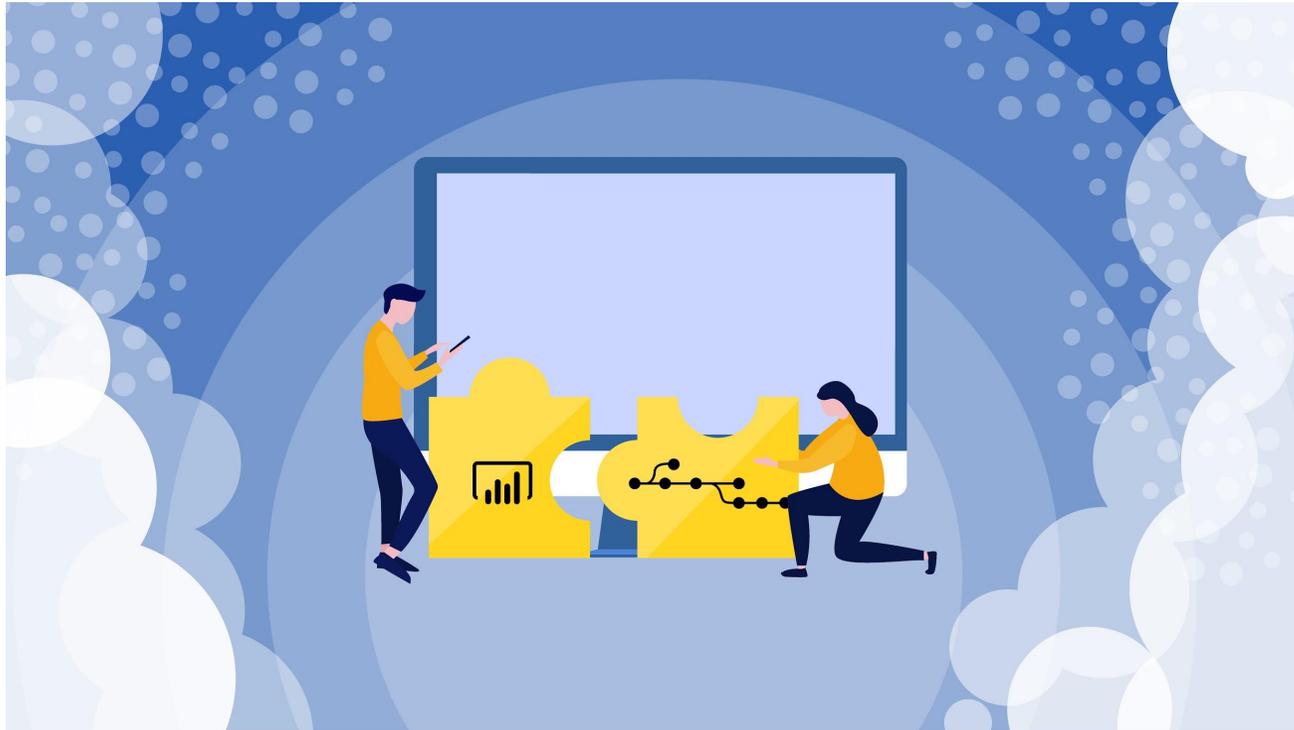


ALPHA | SERVE



Business Analytics with Jira and Jira SM as Key Data Sources

Online
22th of February, 2021

Speaker



Anna Odrinskaya,
Chief Strategy Officer and Managing Partner of Alpha Serve

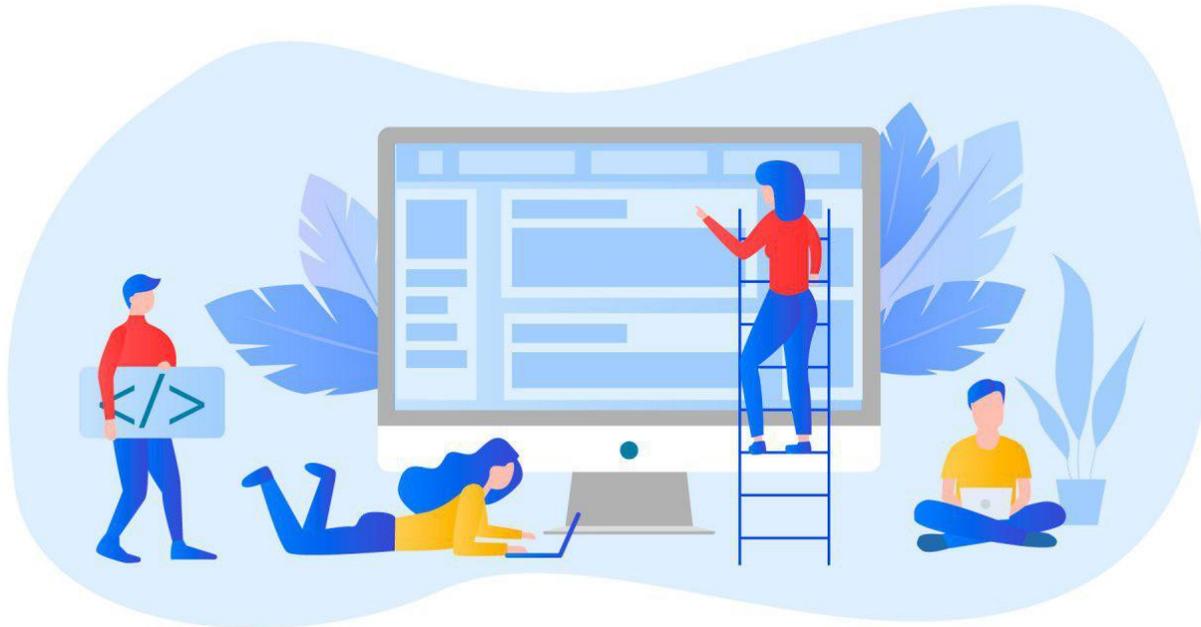
Responsible for strategic business development and process maintenance at Alpha Serve.

With 10+ years in corporate processes and project management, helping Alpha Serve to create and bring to life the company's business strategy in terms of product and services development.



About Alpha Serve

Transforming technological expertise into valuable business solutions



- Software development company since 2003
- Atlassian Marketplace Partner since 2018
- 20 Atlassian applications
- Focused on BI integrations, security and project excellence
- Proud to be chosen by known companies
- Apps for Atlassian, Shopify and Magento (BI connectors and data export)

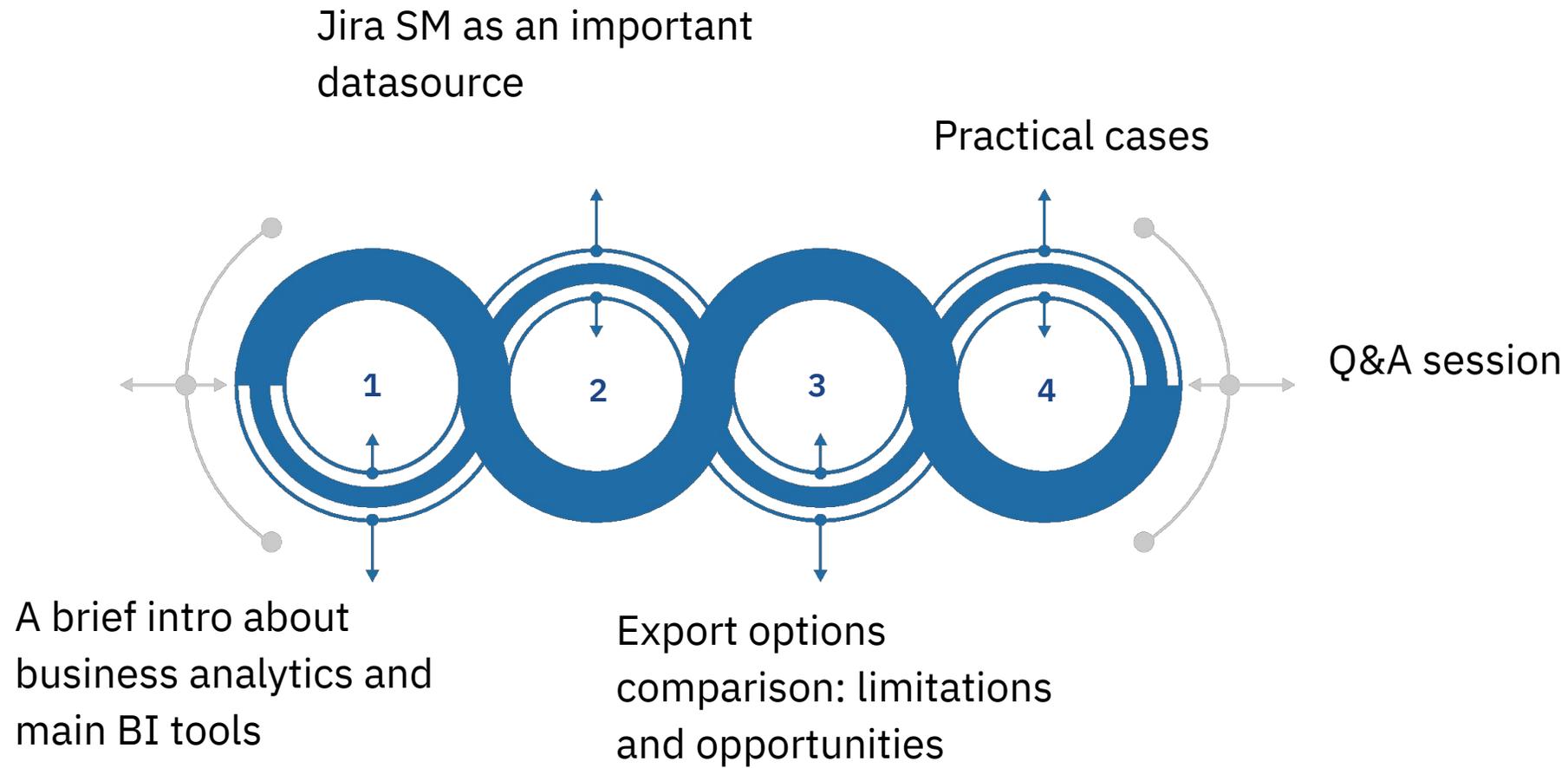


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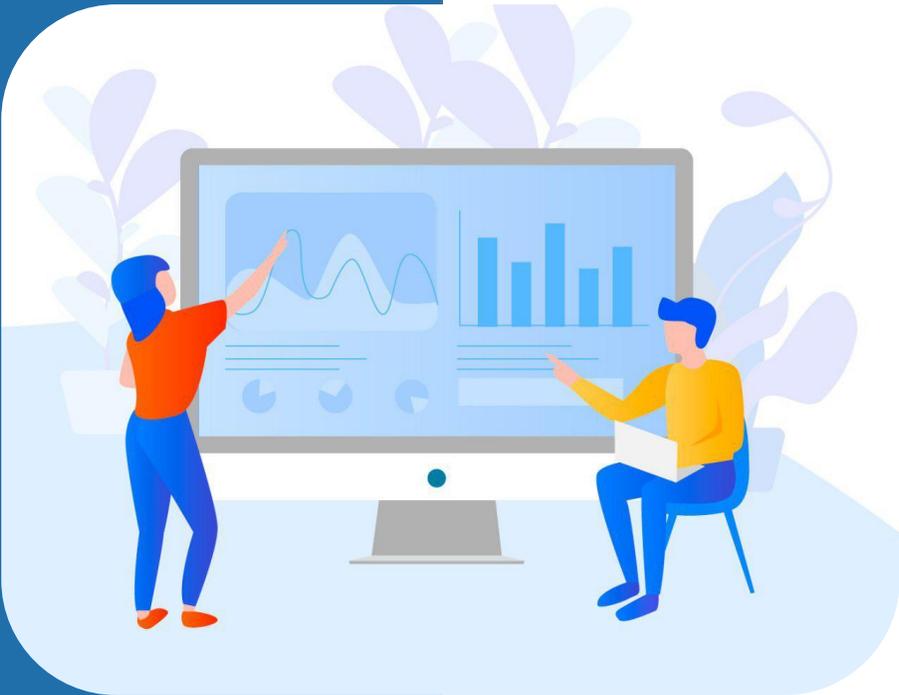
HITACHI
Inspire the Next



Agenda



Business Analytics



- Business analytics (BA) focuses on developing new insights and understanding of business performance based on actual data
- BA makes extensive use of fact-based management to drive decision making. It may be used as input for human decisions or may drive fully automated decisions
- Any information is helpful only in case we are able to dissect it and improve company throughput, especially during crisis times

Jira SD as a Data Source

At a certain level of service maturity company requires quality data to build data analysis, reporting, and actionable recommendations with confidence.



- all SD projects on a single view to accelerate timely decision-making and keep the right direction
- SD teams see their actual productivity and their impact to customer or user satisfaction
- deep dive into a certain project or issue to adjust timing, workload, estimations
- measure the SD team effectiveness and address the pain points

Jira SD can consist a lot of useful data for BA:

- Tickets types, categories, assignees, statuses and resolutions;
- Worklogs and force planning etc.

BI Tools Comparison

	 Power BI	 + a b l e a u [®] S O F T W A R E	 Google BigQuery	 Google Data Studio	 looker
Main purpose	Data visualisation and analysis	Data visualisation and analysis	Cloud data warehouse	Data visualisation and analysis	Data visualisation and analysis
Data Sources	Restricted access to other servers and databases (SQL, SAP HANA, Oracle Database, etc.)	Various servers and databases (JSON, PDF, Microsoft documents, SQL Server, MySQL, Oracle Redshift etc)	The BigQuery Data Transfer Service (SaaS apps, Google Ads, Campaign Manager, Google Ad Manager, YouTube)	Google spreadsheets, Analytics, Google Ads, Google BigQuery, PostgreSQL, MySQL, Youtube	Multiple (JSON, Redshift, Snowflake, BigQuery, as well as 50+ supported SQL dialects)
Data Capability	Up to 10 GB for every group/workspace + and more than 10 GB of data in cloud or Azure	Works on the base structure of columns (milliards of records/rows)	Unlimited, but paid by 0.01 Gb	Unlimited, but paid by 0.01 Gb	Multi-cloud capability
Integrations	Various (SharePoint, Azure power flow, power apps, Excel, Microsoft products)	Numerous (incl. Microsoft and others)	Various	Various	APIs, Google Analytics, Salesforce
Data Shaping and Modelling	Query editor, Power Pivot	No	Further data processing in other BI tools	Some visualization and customization solutions	SQL queries, pre-built analytical templates (Looker Blocks [®]) SQL-based modeling language (LookML)

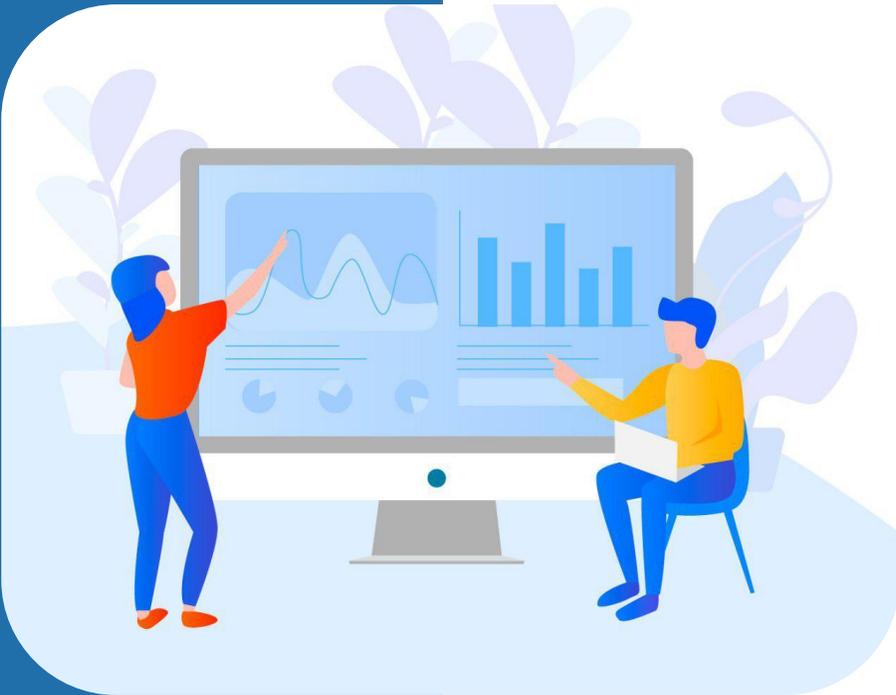
Specific Features of Data Export

There are a few ways to integrate Jira/Jira SM with BI tool:

- the Jira API
- via BI tools Jira content pack (for Power BI cloud only)
- using CSV (limited data range)
- with Data Lake (for Jira Software)
- using a third-party add-ons (such as our apps)

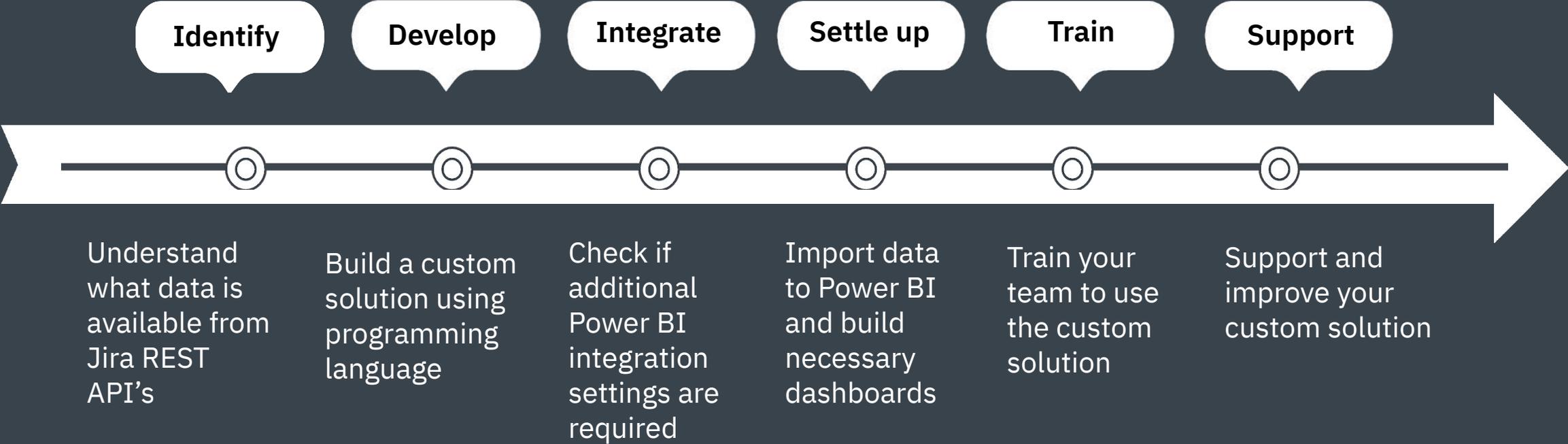
A few tips before you start data export:

- check access permissions for certain user or project
- define the needed fields => optimize data volume
- check the field source (standard/custom fields or apps fields)
- mind the languages and writing systems





Jira API Export - Process at a Glance



Estimated time efforts is up to 3 weeks.



[Manage app](#) • [Short link](#)

Power BI Connector for Jira

by [Alpha Serve](#)

for Jira Cloud, Jira Server 7.1.0 - 8.14.0, Jira Data Center 7.1.0 - 8.14.0 and [more versions](#)

[Try it free](#)

[Buy it now](#)

★★★★★ 12
549 👤

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JIRA SERVICE MANAGEMENT

[Overview](#) [Reviews](#) [Pricing](#) [Support](#) [Versions](#) [Installation](#)

Cloud ▾

Explore and analyze your Jira data with Power BI. Combine Jira and other data sources with Power Query for complex data models



Power BI Connector for Jira



Application from Alpha Serve which allows to create data sources and export Jira data easily to Power BI without additional technical knowledge



Power Query Supported

Merge Jira data with other sources, reshape it and make calculations with no-code user experience in Power Query. Combine and transform your Jira data and visualize it in Power BI.



Customisation Features

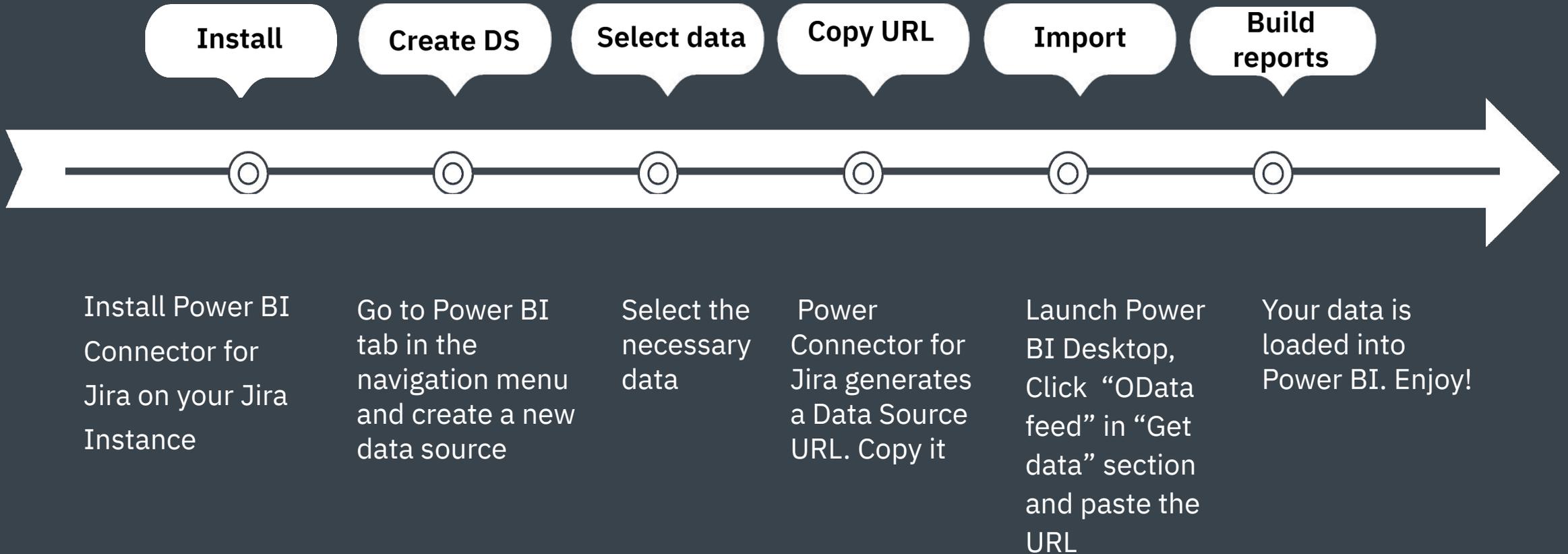
Various filtering options and data selection to export only the necessary data per one data source. Use permissions to make the app available for relevant Jira users or groups.



Wide Data Range

Jira tables and fields, Custom fields, History, Jira SD, Tempo Timesheets, Tempo Planner, Tempo Budget, Insight - Asset Management, Time to SLA, Advanced Roadmaps, Structure - Project Management at Scale.

Power BI Connector for Jira - Process at a Glance



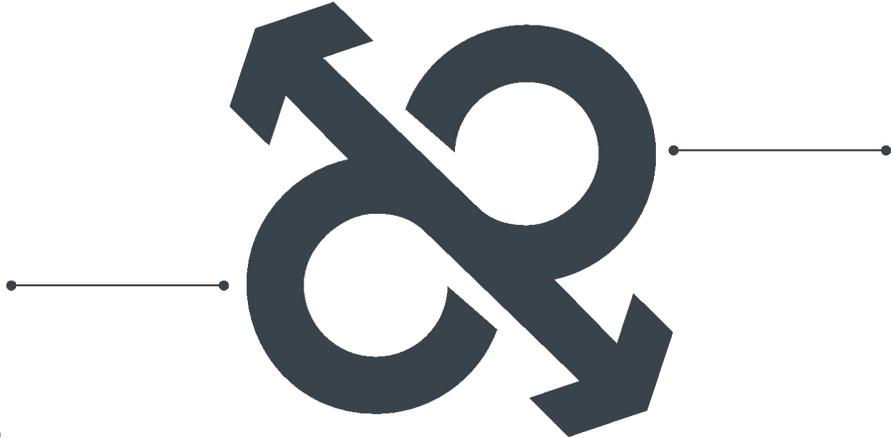
Estimated time efforts is up to 10 minutes (data export only).

Facts and Features to Consider



Jira API

- complicated, requires additional development, API and Power BI skills
- getting exports right is not trivial
- useful for specific or sophisticated custom solutions and analytics requests
- requires resources for implementation and support
- free of charge (resources may cost only)



Power BI Connector for Jira app

- easy to start using, no additional skills required
- vendor support with issues or adding tables, as well as updates
- numerous data can be exported with every change as a separate row
- paid

Connecting Other BI Tools

Manage app • Short link



Tableau Connector for Jira

by Alpha Serve
for Jira Cloud, Jira Server 7.1.0 - 8.14.0, Jira Data Center 7.1.0 - 8.14.0 and [more versions](#)

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Cloud

Explore and analyze your Jira data with Tableau. Create data dashboards and visualizations in minutes



Manage app • Short link



BigQuery Connector for Jira

by Alpha Serve
for Jira Server 7.1.0 - 8.14.0, Jira Data Center 7.1.0 - 8.14.0 and [more versions](#)

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Data Center

Export your Jira data to Google BigQuery. Unlock insights with real-time and predictive analytics



What to Monitor with Jira ITSM and Why?



Improve Service Level

Average speed of answer;
Time to resolution expected
VS Time to resolution actual
- in terms of
projects/software/assignees/ticket types etc



Adjust Business and IT Processes

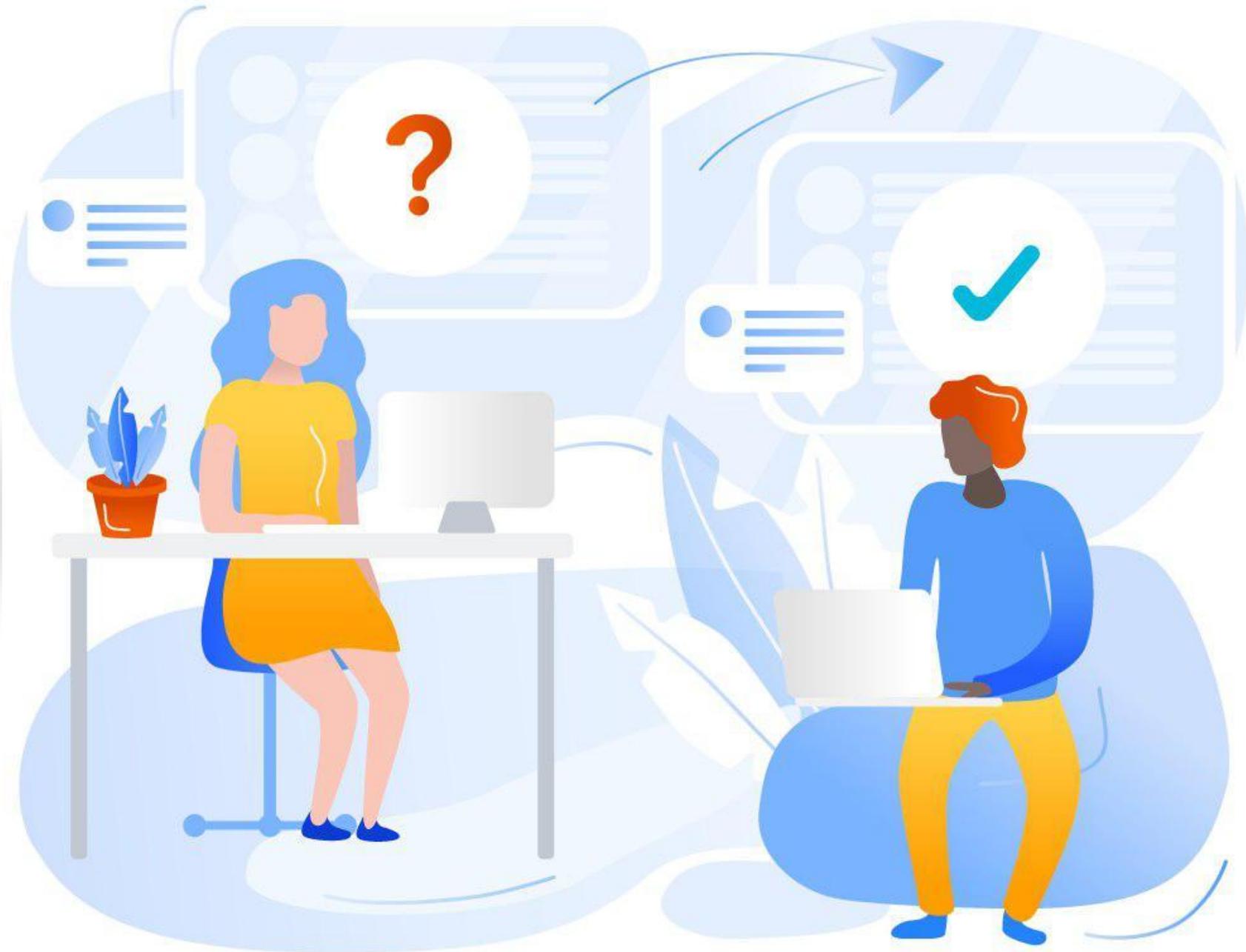
Breakage times,
software outages,
seasonal loads etc can
provide useful data what
needs to be adjusted
inside the company



Cost Management

Evaluating the cost of staff time and resources by incident/over time reveals problem areas where SD might be overspending money, and enables leadership to look for solutions to meet budgets.

Dashboard 1



Clipboard | Data | Queries | Insert | Calculations | Share

Project

Power BI Connecto...

Date Period

1/1/2019 2/19/2021

Total Closed Issues

135

Closed Issues by Priority

Priority	Count
Medium	131
High	4

Total Created Issues

235

Created Issues by Priority

Priority	Count	Percentage
Medium	227	96.6%
High	8	3.4%

Avg. Time to Resc (h)

68

Avg. Time to Resolution (h) by Priority

Priority	Avg. Time (h)
Medium	69
High	26

Open Issues by Status

Status: Done (18.56%), In Progress (18.56%), Pending (3.09%), Resolved (47.42%), Waiting for customer (6.19%), Waiting for support (5.15%), Work in progress

Created Issues by Type

Type	Count	Percentage
Support	209	88.94%
Bug	21	8.94%
New Feature		

Cumulative Total Created vs Closed Issues

Legend: Closed (light blue), Created (dark blue)

Y-axis: Issues (0 to 400)

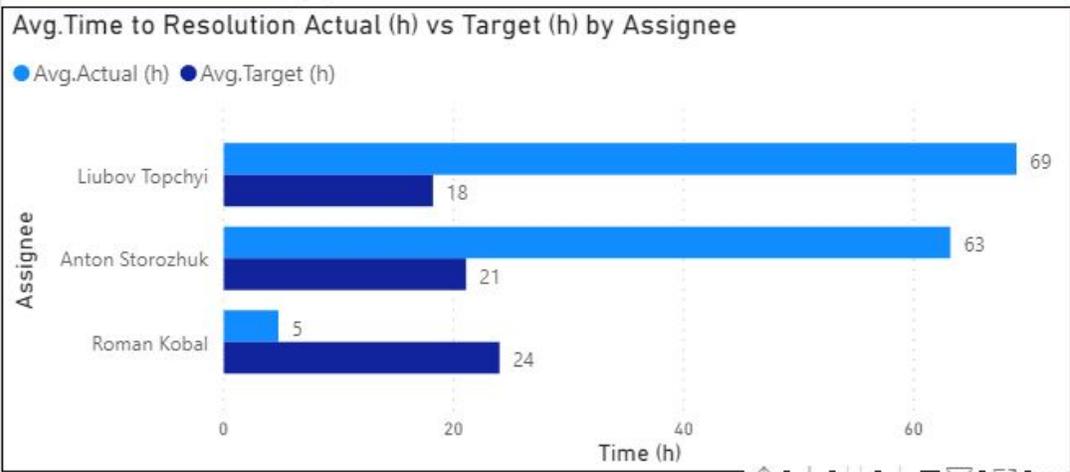
X-axis: Date (Oct 2019, Jan 2020, Apr 2020, Jul 2020, Oct 2020, Jan 2021)

Dashboard 2

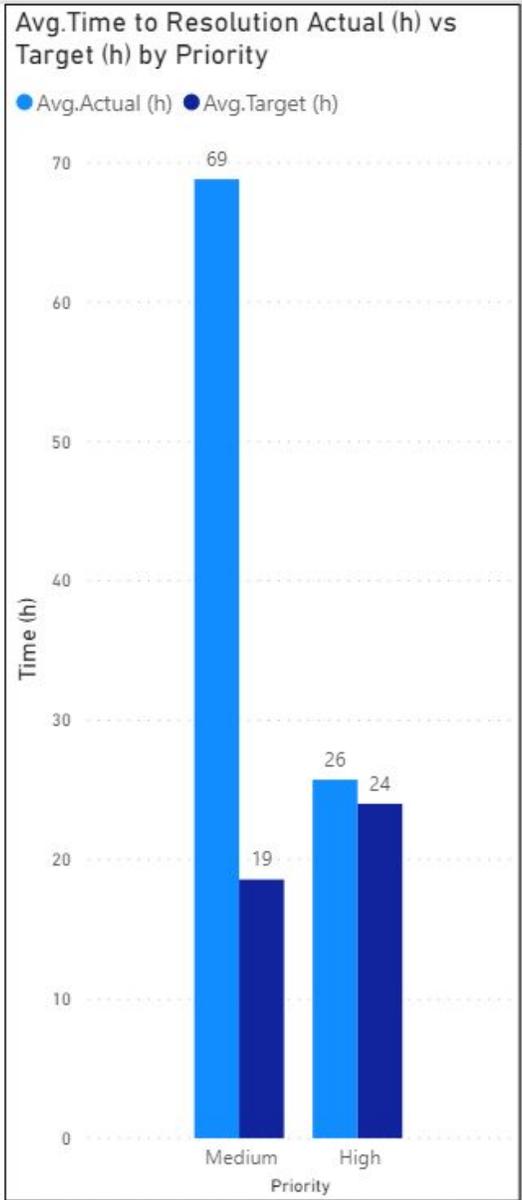
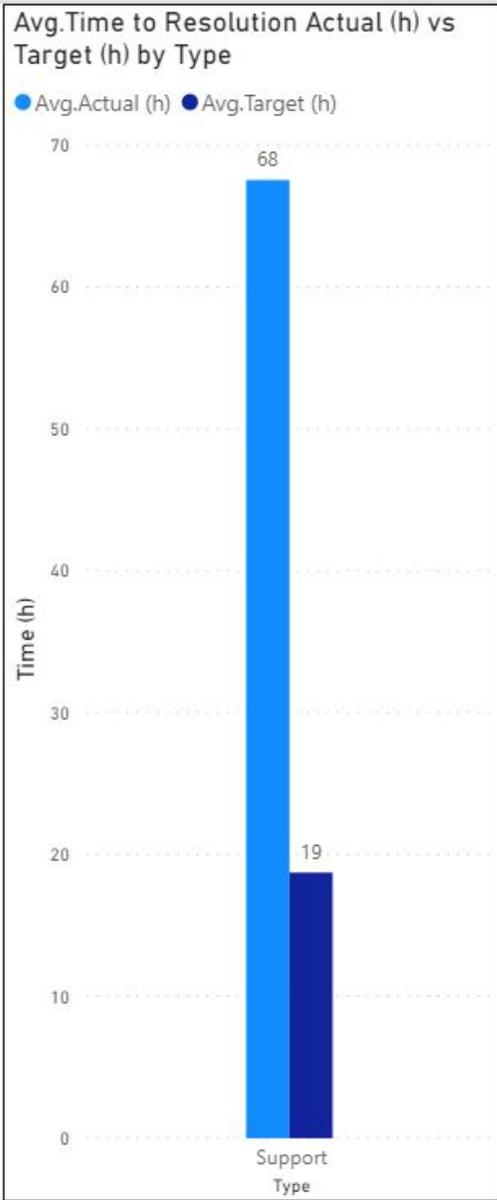


Project
 Power BI Connector ... ▾

Date Period
 1/1/2019 12/31/2021



ASSIGNEE	Avg. Actual (h)	Avg. Target (h)
Liubov Topchyi	69	18
POWERBI-10	111	16
POWERBI-11	82	16
POWERBI-111	20	16
POWERBI-113	45	16
POWERBI-114	50	16
POWERBI-115	42	16
POWERBI-116	104	16
POWERBI-118	16	16
POWERBI-119	123	16
POWERBI-120	349	16
POWERBI-121	3	16
POWERBI-122	2	16
POWERBI-124	101	16
Total	68	19



Key Takeaways



Implementing, adapting or improving BI processes in the companies are in high demand recently due to fast world changes and external challenges.



As the leading software, Jira and Jira SM have become an important data source for business analysis and decision-making.



Adding Jira SD as a data source does widen your business data landscape, and it is not a discussion point anymore. The company needs to consider possible options and select the most suitable one.



- Book a free demo
- Request a Server/DC discount (for today's attendees only)

Contact Us



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Questions?

