

Complete Guide to Jira Administration: Configuration, Management, and Automation

with Rachel Wright



Jira Global Settings

A list of specific global settings to verify and where to find them. Use this worksheet to document your settings.

Goals

- Verify impactful settings
- Check for common problems
- Consider long-term impacts
- Find additional capabilities
- Create a historical record

Configuration Checks

Area	Details	Results & Findings	Cloud Location
The application time zone supports most users.	Users can override the default, if desired.	<ul style="list-style-type: none">• Current setting: <enter>• Recommended setting: Depends on use	<ul style="list-style-type: none">• Admin > System > General configuration > Edit Settings (button) → “Time Zone”• /secure/admin/ViewApplicationProperties.jspa
User objects are not publicly shared on the internet.	Organizations can inadvertently leak data to the public with this setting. Even if the public can’t access issue data, they still may be able to see the <i>names</i> of user objects like dashboards or filters. Read more.	<ul style="list-style-type: none">• Default setting: Off• Current setting: <enter>• Recommended setting: Off	<ul style="list-style-type: none">• Admin > System > General configuration > Edit Settings (button) → “Public sharing”• /secure/admin/ViewApplicationProperties.jspa

The application's user email visibility mode is appropriate for the use	n/a	<ul style="list-style-type: none"> • Default setting: Show to logged in users only • Current setting: <enter> • Recommended setting: Depends on use 	<ul style="list-style-type: none"> • Admin > System > General configuration > Edit Settings (button) • /secure/admin/ViewApplicationProperties.jspa
Global permissions are appropriate.	<p>Restrict the ability to "Create team managed projects" to application admins (or no one).</p> <p>Read more: Are You Ready for the New Jira? and Jira Next Gen-Projects: From the User's Point of View</p>	<ul style="list-style-type: none"> • Default setting: Public • Current setting: <enter> • Recommended setting: Jira administrators group or no one (empty) 	<ul style="list-style-type: none"> • Admin > System > Global permissions • /secure/admin/GlobalPermissions!default.jspa • secure/admin/CloudExport.jspa
The audit log retention period is adequate.	n/a	<ul style="list-style-type: none"> • Default setting: 3 months, Show user directory changes • Current setting: <enter> • Recommended setting: Depends on use 	<ul style="list-style-type: none"> • Admin > System > Audit Log > Actions (button) > Audit Log Settings • /auditing/view
User default settings are as expected.	Don't notify users of the changes they personally make. They likely know what actions they took and don't need an email to remind them. When users receive too many Jira notifications, they ignore them, create filters to send them straight to the trash, or miss more meaningful messages. Users can override the default if desired.	<p>For "Notify users of their own changes":</p> <ul style="list-style-type: none"> • Default setting: No • Current setting: <enter> • Recommended setting: No 	<ul style="list-style-type: none"> • Admin > System > Default user preferences • /secure/admin/ViewUserDefaultSettings.jspa

Time tracking is enabled, and users have logging permissions.	n/a	<ul style="list-style-type: none"> • Default setting: Jira provided • Current setting: <enter> • Recommended setting: Jira provided or the Tempo Timesheets app (for specific use cases) 	<ul style="list-style-type: none"> • Admin > System > Issues > Time tracking • /secure/admin/TimeTrackingAdmin.jspa • Admin > Issues > Permission schemes • /secure/admin/ViewPermission-Schemes.jspa
Working hours are appropriate for the use.	n/a	<p>For “Working hours per day”:</p> <ul style="list-style-type: none"> • Default setting: 8 • Current setting: <enter> • Recommended setting: 8 	<ul style="list-style-type: none"> • Admin > System > Issues > Time tracking • /secure/admin/TimeTrackingAdmin.jspa
Issue linking is enabled, and selections are appropriate.	n/a	<ul style="list-style-type: none"> • Default setting: Blocks, Clones, Duplicates, Relates To, etc. • Current setting: <enter> • Recommended setting: Depends on use 	<ul style="list-style-type: none"> • Admin > System > Issues > Issue linking • /secure/admin/ViewLinkTypes!default.jspa

Attachments are enabled, and the size limit is appropriate.	The default attachment size is 1,024 MB. Only change it if users report trouble attaching large files. Alternately, large files can be added to Confluence or another repository, which handles attachments better than Jira. Also be mindful of total storage limits which impact pricing. Read more	For “Allow Attachments”: <ul style="list-style-type: none">• Default setting: On• Current setting: <enter>• Recommended setting: On	<ul style="list-style-type: none">• Admin > System > Attachments• /secure/admin/ViewAttachmentSettings.jspa• Admin > Issues > Permission schemes• /secure/admin/ViewPermission-Schemes.jspa
Outgoing mail is enabled.	The mail server is managed by Atlassian.	<ul style="list-style-type: none">• Default setting: Enabled• Current setting: <enter>• Recommended setting: Enabled	<ul style="list-style-type: none">• Admin > System > Outgoing Mail• /secure/admin/OutgoingMailServers.jspa
Incoming mail is enabled.	Note: This feature is for Jira Software and Jira Work Management. This is managed differently in Jira Service Management.	<ul style="list-style-type: none">• Default setting: One mail server and one mail handler• Current setting: <enter>• Recommended setting: Depends on use	<ul style="list-style-type: none">• Admin > System > Incoming Mail• /secure/admin/IncomingMailServers.jspa
The number of custom events is appropriate for the application size.	Note: This feature is for Jira Software and Jira Work Management. This is managed differently in Jira Service Management.	<ul style="list-style-type: none">• Default setting: No custom events• Current setting: <enter>• Recommended setting: Depends on use	<ul style="list-style-type: none">• Admin > System > Events• /secure/admin/ListEventTypes.jspa