Considering switching from PagerDuty to Jira Service Management?

Whether you're looking for best-in-class incident response capabilities, or a complete AI-powered operations platform, Jira Service Management helps you restore service rapidly. Dev and IT Ops teams have everything they need to rapidly respond to, resolve, and learn from incidents.

Jira Service Management was built incorporating principles from DevOps, Agile, and service management, and positions the team at the center of action. This team-based approach to operations gives you the autonomy to architect incident response capabilities like integrations, schedules, escalations, and more, in the way that works best for your organization.

Get to know core concepts in Jira Service Management

As you get acquainted with Jira Service Management, check out this cheat sheet to understand how Jira Service Management's incident resolution capabilities compare to PagerDuty's approach.

Keyword	Jira Service Management	PagerDuty
Service	A way to map, organize, and manage a system, platform, or infrastructure that provides value to your business or customers. Services can include payment platforms, servers, teams of people (for example, a legal team), websites, products, or application stacks.	Reflects a discrete piece of functionality that is wholly owned by one team. One or more technical services combine to deliver customer-facing or business capabilities.
Incident	An unplanned interruption to a service or reduction in the service quality. Jira Service Management specifies a second type of incident, the major incident. This is an incident with significant business impact, requiring immediate, coordinated resolution.	A problem or an issue that needs to be addressed and resolved. Incidents trigger on services, and a service's escalation policy prompts notifications to go out to on-call responders to remediate the issue.
Alert	An event that signifies a deviation from normal operations or a condition that requires attention. Alerts are generated by various monitoring, logging, and ticketing tools integrated with Jira Service Management and then routed to the right team at the right time for remediation.	A qualifying event (from a monitoring tool, for example), triggers an alert. This, in turn, triggers an incident.

Keyword	Jira Service Management	PagerDuty
Team	A collection of users that are part of your real-world team. Your team has members, a team profile, work, and team resources. Teams have the autonomy to maintain their own integrations, schedules, escalations, automations, reporting and more.	Group for controlling access to associated PagerDuty objects, such as escalation policies, users, schedules and services. Teams allow users to customize the PagerDuty web app by filtering for information relevant to their associated objects.
Notification	Sends designated individuals information according to settings when a significant event occurs. Eight types of notifications span the alert lifecycle, from creation to acknowledgement to closing.	Sends information to on-call users when an incident is assigned to them. Notifications are most commonly sent when an incident triggers or escalates.
Schedule	A collection of rotations that define when different team members are responsible for handling incidents and alerts. Schedules can be customized according to specific team requirements, including timezone settings and rotation types. A team can have multiple schedules based on timezones, services, locations, or any other parameter that the team needs.	Map for coverage needs and determining who will be notified when an incident is triggered.
Escalation policy	Rule that determines which team member to notify. This can be set according to schedules, users, rotations, teams, admins, and other teams. When a team is equipped to manage operations, it gets a default escalation policy. If the team is assigned an alert, all team members have access to the alert and can see it on the alerts page. This functionality can be changed by setting routing rules.	Policies used to automate incident assignment and connect services to individual users and/or schedules. They are designed to notify a single target at a time until one individual acknowledges the incident. They can only be escalated according to users and schedules. Adding rules to an escalation policy ensures that each incident has a thorough response plan in the event that the initial responders do not acknowledge the incident.
Routing rule	Path to notify a team of an incident. You can route alerts based on their source, content, and time. Team routing rules provide the flexibility to notify a team using different escalation rules, or on-call schedules, for different alerts, at different times.	Defined path for how events are linked to services. They are created for events from a global integration or orchestration to a service.
Project	Way to manage requests and provide help to customers. You can create multiple service projects to give different teams in your organization a central place to collect, prioritize, assign, and track work. For example, you might have IT Support, IT operations, analytics, network support, or database support projects.	PagerDuty does not support projects.
Automation	A "no-code" capability that only takes a few clicks to remove manual, repetitive tasks.	Jobs that are staged in runbook automation or process automation. An action can also invoke a script run by an installed process automation runner.

Keyword	Jira Service Management	PagerDuty
Change management	Also known as change enablement – is a service management practice designed to minimize risks and disruptions to IT services while making changes to critical systems and services. A change is adding, modifying, or removing anything that could have a direct or indirect effect on services. During an incident, teams can quickly investigate all deployment changes through the CI/CD pipeline, as well as related Normal, Standard, and Emergency changes for full context and faster resolution.	PagerDuty does not support a complete change management practice. Change events represent service changes such as deploys, build completion, configuration updates, etc. This information can prove critical during incident triage or hypercare, when a system or product has recently launched.
Problem management	The process of identifying and managing the causes of incidents, in order to reduce the number and impact of future incidents.	PagerDuty does not support a problem management practice.

6 steps to set up incident response in Jira Service Management

Jira Service Management offers a complete suite of incident management capabilities – from powerful alerting and on-call features to incident escalation, routing, ChatOps capabilities, runbook templates, automation, integrations, status pages, post incident reviews (PIRs) and more.

Here are the basic steps to get set up managing your incident response in Jira Service Management.

1. **Create a team and add members**

   A team in Jira Service Management functions in the way a PagerDuty team provides access and groups users together. It enables you to tie your team members to objects like escalations, schedules, and services.

   Learn more

2. **Enable operations**

   To ensure that your team is able to use features like alerts, escalations, schedules, and others, it is important to enable operations for your team.

   Learn more

3. **Set up on-call configurations**

   Your operations-enabled teams include linked escalation policies, and schedules. In addition, you can create routing rules to route alerts based on pre-defined conditions.

   Learn more

4. **Get started with integrations**

   You can integrate with hundreds of monitoring and logging tools to streamline your workflow within a team. Go to the Integrations menu under the team you created.

   Learn more

5. **Set up services in an ITSM project**

   Create a new ITSM project. Go to Operations, then Service, and add necessary details. Select the team you created above as the "Owner team."

   Learn more

6. **Configure automation rules to create an incident based on generated alerts**

   Navigate to Team, then Automation. Set the trigger and conditions similar to Event Orchestration in order to create an incident when specific alert conditions are met.

   Learn more

Start with these basics and build from there!

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