Migrating to JIRA: more dynamic and less expensive

As an international software editor, managing bugs and evolutions is a critical process, especially in the case of escalation management where different levels of technical teams are involved.

InfoVista had for several years been using the IBM/Rational ClearQuest solution to manage its technical issues. Faced with important maintenance costs and the solution editor’s lack of dynamism, InfoVista decided in 2007 to consider the replacement of ClearQuest with another solution.

Further to a study of the different tools available on the market, JIRA rapidly came out as a pertinent alternative. With its very attractive license and maintenance fees, features that perfectly corresponded to the needs, its open source attitude with rapid evolutions, InfoVista adopted JIRA.

The challenge

The major issue at stake in this project was the success of the new tool’s adoption by the team as opposed to the existing tool which had a strong position within the organization. Change management and migration strategy were important key success factors.

PROJECT DESCRIPTION:

Number of users: 100
Number of projects: 35
Number of issues: 50,000
Architecture: Windows/IIS/SQL Server
Atlassian Tools: JIRA 3.13
Valiantys Approach

Valiantys was present throughout the project and notably in the following areas:

- Process mapping study
- JIRA configuration
- Integration
- Plugins development

Valiantys also intervened in the realization of a complete automation for the migration of the 35000 issues from ClearQuest to JIRA.

« Once having configured the tool and our different workflows, we migrated, with the help of Valiantys, all of our issues from our previous system ClearQuest to our new JIRA solution. We used the Jelly script functionalities which were bundled in the tool » explains InfoVista’s Development Director, Mr Allot.

To carry the project through, InfoVista relied upon the following plugins and solutions:

- LNIO (Open Source Valiantys Plugin)
- Post fonctions (Valiantys Plugin)

Conclusion and Outlook

Today, JIRA is the solution used by InfoVista’s R&D teams throughout the world. Its openness has enabled the reinforcement of its integration in the different software editing processes:

« After a very smooth integration with Subversion, we are now thinking about integrating JIRA with Test Director. We are looking into the development of a few plugins to do this and to reinforce automation and control capacities of workflows in JIRA » concludes Mr Allot.

We are using JIRA to manage faults, improvements, hotfixes and escalations to our R&D teams.

J-F.A.
(InfoVista Development Director)