

Welcome to the **Jira Knowledge Base**. This guide will help you configure Jira projects and boards.

## Configuring Jira Projects

### 1. Creating Projects:

- **Work Management Projects:** Users must be in the `jira-team-managed-administrators` group to create these directly.
- **Software Projects:** Must be requested through [Jira Service Desk Project Request Portal](#).
- **Service Desk Projects:** Also requested through the [Jira Service Desk Project Request Portal](#).

### 2. Customizing Project Settings:

- Access **Project Settings** to modify specific project configurations:
  - **Issue Types:** Modify the types of issues available in the project.
  - **Workflows:** Adjust workflows to fit the project's needs.
  - **Screens:** Customize screens to show the necessary fields for each issue type.
  - **Fields:** Add or remove custom fields as needed.
- Manage project roles and permissions under **Project Settings > People**.

### 3. Board Configuration:

- **Create and Manage Boards:** Navigate to **Boards > Create Board** to set up Scrum or Kanban boards.
- Customize board settings:
  - **Columns:** Define columns to represent different stages of your workflow.
  - **Swimlanes:** Use swimlanes to organize issues by criteria such as assignee, priority, or issue type.

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- **Quick Filters:** Set up quick filters to easily view specific subsets of issues.
- **Card Layout:** Configure the card layout to display important information on issue cards.
- Use JQL to create custom filters for boards and define swimlanes.

#### 4. **Regular Maintenance:**

- Periodically review and update project and board settings to ensure they meet the team's needs.
- Educate team members on how to use boards and configure personal settings.

## **Best Practices**

- **Tailor to Workflow:** Customize projects and boards to fit the specific workflow of the team.
- **Consistent Naming:** Use consistent and descriptive names for projects, boards, and filters.
- **Regular Reviews:** Periodically review and update configurations to align with evolving project requirements.

By understanding the distinct roles of Jira admins and project admins, you can effectively configure Jira projects and boards to enhance productivity and collaboration.

For further assistance, please contact the Buyers Edge Service Desk or refer to additional resources in the Jira Knowledge base. For general Jira requests, visit the [Jira Service Desk Request Portal](#).