

Jira Integration Checklist

A PRACTICAL GUIDE

Introduction

Integrating Jira with other tools isn't just about connecting software. It's about connecting people, workflows, and entire organizations.

Done right, integrations make work smoother, visibility clearer, and collaboration effortless. Done poorly, they create frustration.

→ This checklist is here to help you do it right.

1. Define Your Integration Goals

Before jumping into tools and settings, pause and ask: Why are we integrating Jira?

- ☐ Clarify whether you need [integration or migration](#) – two different problems, often confused. (Getint supports both)
- ☐ Define your goals: fewer manual updates? Faster support handovers? Better reporting for leadership?
- ☐ Align stakeholders across development teams, support agents, and management so everyone knows what success looks like.

2. Choose Your Integration Approach

Not every integration looks the same. The right choice depends on your use case.

- ☐ One-way integration – Simple, Jira pushes updates to another tool.
- ☐ Bi-directional integration – Both systems automatically update, keeping everyone in sync.

Note: With [Getint](#), you avoid costly custom dev. You can start fast and scale later.

3. Map Out Systems and Data

Integrations succeed when the details are clear from the start.

- ☐ List all systems that need to connect with Jira (e.g., ServiceNow, Azure DevOps, Salesforce, GitHub, Monday.com).
- ☐ Decide which Jira projects and issue types to sync.
- ☐ Standardize values (status, priority, date fields) across systems.
- ☐ Handle Status Mapping – a common sticking point where Getint is particularly strong.
- ☐ Include custom fields and user mapping (e.g., Jira usernames vs. ServiceNow IDs) – supported out of the box in Getint.

Align the setups: If your mapping reveals missing fields or values, prepare both systems by creating what's needed before the first sync.

4. Security and Permissions

When systems talk to each other, security has to come first.

- ☐ Use secure authentication: API tokens or OAuth 2.0.
- ☐ Limit roles and permissions so only the right Jira projects are synced – avoiding accidental data leaks.
- ☐ Confirm data never leaves your environment if hosted on-premise or behind a firewall (Getint supports this).
- ☐ Verify compliance: ISO 27001, ISO 27018, SOC 2 Type II, GDPR.
- ☐ Choose deployment that fits: Jira Cloud, Jira Data Center, Getint Cloud, or fully on-premise.

Prepare dedicated service accounts:

Always set up accounts used only for the integration. If you're connecting with another company, ask them to create one for you.

5. Configure and Test

This is where planning meets reality – set things up, and make sure they work.

- ☐ Install and configure integration (Atlassian Marketplace App or Getint Platform).
- ☐ Map fields, rules, and sync logic.
- ☐ Test in a staging environment before production.
- ☐ Check high-value sync points: ticket creation, status changes, comments, attachments, worklogs.

- ☐ Use Getint's advanced scripting if you need non-standard logic.
- ☐ Create test issues and verify how they sync end-to-end before rollout.

6. Roll It Out to Your Teams

An integration only delivers value if people use it. Make adoption easy.

- ☐ Communicate clearly: what's changing, why it matters.
- ☐ Provide short training sessions for engineers, support agents, and managers.
- ☐ Point teams to Getint's [knowledge base](#) for self-service help.
- ☐ Track early adoption, collect feedback, and adjust.

7. Keep Improving

Integrations evolve with your business – treat them as a living system.

- ☐ Schedule regular reviews to catch sync issues early.
- ☐ Adjust field mappings as workflows evolve.
- ☐ Stay current with Jira Cloud updates and API changes.
- ☐ Leverage [Getint's SLA-backed support](#) – our customers can escalate sync issues directly if needed.

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Why Getint?

Integrations are only as good as the platform behind them.

With Getint, the focus is on making complex **Jira integrations** simple, secure, and reliable from day one.

Setup is fast thanks to a **no-code** approach, but when your workflows demand more, **advanced scripting** is ready to handle even the most complex logic.

And when you need help, our dedicated team is there with SLA-backed support, ensuring your integrations remain stable when your business depends on them. With Getint, you don't just connect tools – you connect teams with confidence.

Security is built into the foundation – Getint is **ISO, SOC 2 Type II, and GDPR compliant** – so your data stays safe whether you run in the Cloud, on Data Center, or fully on-premise.

The features that usually create headaches – **status mapping, user mapping, and custom field synchronization** – are supported out of the box, so you don't waste time on costly custom workarounds.

