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