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### Summary

Jira Software is an issue tracker and agile project management application. Portfolio for Jira Portfolio is a separate add-on that enables portfolio management in Jira Software. Jira Service Desk is a separate application to enable IT and customer service capabilities. Jira Core is a scaled down version of Jira Software that contains the general project management capabilities without the software and agile-specific functionality of Jira Software.

Jira is available via 3 deployment models:

- Cloud: SaaS version of Jira hosted and managed by Atlassian
- Server: self-managed version that can be deployed on a single server
- Data Center: self-managed version that can be deployed to multiple servers for high availability.

### Comments/Anecdotes

- From [customer comment](#) on why they won't switch from Jira:

Probably some of these features could be worked around in GitLab (e.g. by using labels exclusively). In particular for our organization we have been using Jira for much longer than GitLab. Migrating to another issue tracking system for existing project would be less than trivial, i.e. if one wants to maintain the history.

- From [HackerNews JIRA customer](#) about JIRA and how it makes their developers feel:

- Agreed that the problem isn't directly Jira, but (anecdotally maybe) there seems a clear correlation between Jira and unhappy developers who feel their tracker has way too much process. Jira doesn't cause the root problem, but Atlassian are profiting from it existing, and so maybe people are encouraged to use it in those ways. I'm not letting it off the hook so easily.
- JIRA makes it dangerously easy to implement overly bureaucratic processes. A certain kind of organization is drawn to it for that reason. Even a healthy organization switching to JIRA can get carried away with the tools now at its disposal.

### Resources

- [Jira Software](#)
- [Jira Portfolio](#)
- [Jira Service Desk](#)
- [Jira Core](#)

# Integrations

GitLab has [Jira integration](#) that allows Jira Software to be used as an issue tracker for the planning stage while using GitLab for the rest of the DevOps lifecycle: source code management, CI/CD, and monitoring.

## Pricing

### Jira Software pricing

- Cloud
  - Flat \$10 per month for up to 10 users
  - \$7 per user/month for 11-100 users
- Server: \$3,600 one-time payment (50 users)
- Data Center: \$12,000 per year (500 users)

### Portfolio for Jira pricing

- Cloud
  - Flat \$10 per month for up to 10 users
  - \$3.50 per user/month for 11-100 users
- Server: \$9,900 one-time payment (500 users)
- Data Center: n/a

### Jira Service Desk pricing

- Cloud
  - Flat \$10 per month for up to 3 agents
  - \$20 per agent/month
- Server: \$13,200 one-time payment (50 agents)
- Data Center: \$60,000 per year (500 agents)

### Jira Core pricing

- Cloud
  - Flat \$10 per month for up to 10 users
  - \$5 per user/month for 11-100 users
- Small teams: \$10 One-time payment for up to 10 users
- Growing teams: \$13,200 one-time payment (500 users)

## Comparison

A few missing features in GitLab that JIRA has from [this comment](#)

- The concept of "Components" with a configurable set of default assignee's and associate component watchers (this is separate from "Labels", which also exist in Jira)
- Multiple issue types
- Configurable set of fields and screens for each issue type
- Workflow definition (e.g. allowed transitions for each issue status) for each issue type
- Fine-grained notifications control for each issue action



## Portfolio Management

Plan and track work at the project and portfolio level. Manage capacity and resources together with Portfolio Management.



[Learn more about Portfolio Management](#)

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## Epics

Plan and track work at the feature level by collecting multiple issues together in the same group.



[Learn more about Epics](#)

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## Roadmaps

Visualize multiple epics across time in a roadmap view



[Learn more about Roadmaps](#)

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## Group Milestones

Create and manage milestones across projects, to work towards a target date from the group level. View all the issues for the milestone you're currently working on across multiple projects.



[Learn more about Group Milestones](#)

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## Group Issue Board

Issue board scoped at the group level, so that you can view issues in all projects of that group.



[Learn more about Group-level Issue Boards](#)

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## Powerful Issue Tracker

Quickly set the status, assignee or milestone for multiple issues at the same time or easily filter them on any properties. See milestones and issues across projects.



[Learn more about the Issue Tracker](#)

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## Issue Boards

GitLab has Issue Boards, each list of an Issue Board is based on a label that exists in your issue tracker. The Issue Board will therefore match the state of your issue tracker in a user-friendly way.



[Learn more about GitLab Issue Boards](#)

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## Burndown Charts

GitLab provides Burndown Charts as part of Milestones. This allows users to better track progress during a sprint or while working on a new version of their software.



[Read our Burndown Chart Documentation](#)

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## Issue Weights

GitLab lets you manage issues using Agile practices by setting the weight of an issue.



[Read our Issue Weights documentation](#)

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## Multiple Project Issue Boards

Large companies often have hundreds of different projects, all with different moving parts at the same time. GitLab Enterprise Edition allows for multiple Issue Boards for a single project so you can to plan, organize, and visualize a workflow for a feature or product release. Multiple Issue Boards are particularly useful for large projects with more than one team or in situations where a repository is used to host the code of multiple products.



[Multiple Project Issue Boards](#)

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## Related issues

Explicitly mark issues as related and track their status.



[Learn more about Related Issues](#)

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## Multiple assignees for issues

Assign more than one person to an issue at a time.



[Read our Multiple Assignees Documentation](#)

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## Time tracking

Time Tracking in GitLab lets your team add estimates and record time spent on issues and merge requests.



[Learn more about Time Tracking](#)

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## Service Desk

Allow external users to create issues in your GitLab instance without an account and without access to anything except their issue. Manage tickets from the GitLab interface.



[Learn more about Service Desk](#)

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## Due dates for individual issues

In GitLab, you can set a due date for individual issues. This is very convenient if you have small tasks with a specific deadline.



[Due dates documentation](#)

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## Move issues between projects

You can move issues between projects in GitLab. All links, history and comments will be copied and the original issue will reference the newly moved issue. This makes working with multiple issue trackers much easier.



[Learn more about moving issues between projects](#)

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## Issue board templates

Issue boards/dashboards reflect an organizations flow for processing work items. These boards can reflect individualized workflow or follow established patterns. Templates for established patterns (such as Scrum and Kanban) can make setup of new boards easier.



[Learn more about GitLab Issue Boards](#)

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## Issue Board Swimlanes

View horizontal swimlanes of issues in the issue board, separated by milestones or labels.



[Issue Board Swimlanes](#)

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## Create new issues from the Issue Board

With GitLab Issue Boards, you can create issues directly from the board and assign multiple labels allowing them to appear on multiple boards.



[Learn how to create a new issue from the Issue Board](#)

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## Construct Issue Boards around issue labels

An Issue Board is based on its project's label structure, therefore, it applies the same descriptive labels to indicate placement on the board. GitLab issues can appear on multiple issues and they still have meaning without the context of a particular board.



[Learn more about labels and Issue Boards](#)

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## Add multiple issues to the board

From an Issue Board, you can add multiple issues to lists in the board by selecting one or more existing issues.



[Learn how to add multiple issues to your Issue Board.](#)

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## Configurable Issue Boards

Associate a board with a milestone, labels, an assignee, and a weight



[Learn more about configurable Issue Boards](#)

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## Issue Board Focus Mode

Get more information at a time with the Issue Board focus mode, which removes all unnecessary elements from the screen to show your Issue Boards.



[Learn more about Issue Board focus mode](#)

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## Create issue from email

Create an issue from email by sending in the issue title and description.



[Create issue from email](#)

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## Confidential Issues

Keep your information secure with Confidential Issues. With GitLab, you can create confidential issues visible only for project members with Reporter access level or above.



[Learn more about Confidential Issues](#)

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## Out-of-the-box Agile reporting

Teams have access to more than a dozen out-of-the-box reports with real-time, actionable insights into how their team is performing sprint over sprint. Example reports are sprint burndown, epic burndown, cumulative flow diagram, velocity chart, burn up chart, and sprint report.



[Read our Burndown Chart Documentation](#)

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## Issue Boards based on application specific query language

Define what issues show in an issue board using an application specific query language



[Learn more about Configuring GitLab Issue Boards](#)

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## Create, search and view issues from chat

Quickly create, view and search for issues straight from chat.



[Read the documentation on Slash commands](#)

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## Mattermost integration

Mattermost can be automatically installed and integrated using GitLab Omnibus



[Read the documentation on Mattermost integration](#)

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## Multiple Group Issue Boards

Multiple Group Issue Boards, similar to Multiple Project Issue Boards



[Multiple Project Issue Boards](#)

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## Multiple integrations

GitLab can integrate with Authentication and Authorization (LDAP / AD) mechanisms, multiple 3rd party services, CI/CD, and other tools such as ALM, PLM, Agile and Automation tools.



[Learn more about GitLab's integrations](#)

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## Labels

Labels provide an easy way to categorize issues or merge requests based on descriptive titles as 'bug', or 'documentation'.



[Learn more about GitLab Labels](#)

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## Automatically close issue(s) when a merge request is merged

With GitLab, you can use specific keywords to close one or more issues as soon as a merge request is merged.



[Learn more about automatically closing issues](#)

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## Configurable issue closing pattern

Define your own specific keywords to close one or more issues as soon as a merge request is merged.



[Learn more about automatically closing issues](#)

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## Enriched Markdown support

GitLab uses 'GitLab Flavored Markdown' (GFM). It extends the standard Markdown in a few significant ways to add some useful functionality.



[Learn more about GitLab Flavored Markdown](#)

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## Issues and merge requests templates

By adding a description template to your MRs, users who create a new issue or merge request can select a template to help them to communicate effectively.



[Learn more about GitLab Description Templates](#)