Departing User or Inactive Account Clean Up Checklist

Steps for cleaning up Jira objects (E.g., issues, filters) for departing users or inactive accounts.

Issue-specific Tasks

Bulk reassign any unresolved issues to the user's supervisor.

Bulk change the reporter, for any unresolved issues, to the user's supervisor.

Tip: Use JQL queries like:

- *assignee = <user's name> and statusCategory != Done*
- *reporter = <user's name> and statusCategory != Done*

Object-specific Tasks

Remove or change the owner, administrator, or editor for any shared or still used custom dashboards, filters, filter subscriptions and boards.

Project-specific Tasks

Reassign project lead or project administration permissions to the user's supervisor.

Reassign component lead designations to the user's supervisor.

Remove the user from any project roles.

Reassign automation rules created by the user to their supervisor.

Check automation rules for any embedded user references. (for example, a "Notify via email" action)

Global or Misc. Tasks

Check workflows for any embedded transition rules. (for example, auto assignment behaviors)

Remove third-party app-specific permissions.

Remove the user from global groups.

Make the user account inactive. (Do this after all the above items are complete.)