



ARCHITECTURE DECISION RECORD (ADR)

Decision Summary: Establish a new “Planning” category under the Software Factory (SWF) Utilities framework and designate Jira as a VA enterprise standard tool

Approved by the VA Chief Architect (OIT/OCTO) in March 2024

Context

Jira offers the flexibility to adapt project workflows to evolving VA needs. It integrates seamlessly with most existing DevSecOps tools, reducing onboarding friction and operational silos. Ongoing user training and platform governance are recommended to maximize utilization and maintain compliance.

Decision

Establish a new “Planning” category under the Software Factory (SWF) Utilities framework and designate Jira as a VA enterprise standard tool. This designation supports consistent planning practices, improves cross-team collaboration, and provides a vetted, supported option for VA teams while allowing for other approved tools where appropriate.

Rationale

Jira is a proven, industry-standard tool for agile project management that supports the full lifecycle of VA software product delivery. It enables efficient backlog management, sprint planning, change management, incident tracking, and release coordination, all within a secure and compliant platform.

Key benefits include:

1. Increased efficiency and accountability: Real-time dashboards, automation, and customizable workflows improve transparency, control, and delivery speed.
2. Enterprise-wide visibility: Unified tracking of requirements, issues, and changes enhances coordination between development, operations, and support teams.
3. Enhanced compliance and audit readiness: Detailed audit trails and access controls meet VA security, privacy, and reporting requirements.



4. Interoperability and Scalability: Integrates with enterprise tools such as ServiceNow, Confluence, and other DevSecOps platforms, enabling seamless information flow and reducing manual overhead.
5. Centrally Supported and Operated: Managed as an enterprise service with centralized administration and governance.

Impact(s)

Implementing Jira as a SWF utility will increase operational transparency, improve project delivery speed, and reduce manual coordination efforts across teams. Jira enables end-to-end visibility into VA projects, enhances team collaboration, and accelerates response times for cloud migration and application deployment. Adoption of Jira supports the VA's modernization goals by consolidating multiple legacy tracking systems, reducing operational risk, and providing a scalable, cloud-based platform with proven compliance and reliability.

For questions or further clarification, contact the Enterprise Architecture team at ea@va.gov.

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**Disclaimer: The Architecture and Engineering Services (AES) team's recommendation in this ADR is provided solely as architectural guidance. It does not imply AES ownership of operational support, licensing, or cost responsibilities for a recommended tool. These responsibilities remain with a designated operational owner(s) within VA.*

This ADR does not establish a recommended tool as the sole solution for the defined use case. Other tools that meet VA requirements may continue to be used or evaluated as part of VA's enterprise technology strategy.