

Jira Workflow Checklist

Use this 25-question checklist when planning and documenting custom workflows, to make sure all needed elements are in place.

Statuses follow the real-life work process.

Status names are short and understandable.

The final status name makes it clear that no additional work is required.

Transition names are short and descriptive.

All transitions point to the intended status.

There is at least one forward transition for each status.

There are backward transitions at appropriate places.

Approval or validation statuses have both a pass and fail option.

There's no way to bypass approval or validation.

Approval or validation is restricted, if needed.

Roles and groups are utilized where possible.

There is a way to pause work on an issue, put it on hold, or send it to the backlog.

There is a way to indicate work has stopped.

Transitions are shown in order of most likely use.

Proper conditions, validators, and post functions are utilized.

Fields can be updated or are required at appropriate stages.

Issue assignment occurs at appropriate places.

There is a way to reopen an issue in its final status.

An “issue reopened” event is fired when an issue is reopened.

If an issue is reopened or moves backward, the Resolution field is cleared.

A resolution is set at the time the work is completed or before an issue reaches its final status.

Time is logged at the time work is completed.

An “issue closed” event is fired when an issue reaches its final status.

All child issues are closed before or when the parent issue is closed.

Workflow decisions and behaviors are documented