

JIRA Administration

Business Challenge

Our client is an enterprise software company providing both SaaS and on premise solutions for the global property and casualty insurance industry. To improve how projects were managed and tracked, our client implemented JIRA, a work management application. Kenny & Company provided JIRA administration services to configure the JIRA environment, evaluate and implement JIRA plugins, and prepare the JIRA environment to transition project data from SharePoint to JIRA.

The key issues that faced our client were:

- Lack of consistency in the way projects were managed in JIRA, limited the capacity to create reports and to track issues effectively
- Inability to customize JIRA to the needs of the group and to implement the platform's best practices
- Lack of training and overall administration knowledge of the system.

Client & Engagement Quick Facts

- Six month engagement
- Managed and maintained all JIRA configuration changes and day-to-day requests and provided training to JIRA users
- Published a JIRA Administrator User Guide

Our Solution

Kenny & Company's team brought experience managing and administering JIRA, knowledge of Agile practices, project management skills and process improvement skills to customize the JIRA environment for the Professional Services group. Our team created and configured JIRA projects; maintained the JIRA administration project backlog; designed and supported custom JIRA workflows, boards, fields, screens, permissions and notifications; researched and installed JIRA plugins; provided JIRA training to users; and developed and maintained a JIRA administrator manual to ensure a smooth transition of the JIRA administration responsibilities.

Business Benefits

This engagement was instrumental in preparing the client for tracking and managing existing JIRA projects effectively and for migrating project data from SharePoint to JIRA. The client now has a custom JIRA environment and documentation in place to ensure the continuity of the JIRA Administrator tasks and responsibilities.

About Us

Kenny & Company is a management consulting firm offering Strategy, Operations and Technology services to our clients.

We exist because we love to do the work. After management consulting for 20+ years at some of the largest consulting companies globally, our partners realized that when it comes to consulting, bigger doesn't always mean better.

Instead, we've created a place where our ideas and opinions are grounded in experience, analysis and facts, leading to real problem solving and real solutions – a truly collaborative experience with our clients making their business our business.

We focus on getting the work done and prefer to let our work speak for itself. When we do speak, we don't talk about ourselves, but rather about what we do for our clients. We're proud of the strong character our entire team brings, the high intensity in which we thrive, and above all, doing great work.

Who We Are

Partner Led

Our Partners are personally committed to our clients and lead every engagement.

Experience, Perspective and Passion

We average over 20 years in professional services and bring tailored approaches to every client engagement.

Focused, Collaborative, High-Impact

We work side-by-side with our clients in highly focused teams to solve complex business problems.

Client First

Our highest priority is our client's professional and personal success. We believe clients should expect more.

Guarantee Our Work

We guarantee our clients complete satisfaction every engagement every time.

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