Backlog & Automation Audits – Clovity AI Copilot for Jira

Purpose of the App

The AI Backlog Manager is a Jira Cloud app built using Atlassian Forge, designed to help you automate backlog analysis, generate key insights, nd improve your project management efficiency. The app simplifies the process of managing and analyzing Jira Cloud backlogs by providing:

- Real-time backlog insights like issue distribution, cycle time, and bottlenecks.
- A natural language query interface that allows you to ask about your backlog in simple, everyday language.
- A seamless integration with Jira Cloud for syncing issue data and performing scans.

This guide will help you understand how to get started with the app, use its features, and gain actionable insights from your Jira Cloud backlog.

Installation & Setup

Prerequisites:

- Jira Cloud Administrator permissions: Necessary for installing and configuring the app.

Installation Steps:

- **Go to Atlassian Admin Console:** Log in to your Jira Cloud instance as an admin.

- Navigate to Apps → Manage Apps.
- Find & Install the AI Backlog Manager app from the Atlassian Marketplace.
- Once installed, the app will appear in the Jira sidebar.

Getting Started with AI Backlog Manager

First-Time Setup:

When you launch the app for the first time, the following happens:

- The "Run Backlog Assistant" button will appear.
- Clicking this will initiate the first-time scan of your Jira Cloud projects. The app will:
  - Fetch all active projects (excluding archived projects).
  - Pull issue data like status, type, assignee, and other key fields.
  - Process the issues and calculate backlog health metrics.

Once the initial scan is complete:

- The Rescan and Analyze buttons become active for ongoing use.

Main Features

Run Backlog Assistant (First-Time Users)

- **Purpose:** This is the initial scan to set up the app.
- **Functionality:**
  - Retrieves all issues from Jira Cloud.
  - Simplifies data (summary, status, assignee, etc.).

- Calculates key metrics (backlog size, cycle time, aging issues, throughput, etc.).
- Unlocks the Rescan and Analyze buttons once the first scan is completed.

Why this matters: This is the first step to populate backlog data & ensure the app is ready to analyze your Jira Cloud issues.

Rescan (Returning Users)

- **Purpose:** Refresh and synchronize the Jira Cloud data.
- **Functionality:**
  - Rescans all active Jira Cloud projects and issues.
  - Displays the last scan timestamp, so users can verify if new data is required.
  - Useful for syncing data before backlog reviews or sprint planning.

Why this matters: Jira Cloud backlogs change frequently, and rescanning ensures that the data being analyzed is up-to-date.

Analyze (Returning Users)

- **Purpose:** Opens the chat interface where you can ask natural language queries about the backlog.
- **Functionality:**
  - Lets you ask questions like:
    - “What is the average cycle time of issues in Project A?”
    - “Where do issues get stuck the most in the workflow?”
    - “How many issues were completed in the past 30 days?”

- The app queries the backend and provides answers directly in the chat interface.

Why this matters: You don't need to know Jira Query Language (JQL). You can simply ask natural language questions and get instant results.

Last Scan Info

- **Purpose:** Shows the last scan timestamp for each Jira Cloud project.
- **Functionality:**
  - Displays the date and time of the last scan performed.
  - Helps ensure you are working with the most current data by informing you when to rescan.

Why this matters: Knowing when the last scan occurred allows you to verify if the backlog is fresh or needs updating before taking action.

Metrics and Analysis

After the backlog scan, the AI Backlog Manager generates the following key backlog health metrics:

Backlog Size

- Displays the total number of issues in your Jira Cloud project.
- Helps gauge the complexity and workload of your backlog.

Open vs Closed Issues

- Shows how many issues are open and how many are closed.
- Provides a snapshot of your backlog's health, helping you identify if too many items are still pending.

Issue Distribution

- Breaks down the issues by type (Bug, Story, Task, Epic).
- Useful for identifying if your backlog is dominated by certain types (e.g., too many bugs vs. user stories).

Aging Issues

- Tracks issues that have been open for more than a defined period (e.g., 30 days).
- Highlights tickets that need attention or may be holding up progress.

Throughput

- Measures how many issues have been resolved over a specific period (e.g., per sprint or per month).
- Helps assess the team's velocity and identify patterns in issue resolution.

Cycle Time

- Measures how long it takes for issues to move from creation to resolution.
- High cycle times might indicate bottlenecks in the workflow or team inefficiencies.

Bottlenecks

- Identifies where issues are stuck in the workflow (e.g., "In Review").
- This helps Scrum Masters and Managers find areas to optimize and remove blockers.

Querying the Backlog

The Analyze feature allows you to query your backlog using natural language. Some example queries include:

- **Cycle Time Query:**
  - "What is the average cycle time of closed issues in Project A?"
- **Bottleneck Query:**
  - "Where do issues most often get stuck in the workflow?"
- **Backlog Growth Query:**
  - "How many new issues were added to the backlog in the past month?"
- **Resolved Issues Query:**
  - "How many issues were resolved in the past 30 days?"

Why this matters: Natural language queries remove the complexity of writing JQL queries, making it easier for everyone to understand and act on the backlog data.

Best Practices for Ongoing Use

To maximize the value of the AI Backlog Manager, follow these best practices:

- Rescan weekly to ensure your backlog data remains up-to-date.
- Always check the Last Scan Info before starting analysis to avoid redundant scans.
- Use Analyze for quick insights instead of manually generating reports.
- Groom your backlog regularly to reduce the number of aging issues & prevent bottlenecks.

Troubleshooting

Common Issues:

- **Project Not Listed:**
  - Ensure the project is active and not archived.
  - Verify that you have the appropriate permissions to view the project.
- **Scan is Slow:**
  - Large projects with many issues may take longer to scan. Try rescanning during off-peak hours.
- **Metrics Missing:**
  - Ensure that Jira issues include all required fields (summary, status, assignee, etc.).

Summary

The AI Backlog Manager is a Jira Cloud app that automates and simplifies backlog analysis. It provides real-time insights, metrics, and natural language querying for your Jira Cloud projects. By leveraging this app, teams can easily track backlog health, identify bottlenecks, and make more data-driven decisions.

Key features:

- Run Backlog Assistant (initial scan).
- Rescan (keep data fresh).
- Analyze (natural language queries).
- Metrics (backlog size, cycle time, throughput, bottlenecks).