



Case Study:

Jira Governance Framework

Overview

Following the migration from server to cloud, I took ownership of the organisation's second-largest site. In server the site had been tightly coupled with two additional workstreams, resulting in inconsistent configuration and administration practices. Cross-team visibility was limited and there were significant challenges with reporting and user management.

Challenge

The site suffered from five-years of unmanaged growth; the absence of governance resulted in a site that lacked cohesion. Teams were working on the same deliverables but relied on Emails, Excel, PowerPoint to provide status updates and progress reports. Not all teams or users were in Jira adding an extra layer of complexity. User satisfaction was low due to poor data quality, unreliable reporting and frequent permission issues. User management and site administration was highly inefficient and resource intensive.

Approach

A comprehensive discovery phase was initiated that included a full site audit, configuration review and targeted stakeholder interviews to gather requirements, understand pain points and business objectives. I expanded my knowledge of Atlassian best practices to ensure all recommendations and redesigns were industry-aligned and future-proof.

Design

Using insights from discovery, I developed a governance framework that introduced clear standards, naming conventions and role definitions. The design balanced standardisation with customisation, ensuring consistency across the site while accommodating the unique needs of individual teams.

Implementation

Starting with a tidy up I consolidated schemes, reduced fields & work types, and re-designed the permission model to resolve the long-standing access issues. I introduced structured groups and roles to streamline user management and embedded a formal change-control process. Lifecycle and archiving policies were implemented to improve search, filters and overall platform performance. Legacy projects went through a considered transformation that over-time brought them in line with the new standards and governance model.

Impact

- **Achieved end-to-end project visibility 'FOR THE FIRST TIME'** by introducing hierarchical linking giving peers and stakeholders a view of all projects within Jira with real-time data.
- **Reduced configuration complexity by 80%** through standardisation that created a consistent, manageable, and scalable site.
- **Resolved the long-standing user management issues** by implementing defined permission schemes and role structures; and replacing single user access with a group level model.
- Through merging, reconfiguration and archiving I **reduced the number of projects by 25%** resulting in a site that was consistent, enhanced reporting and was easy to manage.
- **Realised €20k yearly saving** by removing apps and using out of the box features & functionality.

Challenges & How I Overcame Them

Resistance to change was mitigated through early engagement, workshops, and the introduction of team champions. Complex legacy configurations were addressed in phases ensuring stability throughout the transition.

Outcome

The result was a fully governed, scalable, and business-aligned site that improved cross-team visibility, strengthened data quality, streamlined user management and significantly enhanced reporting and operation efficiency. It is easier and quicker to set up and onboard new teams with conversations now focused on their unique ways of working. The Governance Framework has eliminated ambiguity and delivered cohesion.