Jira as a holistic Form and Workflow system

This article describes howto use Jira for Your own Form and Workflow system

You can use Jira as Service Desk, ordering system, development control, assest management, small crm

Why use JIRA?

- **Excellent Workflow Editor** - And I am talking about the TEXT one, not the graphical crap..
- Very Stable and very many releases with new features
- A lot of 3rd party options - both free and commercial
- Java based

Why not to use JIRA?

- Not free - and even though license costs are low, it all add's up. Free alternatives are available
- Requires quite a lot of resources and possibility
- The Download version requires direct server access (Windows or Linux)
- Java based

> Not free? Well, if You are a non-comercial organisation, Open Source Project or a private person - try to apply for a "Open Source License" at Atlassian

A nice starter package could be

- JIRA 10 User = $10
- Some free plugins

= $10 / Year

OnPremise (Server) or Atlassian Cloud?

Atlassian Cloud

👍 **Plusses**

Cheap and simple, but very limited towards plugins and manipulating on filelevel

Upgrades just "happends" without any effort put into it

See the Plugin List here

👎 **Downsides**

Not all plugins available

Plugins run outside Atlassian Cloud and are NOT covered by any SLAs.

No control over upgrades

onPremise (Server)

👍 **Plusses**

Full flexability regarding OS and resources

OS must be maintained /upgraded

Upgrade paths/time are for selfdecision

👎 **Downsides**

More Expensive

More Maintenance

When the decision is made for using JIRA :

If You want to control it Yourself, read the JIRA Install Cookbook

Secondly, I will recommend these plugins (👍 = Testet and/or tried and found very usefull):

> ⊘ In the Atlassian Eco-system - 3rd party plugins, a lot is currently moving from free towards payable. So dont expect a current free plugin to stay free for long

Type	Free	Commercial /Licensed
Workflow (See JIRA Workflow Plugins)	JIRA Toolkit Plugin 👍 User Group Picker 👍 Automation Lite 👍	JIRA Workflow Toolbox JIRA Misc Workflow Extensions Script runner 👍 JIRA Suite Utilities 👍 JIRA Misc Custom Fields 👍
Dashboard	Gauge Gadget Jira Charting Plugin	SumUp
Database (external)		Database Custom Field 👍 Elements Connect 👍
Misc	Stateoscope Issue Quick Start SecureMan Security Helper Plugin	Issue Matrix