

SAP ALM for Jira

User manual



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1.1 Introduction

JIRA2SAP ([SAP integration kit for Jira](#)) can be integrated with different SAP ERP modules and SAP processes, including Customer Service, Plant Maintenance, Quality Management, Cross-Application Time Sheet, Production Planning, Materials Management, Human Capital Management and SAP transport management.

The **SAP ALM for Jira** template demonstrates how Jira can be used as a central workspace for SAP Application Lifecycle Management processes while **SAP Change and Transport System / Transport Management System (CTS/TMS)** remains responsible for the technical SAP transport process.

Unlike templates for Jira Data Center, which can be provided as an installable Jira template, this template is created manually in Jira Cloud.

In Jira Cloud:

- No template .jar file is installed
- A Space is configured for SAP development and change management
- SAP-related transport fields are added to the Jira workflow
- Jira manages requirements, development, testing and approvals
- JIRA2SAP connects Jira with SAP CTS/TMS
- Defined transport actions can be initiated through JIRA2SAP
- SAP CTS/TMS performs the technical transport process
- Transport status and relevant information can be synchronized back to Jira

The result is a Jira-centric SAP ALM process without replacing the established SAP transport mechanisms. You do not install a template's .jar file

1.2 Functionality

SAP ALM for Jira is a demonstration of how Jira can be used to organize SAP development, change and release processes.

It shows one of the many ways to use JIRA2SAP, including SAP transport-related information and example workflows for requirements, development, testing, approvals and transports.

A typical process can connect:

Requirement → Development → Review → Test → Approval → SAP Transport → Completion

Jira acts as the workspace for development and collaboration, while SAP CTS/TMS remains responsible for:

- Workbench transport requests
- Customizing transport requests
- Transport routes
- Technical transport execution
- SAP transport status

JIRA2SAP connects the Jira Work with the corresponding SAP transport and enables relevant information and actions to be exchanged between both systems.

2 PREREQUISITES

Before starting, make sure:

- A Jira Cloud instance is available
- JIRA2SAP has already been implemented and connected to the relevant SAP environment
- The required Jira-to-SAP field mappings have already been configured in JIRA2SAP
- SAP CTS/TMS is configured and available in the SAP landscape
- Appropriate Jira permissions are available to:
 - Create and configure Spaces
 - Create Work types
 - Create custom fields
 - Configure workflows
 - Configure automation, if required

No JIRA2SAP implementation, SAP connection setup or field mapping is performed as part of this template configuration. No template software installation in Jira Cloud is required.

The SAP ALM for Jira template provides the **Jira-side structure** for utilizing the already configured **JIRA2SAP capabilities** within SAP change and transport processes.

3 SETUP STEPS

3.1 Step 1: Create a Space in Jira Cloud

Create a new Space for SAP Application Lifecycle Management.

Choose a workflow that represents the organization's SAP change process.

For example:

Open → Development → Review → Testing → Approved → Ready for Transport → Done

Define appropriate Work types, for example:

- SAP Change
- Development Task
- Customizing Task
- Bug
- Transport Request

This Space will represent the Jira-based SAP ALM process

3.2 Step 2: Create SAP-related fields

Create the custom fields in Jira Cloud that correspond to the SAP transport information already mapped through JIRA2SAP.

The exact fields depend on the existing JIRA2SAP configuration and the SAP CTS/TMS processes used in the organization.

Typical examples include:

Transport identification fields

- **Transport Request**
Field type: Text Field (single line) or Select List
SAP transport request associated with the Jira Work.
- **Transport Type**
Field type: Select List (single choice)
Identifies whether the transport is a Workbench or Customizing request.
- **Transport Status**
Field type: Select List (single choice)
Current status of the SAP transport.
- **SAP System**
Field type: Select List (single choice)
SAP source or target system relevant to the transport.

Change and development fields

- **Change Type**
Field type: Select List (single choice)
Classification of the SAP change, for example development, customizing or correction.
- **Developer**
Field type: User Picker or Select List
Person responsible for the SAP development activity.
- **Responsible Team**
Field type: Select List
SAP development, application management or Basis team responsible for the change.

Testing and approval fields

- **Test Status**
Field type: Select List (single choice)
Current testing status of the change.
- **Approval Status**
Field type: Select List (single choice)
Indicates whether the change has completed the required approval process.
- **Release**
Field type: Text Field (single line) or Select List
Jira or SAP release associated with the change.

- **Target System**
Field type: Select List
SAP system to which the change is intended to be transported.

Transport execution fields

- **Transport Result**
Field type: Text Field (multi-line) or Select List
Result or feedback returned from the SAP transport process.
- **Transport Date**
Field type: Date Picker or Date Time Picker
Planned or actual transport date.

Important: The Jira fields should correspond to the fields already defined in the JIRA2SAP mapping. Creating these fields in Jira does not configure the SAP integration itself.

Example of a layout with custom fields

Add the SAP-related fields to the Jira Work layout in logical groups.

General

- Summary
- Description
- Change Type
- Responsible Team
- Developer

SAP Transport

- Transport Request
- Transport Type
- Transport Status
- SAP System
- Target System

Testing and Approval

- Test Status
- Approval Status
- Release

Transport Execution

- Transport Date
- Transport Result

Add these fields to the relevant layouts:

- Create Work screen
- Edit Work screen

- View Work screen

The actual fields and Jira field types can be adapted to the customer-specific SAP and Jira configuration.

3.3 Step 3: Configure the SAP ALM workflow

Configure a Jira workflow that represents the required SAP change lifecycle.

For example:

Requirement → Development → Review → Testing → Approval → Ready for Transport → Done

The workflow can be adapted to existing development and governance processes.

For example, a Work may only reach Ready for Transport when:

- Development is complete
- Required testing has been completed successfully
- Required approvals have been obtained
- An SAP transport request is associated with the Work

Jira therefore provides the workflow for coordinating development, testing and approvals, while SAP CTS/TMS remains responsible for the technical transport process.

3.4 Step 4: Add SAP transport information to the Jira Work

Once the mapped fields have been added to the Space, they can be used to display and manage relevant SAP transport information directly within the Jira Work.

Depending on the existing JIRA2SAP configuration, this may include:

- SAP transport request number
- Transport type
- SAP system
- Target system
- Transport status
- Transport result

This connects the Jira requirement or development task with the corresponding SAP transport information and provides traceability within Jira.

No additional SAP connection or field mapping is required as part of the template setup.

3.5 Step 5: Configure Jira workflow conditions for transport-related actions

Configure the Jira workflow so that transport-related actions are available at the appropriate stage of the process.

For example, the workflow may include:

- Ready for Transport
- Approved for Transport
- Start SAP Transport

The exact transitions and conditions depend on the existing JIRA2SAP implementation and the organization's approval process.

A transport-related action can, for example, become available only after testing and approval have been completed.

This allows the existing JIRA2SAP capabilities to be incorporated into the Jira ALM workflow without changing the underlying SAP transport process.

3.6 Step 6: Use the existing JIRA2SAP integration

Once the Jira Space, fields and workflow have been configured, the existing JIRA2SAP integration can be used within the SAP ALM process.

Depending on the implemented JIRA2SAP configuration:

- Jira Works can be associated with SAP Workbench or Customizing transport requests
- Defined Jira actions can initiate configured steps in the SAP transport process
- SAP transport information can be displayed in Jira
- Transport status and relevant results can be synchronized back to the corresponding Jira Work

No separate JIRA2SAP installation or integration setup is performed as part of this Jira Cloud template.

SAP CTS/TMS continues to manage the technical transport process, while Jira provides the workspace for requirements, development, testing, approvals and transparency.

3.7 Step 6: What happens during and after the transport

Once the required Jira workflow conditions have been fulfilled and a configured transport action is initiated:

- JIRA2SAP uses the existing integration to communicate with SAP
- SAP CTS/TMS processes the transport according to the established SAP configuration
- The existing SAP transport routes and controls remain unchanged
- Relevant transport information can be synchronized back to Jira
- The Jira Work remains linked to the corresponding SAP transport

Depending on the configured mapping, Jira may display information such as:

- Transport request number
- Transport status

- Target SAP system
- Transport result
- Completion status

This allows the complete change process to remain traceable in Jira while SAP CTS/TMS remains the technical transport engine.

4 EXAMPLE USE CASE – SAP CHANGE AND TRANSPORT MANAGEMENT

A business requirement requires a change to an SAP application.

1. A Story, Change Request or Bug is created in Jira.
2. The SAP development or Customizing work is planned and assigned.
3. A corresponding SAP Workbench or Customizing transport request is linked to the Jira Work.
4. Developers and SAP consultants perform the required work.
5. Testing is coordinated and documented in Jira.
6. The responsible stakeholders approve the change.
7. The Work reaches the Ready for Transport stage.
8. JIRA2SAP initiates the defined next step in the SAP transport process.
9. SAP CTS/TMS executes the technical transport according to the established SAP configuration.
10. Transport status and relevant feedback are synchronized back to Jira.

The complete change remains traceable from the initial business requirement through development and approval to the SAP transport.

5 RELEASE MANAGEMENT

Multiple Jira Works and SAP transport requests can be grouped into a common release.

For example:

Release

- Jira Change 1 → SAP Transport A
- Jira Change 2 → SAP Transport B
- Jira Bug 3 → SAP Transport C

Jira can provide the overall release view, including:

- Requirements
- Development status
- Testing
- Approvals
- Dependencies
- Associated SAP transports
- Release readiness

SAP CTS/TMS remains responsible for the technical transport execution.

This makes it possible to evolve a simple Jira-to-SAP transport connection into a broader SAP Change & Release Management process.

6 TRACEABILITY AND GOVERNANCE

Connecting Jira with SAP CTS/TMS makes it possible to maintain relationships between:

- Business requirements
- Jira development activities
- Workbench and Customizing requests
- Testing
- Approvals
- Releases
- SAP transports
- Transport results

This can help answer questions such as:

- Which requirement belongs to this SAP transport?
- Which transports belong to a specific release?
- Has the change been tested?
- Who approved the change?
- What is the current transport status?
- Which SAP changes belong to a Jira sprint or release?

Jira provides transparency and collaboration, while SAP remains responsible for the technical transport process.

7 FLEXIBILITY AND ALTERNATIVES

This setup is not limited to:

- One Jira Space
- One workflow
- One transport type
- One SAP system
- One release process

The configuration can be adapted to support:

- Workbench requests
- Customizing requests
- Development workflows
- Bug fixing
- Testing processes
- Multi-stage approvals
- Release management
- SAP Basis processes
- Customer-specific quality gates
- Additional automation rules
- Multiple SAP systems or landscapes

Existing Jira workflows can be extended with SAP-specific steps without introducing a separate transport management platform for everyday collaboration.

The Jira Cloud template demonstrates one possible configuration of **JIRA2SAP for SAP Application Lifecycle Management and SAP CTS/TMS integration**. Other configurations may be used depending on business requirements, SAP architecture, transport strategy and existing Jira processes.

8 SAP ALM PERSPECTIVE

SAP ALM for Jira does not replace SAP Transport Management. Instead, the solution separates responsibilities clearly:

Jira

Work management, requirements, development collaboration, testing, approvals and release coordination.

JIRA2SAP

Integration and orchestration between Jira and SAP.

SAP CTS/TMS

Transport requests, transport routes and technical transport execution.

This approach enables organizations to use Jira as a modern ALM workspace while retaining established SAP transport standards. It can be particularly relevant for organizations reassessing

their SAP ALM landscape and looking for a Jira-centric approach to development and change management.

9 DESIGNED FOR

SAP ALM for Jira is particularly suitable for:

- SAP Development Teams
- SAP Application Management
- SAP Basis Teams
- Release Management
- Jira Software Teams
- IT Service Management
- DevOps Teams
- S/4HANA transformation projects
- Organizations with an established Jira strategy
- Organizations looking for greater transparency between Jira development work and SAP transports