Atlassian & DAFNI
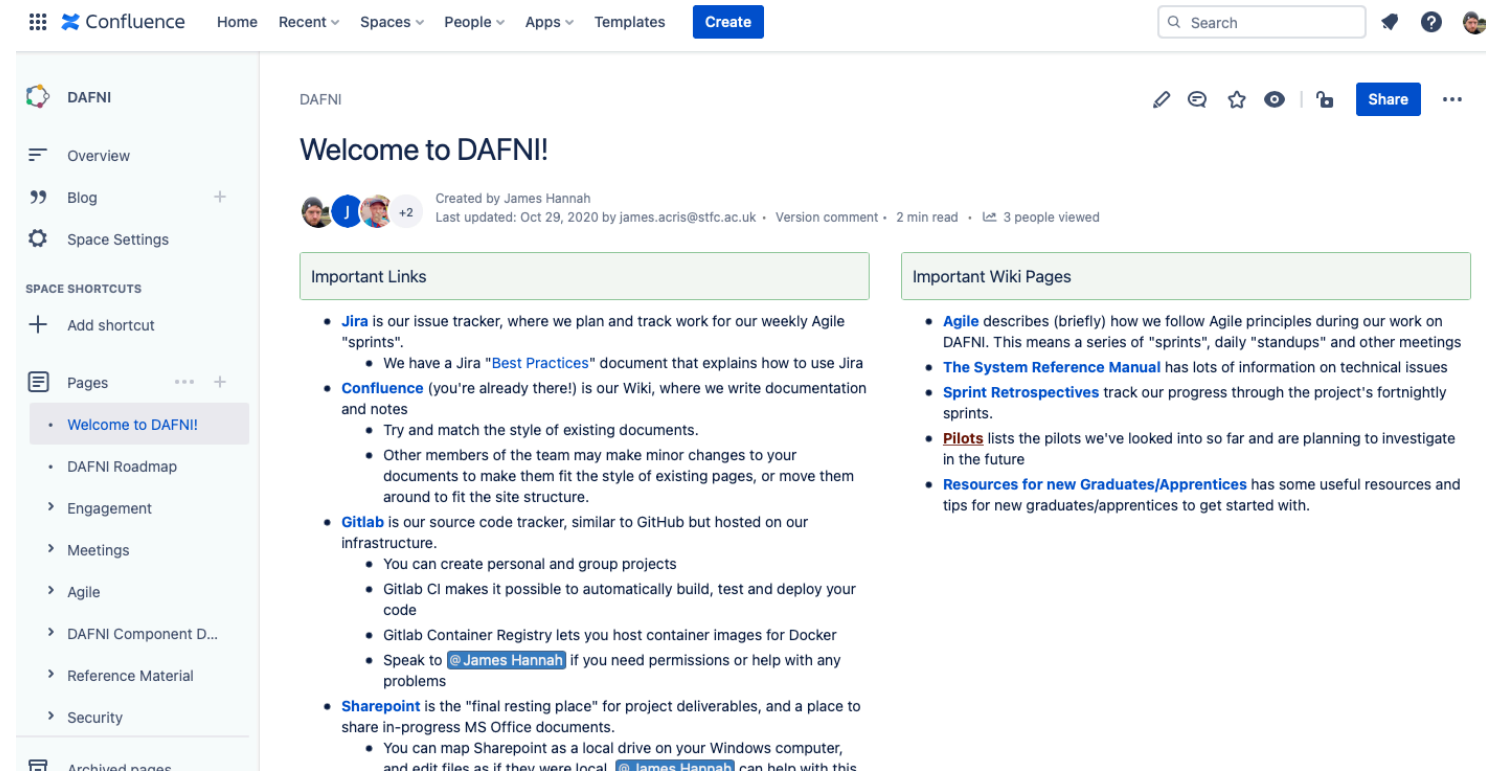
James Hannah - Systems Team Meeting, June 2022

DAFNI uses Atlassian for…

- Software development ("Agile")
- Internal Documentation

- …NOT System Support, Asset Catalogue, Service Mgmt (yet)

Science and
Technology
Facilities Council

Scientific Computing

Project documentation (Wiki)

- We've used this as our wiki since the start of the project
- Management of the hierarchy is required

Confluence Thoughts

- It's a pretty good wiki
  - Looks fairly good, editor isn't bad, search is good
- The markup is a bit weird
  - Markdown-ish
  - [Pandoc](#) can convert to/from the special markdown it uses
- Permissions/access control system is good (per space, page…)
- Centralising in a few common department spaces will be good
- Like any wiki - who sets the rules?

Agile (Scrum) Software Development

- Semi-formal project management

- Tasks organised into sprints

- Move from left-to-right as they change status (to do, in progress, blocked, peer review, done)

- Cleared during a periodic sprint review meeting

- Definitely more focused to ongoing project work than service delivery

Jira Thoughts

- It's way better than Trello

- Lots of view options other than "scrum" (simple task lists, kanban, etc)

- A million options for everything imaginable

  - Fields, status, forms, workflows, rules, …

- Can bi-directionally link to Gitlab, Confluence, Slack
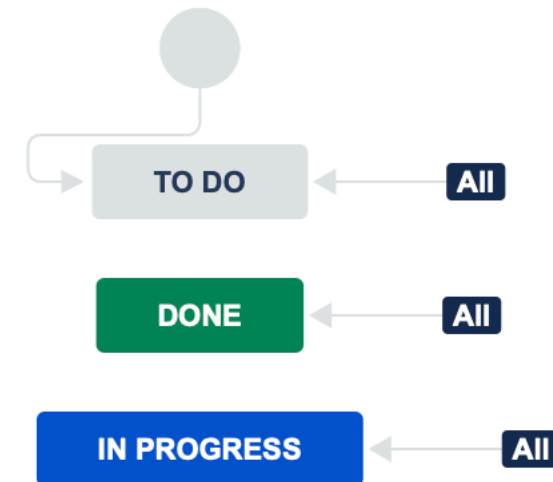
Future: Service Management?

- Yet to explore…
- **Public** Knowledgebase + Incident Reporting / Support Form
- Queues, Incidents, Alerting, Change Management, Post Mortems
- Slack Support
    - Already "working"
    - Replies + Assignment
- Web page chat form?