ATLASSIAN TO THE ENTERPRISE TODAY
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Q&A •
Does anyone use the tools?

- Raise your hand if you use the tools? Or maybe have used the tools please?
- What is your experience with the tools?
- How have they helped you and your organization?
- How have they helped your profession?
What is Confluence?

- Open place for all of your team’s work
- Blank canvas
- Create anything your team needs
- Discuss and give feedback; Collaborate
- Centralize your information
- Organize by spaces and pages; by departments maybe?
- Out of the box:
  - Meeting Notes
  - Product Requirements
  - File Lists
  - How-to Articles
  - Blogs
- Add-ons
What is Confluence?

- **Space**
  - Site space - global space
  - Personal space - “yours”
  - Can be locked down

- **Page**
  - sub-components of spaces
  - can be locked down

- **Child Page**
  - sub-component of a page

- **Parent - Child**
Ways to use Confluence?

- Documentation library
- Meetings
- Organize workspaces by department or across competencies
- Document meeting notes and action items (tasks)
- Requirements management
- Risk Management
- Quality Assurance

Anyway you want to better collaborate and become a more effective team can be implemented in this tool!
Why use Confluence?

- Get out of stand alone document editing.
- Collaborate
- Communicate
- Organize your data online.
- Organize your teams online.
- Share
- Become more efficient
- Become more productive
What is JIRA?

- Built for all teams
- Keep track of who, what, where, why of any process
- Automates processes
- Issue tracker
- Integrates amazingly with Confluence
- Comes in 3 flavors!
- Many add-ons in the marketplace
What does this mean?

- A project is a container of issues
- Anything can be an issue.
- If you have a process to track something; that something is an issue.
- Sub-tasks are children of issues
- Parent-child relationship
3 flavors of JIRA

- JIRA Core - for all business teams
- JIRA Software - for software teams
- JIRA Service Desk - for help desk teams
Why use JIRA?

- Collaboration
- Automate your team’s processes into workflows
- Track your team data in issues
- Report on status’
- Report on thousands of potential attributes
- Request assistance
- The everything tool!
JIRA and Confluence Together

- Create JIRA issues from Confluence
- Track JIRA issues from Confluence pages and dashboards
- Utilize Team Calendars
- Confluence Knowledge Base and JIRA Service Desk
- Document in Confluence and track in JIRA
- Report from JIRA on Confluence pages
- Issue Collectors
- Add-ons
What teams use these tools?

- Finance
- Legal
- HR
- Management
- Software
- Operations
- Logistics
- Marketing
- Quality
- PR

*the list goes on and on...*
Benefits for Communications Professionals

- Collaborate on documents in Confluence using its rich text editor and easy formatting.
- Include content from many pages to one
- Easily search for materials
- Route for approval in Confluence or JIRA
- Manage versions in Confluence
- Report on deliverables in JIRA
- Interface easily with other departments
- Add-ons (i.e. Comala Workflows and multi-excerpt)
What is next?

- Bring what you learned to your organization.
- Tools are offered in cloud, server, or data-center versions.
- Try them for free on the cloud. Try these tools.
- Trust an expert to help you discover the potential for your team.

They are built for all teams including yours!
How can we help?

- Discovery
- Training
- Coaching
- Implementation
- Migration
- Development
- Solutions
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Questions?
Thank You!

- Get some swag!
- I will hang out if you have any additional questions.
References

- https://confluence.atlassian.com/jira/what-is-a-project-185729449.html
- https://www.atlassian.com/