Jira Service Management

Jira

Jira in a nutshell

- Is part of the Atlassian ecosystem, which includes tools such as Confluence
- Goes deeper into IT project management
- Focuses on the scrum method in its functionalities
- Requires a dedicated team of developers for implementation and maintenance
- Relies on your in-house knowledge for support and implementation

Jira is a good fit for organizations that...

- already work with other Atlassian tools
- need a solution with a strong focus on IT project management
- have in-house IT specialists with coding expertise to implement and maintain the tool
- don't need to rely on tool support or consultancy

Things to consider when evaluating Jira

- **Limited cross-department expansion**
  Jira is primarily designed for IT and software development teams.
- **Complex user interface**
  There's a steeper learning curve for new users unfamiliar with Atlassian tools.
- **Complex customization**
  Changes often require advanced technical knowledge and programming skills.
- **Support limitations**
  Support is generally limited to basic training and there's less focus on after-sales.