

Atlassian JIRA

Definition

JIRA is an Issue Tracking System currently being used by UMassOnline Technology Team. Currently running version 6.0.4

Stakeholders

BO: Kevin O'Brien

PO: Kevin O'Brien

TO: Kevin O'Brien

Others: UMassOnline Technology Team

Background

JIRA provides issue tracking and project tracking for UMassOnline.

Combining a clean, fast interface for capturing and organizing issues with customizable workflows, OpenSocial dashboards and a pluggable integration framework, JIRA is the perfect fit at the center of your team.

Utilization

UMassOnline Team is currently utilizing JIRA to track their projects, tasks, services and system issues.

- [Technology](#)
- [Marketing](#)
- [Business Relations](#)

Community

JIRA and the family of Atlassian products has a wide user base and a devout community of followers. More information [can be found here](#).

Performance and Availability

JIRA is monitored for Performance and Availability through AlertSite. Monthly information [can be found here](#).

Costs

Both licensing and hosting are paid to Atlassian (Invoices attached)

System/Service	Cost	Date	Invoice
JIRA 500 Users: Academic License Upgrade from 100 Users	\$3,000.00	22 Jan 2013	AT-719357
JIRA 100 Users: Academic License	\$2,000	02 Apr 2012	AT-409573
JIRA Hosted 50 Users (Annual Payments) Upgrade	\$770.00	05 Dec 2011	AT-352441
JIRA Hosted 25 Users (Annual Payments) Upgrade	\$3,000.00	08 Sep 2011	AT-312669
JIRA Hosted 10 Users (Monthly Payments) Renewal	\$150.00	11 Aug 2011	AT-302057
JIRA Hosted 10 Users (Monthly Payments) Renewal	\$150.00	11 Jul 2011	AT-289901
JIRA Hosted 10 Users (Monthly Payments) Renewal	\$150.00	13 Jun 2011	AT-279386
JIRA Hosted 10 Users (Monthly Payments) Renewal	\$150.00	11 May 2011	AT-268285
Contegix Hosting	\$4,949.70		
Staffing			
Indirect Costs			
TOTAL			

Current Status

```
<a href="https://confluence.
umassonline.net/plugins/servlet
/gadgets/ifr?
container=atlassian&
mid=2274209103872&
country=US&
lang=en&
view=default&
view-params=%
7B%22writable%22%3A%22false%
22%7D&
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up_isReallyConfigured=true&
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up_titleRequired=true&
up_numofentries=10&
up_refresh=15&
up_maxProviderLabelCharacters=50
&
up_rules=%2527B%
2522providers%2522%253A%
255B%2527B%2522provider%2522%
253A%2522streams%2522%252C%
2522rules%2522%253A%255B%
257B%2522rule%2522%253A%
2522key%2522%252C%
2522operator%2522%253A%
2522is%2522%252C%2522value%
2522%253A%255B%2522JIRA%
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2522%253A%2522select%2522%
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2522rules%2522%253A%255B%
255D%257D%252C%257B%
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2522rules%2522%253A%255B%
255D%252C%2522disabled%2522%
253Atrue%257D%255D%
257D&
up_renderingContext=&
up_keys=&
up_itemKeys=&
up_username=&
url=https%3A%
2F%2Fjira.umassonline.net%2Frest%
2Fgadgets%2F1.0%2Fg%2Fcom.
atlassian.streams.streams-jira-
plugin%3Aactivitystream-gadget%
2Fgadgets%2Factivitystream-gadget.
xml&
libs=auth-
refresh#rptoken=1171870164"
>Activity Stream</a>
```

JIRA Application Support

Support for this platform on a grand scale would come from Atlassian directly (since they would be the host, they would support in a similar method in which they support our Confluence installation). Support of the deployed environment, including (but not limited to) account creation, Group management, Issue tracking, reporting, etc., would be provided by UMassOnline.

- [UMassOnline JIRA Support](#)
- [Official Atlassian Documentation](#)
- [Project Setup Standards](#)

JIRA Hosting and Hosting Support

Hosting for JIRA is provided by [Contegix](#). Contegix provides support for JIRA hosting via an [online ticketing system](#) and [via email](#) which ties into their internal ticketing system. Currently Contegix will accept tickets from the Tech Team staff (Stefanie Henderson, Tim Lambert, Patrick Masson and Kevin O'Brien).

Training

General JIRA training would be provided on a train the trainer method. Members of the UMassOnline Team would be trained by Atlassian, and would then pass that knowledge on to other team members. There is also a wealth of information on JIRA available through [blogs](#), [forums](#) and a [wide user community](#) who work to support the platform.