Why visibility is essential for IT professionals in Jira environments

Many enterprises that use Jira face a good news/bad news dilemma that invariably starts leaning away from the former, and heads dangerously towards the latter.

The good news is that their engineers love Jira's agile tooling solution, and can't (or won't) imagine working without it. Whether they're doing code reviews, task branching, continuous integration, new releases, or anything else in their mandate, they appreciate how Jira is built on sound engineering practices, and how it helps them control their chaos in their world.

The bad news, however, is that IT professionals outside of Jira don't have real-time visibility of what their engineering colleagues inside Jira are doing. As a result, they must manually track progress against plan, scope or resource requirements. Not only is this tedious and ineffective, but it strikes at the heart of three things that IT professionals need to succeed: clarity, control and connection.

✅ Clarity: IT professionals need a clear and accurate picture of project and portfolio health — which doesn't happen without visibility. As a result, it's a constant struggle to determine if projects are approved in alignment with overall strategic goals, and if inter-project dependencies are correct and optimized.

✅ Control: IT professionals are responsible for standardizing processes for initiating project work, and monitoring status and progress during execution. But without visibility, it's not just difficult to achieve these objectives with an acceptable degree of competence and consistency: it's impossible.

✅ Connection: IT professionals need to know that their contribution is making a meaningful impact. Yet without visibility, connection to the big picture is lost. At best this results in diminished performance and productivity. At worst, it leads to burnout and turnover.

As serious and widespread as this scenario is, enterprises don't have to incur the wrath of their engineers by re-evaluating or (perish the thought) removing Jira; because the problem has nothing to do with Jira itself. The root cause that triggers a lack of clarity, control and connection is the same: IT professionals outside of Jira don't have insights into what's going on inside Jira. Fortunately, the solution is straightforward enough: close the visibility gap. And that's precisely what Clarizen for Jira does.

Clarizen for Jira empowers IT professionals with a categorically better way to align previously siloed project activity and integrate multiple instances of Jira. As a result, instead of struggling with limited or non-existent visibility, IT professionals consistently:

✅ Get the clarity they need by accessing a real-time 360 degree view of project status and portfolio health

✅ Get the control they need by creating seamless collaborative and automated workflows, and managing work as a lifecycle to streamline resources

✅ Get the connection they need by seeing how their valuable contribution plays a critical role in advancing the work journey forward, and helping colleagues, customers and the enterprise succeed

Simply put, Clarizen for Jira turns the bad news/good news dilemma that many enterprises are facing now into a situation where everyone wins: IT professionals outside of Jira, engineers inside Jira, and all other stakeholders in the environment. And it's not because everyone is trying harder. It's because thanks to Clarizen for Jira, they're working smarter.

To learn more about Clarizen's integration with Jira can work with your project management, engineering and IT teams, visit www.clarizen.com/jira.