Time in Status Reports for Ops & Process Managers

If you own the workflow, you own the bottleneck.
The problem is, Jira doesn't tell you where it is.

You've mapped the process. You've defined the statuses, set the transitions, and built the board. And yet, tickets still pile up in the same two or three stages, every sprint, every quarter, while your team insists the workflow is fine.
The workflow isn't the problem. The dwell time inside it is. And without status duration data, you're running process improvement on instinct instead of evidence.

Time in Status Reports by RVS Softek gives ops and process managers a measurable, repeatable view of how long work actually sits in each Jira status, so you can find where your process breaks down, back it with data, and fix it with confidence.

The Real Cost of an Invisible Bottleneck

Most process managers know something is slowing things down. They can feel it in sprint retrospectives, see it in delayed deliveries, and hear it in team frustration. What they can't do is point to it precisely.
A ticket enters "In Review." It stays there for three days. Was that normal? Was it a one-off? Is it happening to every ticket of that type, or just this assignee's queue? When you don't have status duration data, you can't answer any of those questions with confidence.

Instead, you get anecdote-driven process reviews. "I feel like the review is taking too long.
"That's because QA is always backed up." No one is wrong. No one can prove it either.

Time in Status Reports converts that conversation from gut feel to measurement. It shows you exactly where cycle time is being consumed, by which status, on which issue types, over which time periods, so process improvement has a real target.

What Ops Managers Actually Need from Jira

Jira records every status transition.
But the native reporting layer doesn't surface the data ops managers need to do their job.
Out of the box, it doesn't tell you:

These are the metrics that separate reactive process management from proactive process design. Time in Status Reports surfaces all of them, directly inside Jira.

- How long have issues been sitting in each status across your entire workflow, not just the start and end
- Where cycle time is being consumed, and whether that's getting worse over time
- Which statuses are outliers, consistently longer than the rest of the workflow
- How status dwell time varies by issue type, assignee, or project, so you can isolate systemic problems from one-off delays
- What your median and 85th percentile cycle time looks like, broken down at the status level

How It Works for Ops & Process Teams

01 Jira workflow bottleneck detection: find where work actually stalls

The Average Time in Status report calculates how long issues spend in each status, on average, across a selected project, issue type, or date range. This is your baseline. It tells you where the data says the slowdown is, not where you assume it is.If "In Review" averages 4.5 hours while "In Progress" averages 1.8, the bottleneck isn't development, it's review capacity. Filter by assignee to see whether the problem is structural (everyone is slow) or concentrated (two people pulling the average up). Filter by issue type to see whether it's workflow-wide or isolated to bugs, epics, or change requests.

Use case: Retrospectives keep surfacing "QA is a bottleneck." Run the report filtered to your QA statuses. If "Ready for QA" shows 6+ hour dwell times, you have a measurable problem statement: tickets are waiting in the queue, not being tested. That shifts the fix from "QA needs to be faster" to "reduce queue entry lag."

02 Jira status duration analysis: track whether your process is improving

A single snapshot tells you where you are. Time in Status Per Time Grain tells you whether things are getting better or worse, and how fast, with week-over-week, month-over-month, or quarter-over-quarter breakdowns.
Ran a process improvement in February? Check if it moved the metrics. This is the report that makes improvement reviewable, not "things feel smoother" but "average time in 'In Review' dropped from 4.2 hours in January to 2.8 in March, and held there since."

Use case: You introduced a new triage protocol in Q2 and want to validate it. Run the report across pre- and post-change periods, filtered to your triage statuses. The week-by-week view shows exactly when dwell time shifted, and whether it held.

03 Jira workflow analysis: see where handoffs lose time

Bottlenecks don't always live inside a status. Sometimes the problem is the gap between them, the time a ticket waits after leaving one stage before entering the next. This is where handoff delays hide, almost invisible in standard Jira reporting.

Time Between Status Transitions measures the elapsed time as an issue moves from one status to another: how long a ticket sits after "Escalated" before going "In Progress," or how long "Resolved" tickets wait before "Closed." This is often where the most recoverable time lives. The work isn't stalled, the handoff is, and fixing it takes coordination, not more capacity.

Use case: Throughput looks fine, but cycle time runs high. Run the report across your deployment workflow. You find the median gap between "Approved" and "In Deployment" is 11 hours, tickets approved and waiting for a deployment slot. The bottleneck isn't velocity, it's scheduling.

03 Jira status duration report: build process reviews on data, not memory

Process reviews, QBRs, and stakeholder reports all need historical data in a format that doesn't take two hours to assemble.

Time in Status Reports produces structured, exportable duration data straight from Jira, filterable by project, date range, issue type, or assignee, ready for review decks, process docs, or capacity planning.

No manual aggregation, no spreadsheet reconstruction.

The 85th percentile metric is especially useful. Median cycle time shows what a typical issue looks like; the 85th percentile shows what your hard issues look like, the number you need when committing to timelines or explaining variance to leadership.

Use case: You're prepping a quarterly ops review and need to show whether six months of changes improved delivery. Run Time in Status Per Time Grain across the period. The weekly breakdown is report-ready, and the 85th percentile figures show tail-end performance, not just median improvement.

Get Started

Time in Status Reports is available on the Atlassian Marketplace as a Jira plugin by RVS Softek.

If you're a support lead who's tired of reactive SLA management, it's worth seeing what proactive looks like.

View on Atlassian Marketplace | **Book a Demo**