

# Migrating issues across Jira instances

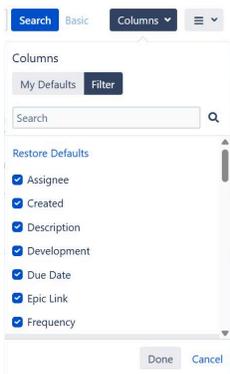
To transfer issues from one Jira instance to another, you'll need to export them from their current location in CSV format and import them into the destination instance.

## Exporting issues from Jira [↗](#)

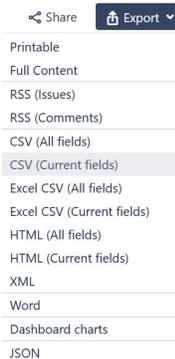
1. Write a JQL that pulls the tickets you want to export from the Jira instance.
2. Example: project = sdata and issuetype = "New Source"
3. Execute the query. The results display in table view.
4. Click the Columns



dropdown and select the columns you need for your import, i.e., which fields do you need to populate. Be sure to select Summary and Description, as these are required fields in Jira.



5. Click Done. The results table updates automatically with the selected columns. If you need to re-order the columns, drag and drop them to a new position.
6. Click the Export dropdown and select CSV (Current Fields). This will export the results to a CSV file that contains only the columns you've selected.



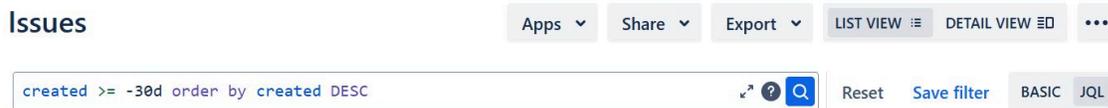
7. In the Export window, accept the default selection of Comma(,) and click Export. The file will be saved to the default downloads folder.



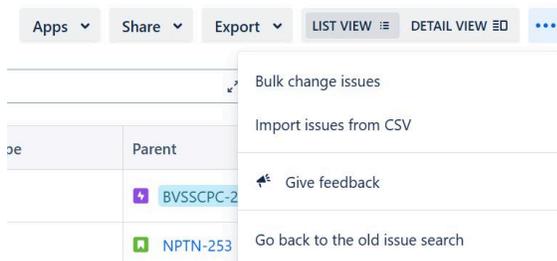
- After exporting the file, you may need to modify it to include custom fields required in the target Jira instance. For example, in Equifax Jira EFX Team and Work Type are required; and for Insights Data Services teams, the Components field is needed to route to the correct boards.
- Add these columns to the export as necessary and populate them with the correct data. This saves time by eliminating the need to manually update tickets after importing.

## Importing Jira issues into the target instance [↗](#)

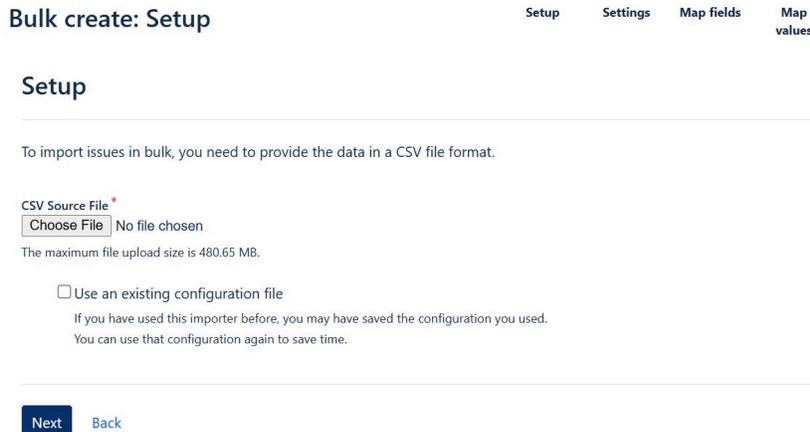
- Log in to the Jira instance and navigate to the issues search page. This may vary based on the Jira instance. In Equifax Jira, click Filters → View All Issues.



- Click the ellipsis button on the far right of the search page and select Import issues from CSV.

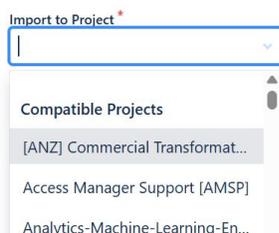


- On the Bulk Create: Setup page, click the Choose File button.



- Locate and select the CSV file exported from the previous instance and click Next.
- In the Settings page, select the project into which you are importing the issues. Begin typing the project name to filter results.

## Settings



- Other settings on the page can be left to their default values.

7. After selecting your project click Next.

8. On the Map fields page, select the Jira field that corresponds to the column name from the export. These may vary depending on the setup of the two Jira instances.

## Map fields

 Please note: A JIRA **Summary** field mapping is required to enable import.

Select the CSV fields to import, then set how you would like these converted to fields in JIRA. You can optionally map field values on the next screen.

CSV Field	JIRA field	Map field value
Assignee (e.g. robert.vanouter)	→ Don't map this field	<input type="checkbox"/>
Assignee Id (e.g. 619f96e3c510bc006ba48888)	→ Don't map this field	<input type="checkbox"/>
Components (e.g. DB)	→ Don't map this field	<input type="checkbox"/>
Created (e.g. 13/Mar/25 5:08 AM)	→ Don't map this field	<input type="checkbox"/>

9. For each column shown in the CSV, select the corresponding Jira field in the target instance. Begin typing to filter the results for each column. To default a field to a specific value, select the Map field value checkbox. This is useful when you need to assign the same field value to all issues in the import.

10. Click Next. If you chose to assign default values to certain fields, the Map values page opens. Select the values for each field and then click Validate.

## Map values

CSV Field	Value from importer	Target value in JIRA
Assignee (imported as <b>assignee</b> )	robert.vanouter	→ robert.vanouter
Issue Type (imported as <b>issuetype</b> )	Story	→ Story
	Task	→ Task

[Begin Import](#) [Validate](#) [Back](#)

11. The validation process will detect errors in the import file, including missing required fields such as Description or Summary.

If you need to correct issues in the file, you'll need to start over; otherwise, you click the Back button to fix incorrect field mappings.

You may need to correct the issues in the file itself or re-export from the source Jira instance if required fields are missing from the file.

12. Once the import is successfully validated, click Begin import.

13. After successfully importing the file, you can click the View issues link to open the list of the newly created issues.