Fivetran

Cheat sheet: Jira connector

Tips & tricks to start integrating your Project Management data

How to get the most value from your Project Management Data.

Jira is a powerful work management tool for use cases such as test case management and agile software development. A lot of data lives within Jira which can make it hard to navigate at times.

Fivetran's Jira connector offers the following features to jumpstart your analysis:

Issue Sync Mode
You can select the projects whose associated issues that you want to sync

Pro tip: If you choose from selected projects, the connector only syncs the issues that belong to the projects selected in the setup form.

Fivetran ERD's
An Entity Relationship Diagram is a flowchart that illustrates how "entities" such as people or objects relate in a diagram.

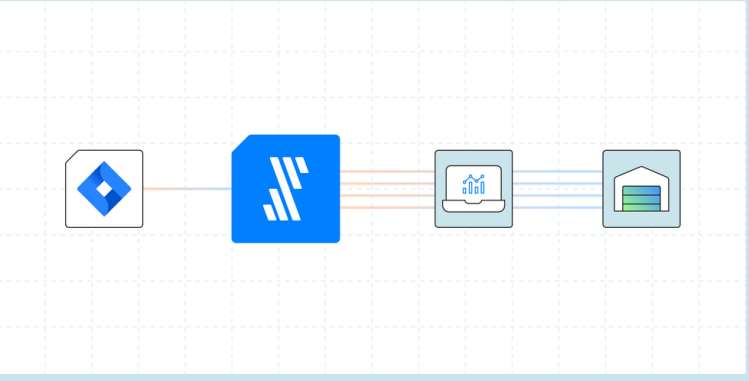
Pro tip: Use the Jira ERD to understand the relationships between tables in Jira like ISSUES and STATUS.

Historical Changes
Capture value changes that occur between your syncs

Pro tip: The ISSUE_FIELD_HISTORY table stores historical changes for non-array fields, while the ISSUE_MULTISELECT_HISTORY stores historical changes for array fields.

Where Does Fivetran Fit In?

Fivetran has natively built, zero-configuration connectors with over 150+ tools so that you can effortlessly and reliably extract all of the data from your CRM, support tools and more.



When you move Jira data with Fivetran, you can rest assured that your pipeline is in good hands. In fact, Fivetran is trusted by more than 400 organizations to manage their Jira data integration.

In addition to the special features outlined above, here are some more tips for you:

> "I recommend Fivetran. One of three best-in-class tools for doing data analytics properly. Not only is it incredibly powerful, it's also quick and easy to get set up."
>
> **Igor Chtivelband**
> Co-founder & VP of Data and CRM -Billie.io

- New ability to select specific projects - provides flexibility and additional security
- Support for both Jira On-premise and Jira Cloud
- Fivetran's ERDs are specific to Jira Cloud only

Main Use Cases: Project Delivery (Burndown), Resource capacity planning/utilization, Operational efficiency (budgets)

Most Commonly Used Tables

Issue_field_history

- This table stores custom fields associated with an issue
- With every sync, we capture the history of those custom fields
- This differs the issue_multiselect_historybas it captures non-arrays
  - Note: Unlike most other API based connectors Jira does not natively support all custom fields by default.

Issue_multiselect_history

- As-above, but for arrays!

Most Important Tables

Issue

- The vast majority of reporting around jira is based on an issue; an issue in jira is a ticket that is worked on
- When reporting is pivoted around an issue, it provides the ability to report on metrics such as:
  - Time Open
  - Status
  - Assigned User

Project

- All issues are associated to projects; projects provide a higher-level of reporting, allowing customer to report on metrics such as:
  - Resource Utilization
  - Velocity
  - Project burndown

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Fivetran Source Data Models

Fivetran's Transform data models leverage dbt to help your business accelerate analytics. Our Jira Source transformations contain staging models that work in tandem with the transformations data models to further enrich your Jira data in two main ways:

Featured Models / Functions	Definitions
Remove soft deletes Boolean fields are prefixed with is_ or has_ Timestamps are appended with _at	1. Removing rows that are soft deleted 2. Naming columns consistently across all data models
ID primary keys are prefixed with the name of the table	For example, the user table's ID column is renamed user_id
Foreign Keys include the table that they refer to.	For an example, the issue table's ID column is renamed issue_id
jira__daily_issue_field_history	Each record represents a day in which an issue remained open, complete with the issue's sprint, its status, and the values of any fields specified by the issue_field_history_columns variable.
jira__issue_enhanced	Each record represents a Jira issue, enriched with data about its current assignee, reporter, sprint, epic, project, resolution, issue type, priority, and status. Also includes metrics reflecting assignments, sprint rollovers, and re-openings of the issue. Note: All epics are considered issues in Jira, and are therefore included in this model (where issue_type='epic')
jira__project_enhanced	Each record represents a project, enriched with data about the users involved, how many issues have been opened or closed, the velocity of work, and the breadth of the project (ie. its components and epics)
jira__user_enhanced	Each record represents a user, enriched with metrics regarding their open issues, completed issues, the projects they work on, and the velocity of their work