



# Atlassian Cloud

Latest trends



**SCOTT GOH-DAVIS | HEAD OF SOLUTIONS ENGINEERING, APAC**

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amadeus

Hertz



Telefonica

citi



★ macy's



Sotheby's



ADVANTEST



Atos



CITRIX

TESCO



Neiman Marcus

netSpend

nielsen

SIEMENS



BBC

BOSCH

Southwest



workday

EMC<sup>2</sup>

TERADATA



CABLEVISION

T-Mobile

CORT

SCHOLASTIC

THALES



NESPRESSO

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DOWJONES

Quicken Loans



SOPHOS

NetApp

Verifone

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WebMD

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MCKESSON



Sapient

VOLVO



Capital One

amdocs

GHX

BERTELSMANN

PANDORA



AUTODESK

BBVA

SOFTLAYER














































PayPal



# TOP 50 REQUESTED CLOUD FEATURES 2018

1. Encryption in transit ◆
2. Encryption at rest
3. Security dashboard
4. Access logging
5. Security/privacy questionnaire
6. Isolation of data to certain geo
7. Delegated admin
8. Enterprise user management
9. SSO SAML ◆
10. Password policy ◆
11. Increased user limits (5K+)
12. Content security monitoring
13. Easy migration of add-on apps
14. Compliance dashboard
15. Uptime SLA (99.9%+)
16. IP allowlisting
17. Cloud versions of add-on apps
18. Independent 3rd party audits ◆
19. Mandated 2FA ◆
20. One click migration tool
21. Data isolation
22. Product usage insights
23. Migration support
24. Priority L1 support
25. Custom domains
26. Purchase apps for subset of users
27. Specialized migration support engineers
28. External collaborator management
29. Customizable cloud add-on apps ◆
30. Mobile device management
31. Migrate one project at a time
32. How to guides
33. Control over site update scheduling
34. Cross-product add on apps
35. GDPR ◆
36. Priority support hotline for migrations
37. ISO27001 ◆
38. Analytics on app usage
39. Extended support hours during migration
40. Block apps unless they meet our internal policies
41. HIPAA
42. Enterprise-ready app certification
43. Full-service migration support team ◆
44. SOC2 type 2
45. ISO27017
46. ISO27018
47. Binding corporate rules
48. 508 Accessibility report
49. NIST 800-53
50. FedRAMP

# TOP 50 REQUESTED CLOUD FEATURES TODAY

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2. Encryption at rest 
3. Security dashboard 
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# Cloud platform innovation



## Experiences

Enables seamless connection across teams



## Data Management



Helps to ensure your data is protected



## Infrastructure

Provides a scalable, reliable, and performant platform





# EXPERIENCES ROADMAP



Experiences



Data  
management



Infrastructure

## RECENTLY SHIPPED

- **Atlassian Analytics**
- **Data Lake**
- **Selective user claim**
- **User access admin role**
- **Product updates**

## IN THE FUTURE

- **Data Lake export**
- **Jira cloud-to-cloud copy product data GA**
- **Confluence copy data EAP**
- **Custom domains**
- **Product requests**

# ATLASSIAN ANALYTICS

## Empower teams

Proactively fix velocity and resourcing issues for faster releases

## Map the value stream

Connect dots across development, value delivery, and service quality

## Real-time insights

Out-of-box, modeled data lake eliminates the need for slow and costly ETL processes

The screenshot displays the Atlassian Analytics dashboard interface. At the top, there is a navigation bar with the Atlassian logo, the word "Analytics" followed by a "BETA" badge, and menu items for "Dashboards", "Data", and "Templates". A "Create" button with a dropdown arrow and a "Give feedback" link are also present. A search bar is located on the right side of the navigation bar.

Below the navigation bar, the main content area is titled "Dashboards". It features a search bar labeled "Filter by title" and two dropdown menus for "All dashboards" and "All categories". On the right side of this section, there are buttons for "Dashboard cleanup", "Sort by edited by anyone", and "Switch to list view".

The dashboard displays a grid of 15 dashboard cards, each representing a different project or report. Each card includes a thumbnail image of the dashboard content, a title, the creator's name, and the update time. The cards shown are:

- Jira Service Management - Simple Project Overview (Created by: Taha Kandemir, Updated just now)
- Project Overview (Created by: Crystal Wu, Updated just now)
- Jira Service Management - Simple Project Overview (Created by: Eva Lien, Updated just now)
- Weekly View - Dependencies (Created by: Molly Clark, Updated just now)
- Project Ganymede (Created by: Molly Clark, Updated just now)
- Executive Summary - Mercury internal testing: Jun 2022, fin... (Created by: Samuel Hall, Updated just now)
- Jira Service Management - Simple Project Overview (Created by: Molly Clark, Updated just now)
- Jira Service Management - Simple Project Overview (Created by: Taha Kandemir, Updated just now)
- Executive Activity Report (Created by: Crystal Wu, Updated just now)
- Opsgenie Testing - To... (Created by: Eva Lien, Updated just now)

Each dashboard card contains various data visualizations such as bar charts, line graphs, and tables. For example, the "Weekly View - Dependencies" card shows a table with columns for "Issues Created", "Issues Resolved", and "Issues Unresolved", with values 1, 542, and 3,130 respectively. The "Executive Summary" card shows a bar chart for "Net Flow of Work" and a line graph for "Defect Rate".

# DATA MANAGEMENT ROADMAP

## RECENTLY SHIPPED

- Multiple identity provider support
- Expanded
- Threat detection (Beacon) beta
- Data residency for Germany, Singapore, and 3rd party apps (in Beta)
- Marketplace privacy & security tab
- HIPAA compliance for JSM
- Jira BYOK EAP
- Backup & restore CLI in EAP

## IN THE FUTURE

- Data residency for UK, Canada, Japan
- HIPAA eligibility expansion
- Jira BYOK GA/Confluence EAP
- External user security
- Backup & restore APIs EAP
- SSO + SCIM for JSM portal-only accounts
- Data classifications
- Data loss prevention



Experiences



Data  
management



Infrastructure

# EXTERNAL USER SECURITY

## Minimize security risks with external users

Enforce two factor authentication through a one-time password (OTP) before external users can access your organization's content

The screenshot displays the Atlassian Admin interface for 'Acme Inc.' with the 'Security' tab selected. The left sidebar lists various security categories: Security guide, USER ACCESS (Authentication policies, External users (NEW), Mobile policies), DATA PROTECTION (Bring your own key, Data security policies, Data residency, IP allowlisting), and MONITORING (Audit log, Discovered products, Insights). The main content area shows the 'External users' settings page. It includes a 'Turn settings on' button, an 'Export users' button, and a '...' menu. Below this, a summary shows 'External users: 12,456' and 'Status: OFF'. The 'EXTERNAL USER SETTINGS' section contains two toggleable settings: 'Two-factor verification' (Require external users to authenticate with a one-time passcode as an extra form of identification) and 'Verification frequency' (Require external users to authenticate with a one-time passcode every seven days). A warning icon and text at the bottom state: 'When these settings are on, we block external users from accessing your organization with mobile apps. We do this to protect your data.'

# BEACON BETA

## Detect

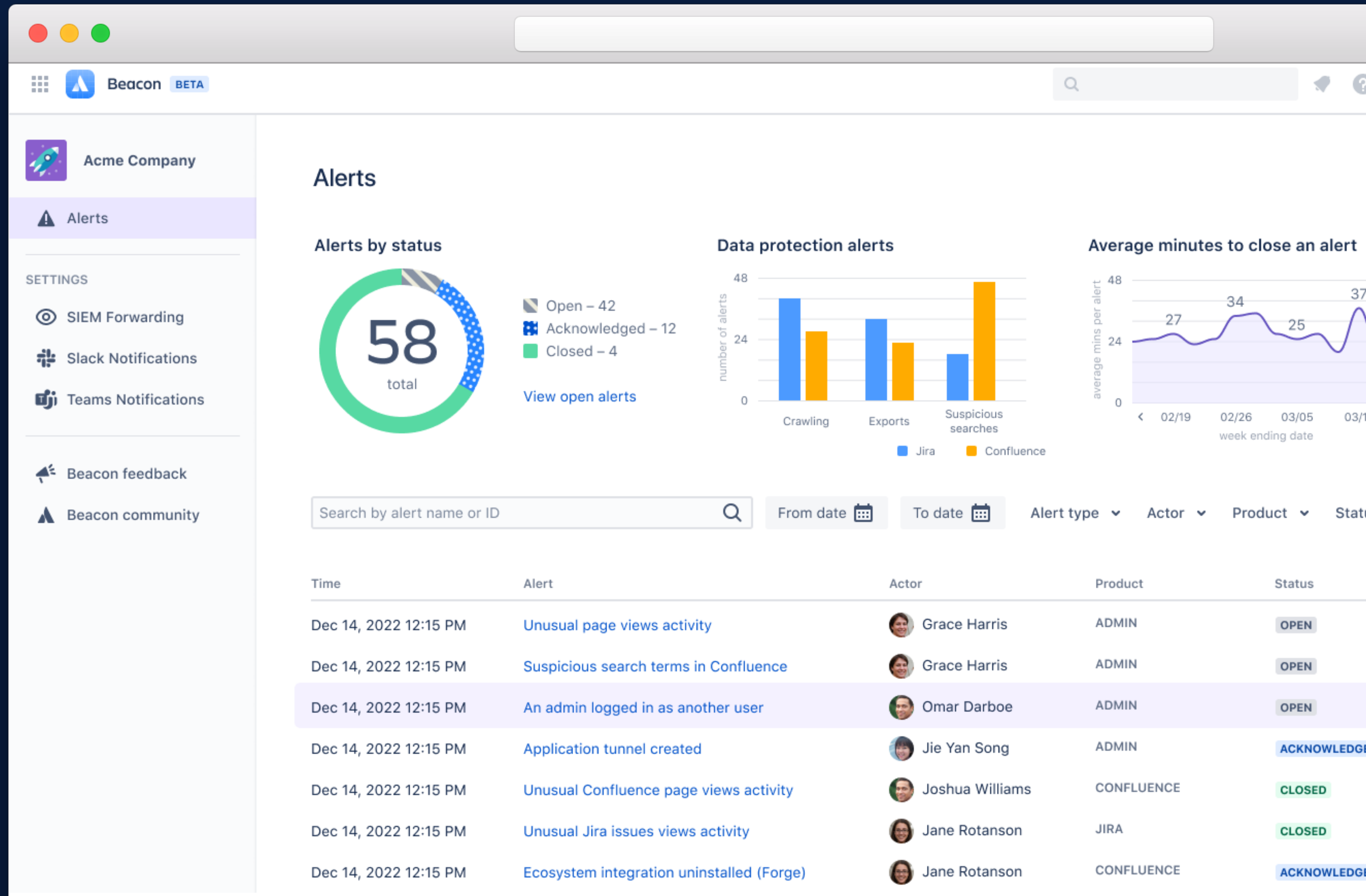
Continually track high-risk user activity, monitoring threats to your business

## Investigate

Spot suspicious user events in real-time with threat alerts and with the context to triage unusual activity

## Respond

Bring risky user behavior under control with action plans that help your team respond fast



# APP DATA ACCESS CONTROLS

## Minimize risk of data leakage

Allow or block apps in specific  
Confluence spaces

The screenshot displays the Atlassian Admin interface for 'Acme Inc.' with the 'Security' section selected. The left sidebar lists various security categories: Security guide, USER SECURITY (Authentication policies, External users, Identity providers), DATA PROTECTION (Data residency, Data security policies - NEW, IP allowlists, Mobile app policy), and MONITORING (Audit log, Discovered products, Insights). The main content area shows the 'M&A policy' configuration page, which is currently inactive. It includes a 'Back to Data security policies' link, an 'Activate policy' button, and a 'Policy status' indicator. The 'Policy coverage' section shows selected data: 5 Confluence spaces and 1 Jira service management project. The 'Policy rules' section includes links to learn more about data security policy rules. Below this, there are three sections for marketplace apps and data sharing: 'Block app access', 'Data export', 'Public links (Confluence only)', and 'Anonymous access', each with a right-pointing arrow.

ATLASSIAN Admin Acme Inc. | Overview Directory Products Security Billing Settings

Security guide

USER SECURITY

Authentication policies

External users

Identity providers

DATA PROTECTION

Data residency

Data security policies **NEW**

IP allowlists

Mobile app policy

MONITORING

Audit log

Discovered products

Insights

[← Back to Data security policies](#)

### M&A policy

Restricting app access and protecting sensitive data within M&A spaces

Created by Amar Sundaram Just now Policy status **INACTIVE** [Activate policy](#) **⋮**

#### Policy coverage

Select data to define the policy coverage.

**Selected data**

- ✓ 5 Confluence spaces
- ✓ 1 Jira service management project

#### Policy rules

Manage rules to protect the data covered by this policy. [Learn more about data security policy rules](#)

MARKETPLACE APPS

**Block app access** >

DATA SHARING

**Data export** >

**Public links (Confluence only)** >

**Anonymous access** >

# INFRASTRUCTURE ROADMAP

## RECENTLY SHIPPED

- **Product delayed deletion**
- **50K support for Confluence**
- **10K support for JSM agents**
- **20K support for JSM agents EAP**

## IN THE FUTURE

- **Faster editor loading in Confluence**
- **Faster issue navigator in Jira Software**
- **50K support for Jira Software**



Experiences



Data  
management



Infrastructure

# PERFORMANCE AT SCALE



Maximum number of users  
on a single Cloud instance





# Supporting the journey to cloud



**Migration  
Tooling**

**Guidance and  
Resources**

# Areas of innovation for migration tooling



## Scalability & Reliability

Reducing downtime with increasing speed and performance



## Experience

Making migration tooling more intuitive and improving the journey



## Enterprise Success

Using automation to accelerate migrations for large enterprises

# SCALABILITY AND RELIABILITY

## RECENTLY SHIPPED

- **Single Path (formally known as Site Import) in JCMA**
- **Pre-loading data**
- **App vendor checks**
- **Invalid and duplicate email accounts in JCMA**
- **Fixing broken links in CCMA**

## IN THE FUTURE

- **Pre-flight checks for JCMA**
- **Exclusion of historical page versions and space trash content for JCMA**
- **Faster attachment upload for CCMA**
- **Space selector for CCMA**
- **Bulk import for apps**



**Scalability and reliability**



**Experience**



**Enterprise success**

# EXPERIENCE

## SHIPPED

- **Single Path (formally known as Site Import) in JCMA**
- **Fixing broken links in CCMA**
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Scalability and reliability



Experience



Enterprise success

# ENTERPRISE SUCCESS

## SHIPPED

- **Single Path (formally known as Site Import) in JCMA**
- **Fixing broken links in CCMA**
- **Pre-loading data**
- **App vendor checks**
- **Invalid and duplicate email accounts in JCMA**
- **Automated L2 assessments EAP for JCMA**

## IN THE WORKS

- **Pre-Flight Checks for JCMA**
- **Exclusion of page's historical version and space trash content for JCMA**
- **Faster attachment upload for CCMA**
- **Bulk import for apps**
- **Space selector for CCMA**
- **Automated assessments**
- **Team calendars for CCMA**



Scalability and reliability



Experience



Enterprise success

# ATLASSIAN MIGRATION PROGRAM

- **Updates to Atlassian Migration Program which includes:**
  - New section with 6 key assessment topics
- **20% off loyalty discounts expire June 30th**

Migration Program Explore ▾ Plan ▾ Help ▾ Contact sales [Claim free trial](#)

## Make a winning plan for Cloud

Before migrating to Cloud, make a plan in advance to ensure migration success.

- 1 Start your Cloud migration trial**

Before assessing your migration requirements and building a plan, you need to [start a Cloud migration trial](#).
- 2 Assess your requirements**

Evaluate key migration considerations in the topics below before starting a migration to streamline your move to cloud.
- 3 Build your plan**

Afterwards, use our [cloud migration guide](#) to prepare for what's in a migration and begin building a plan.



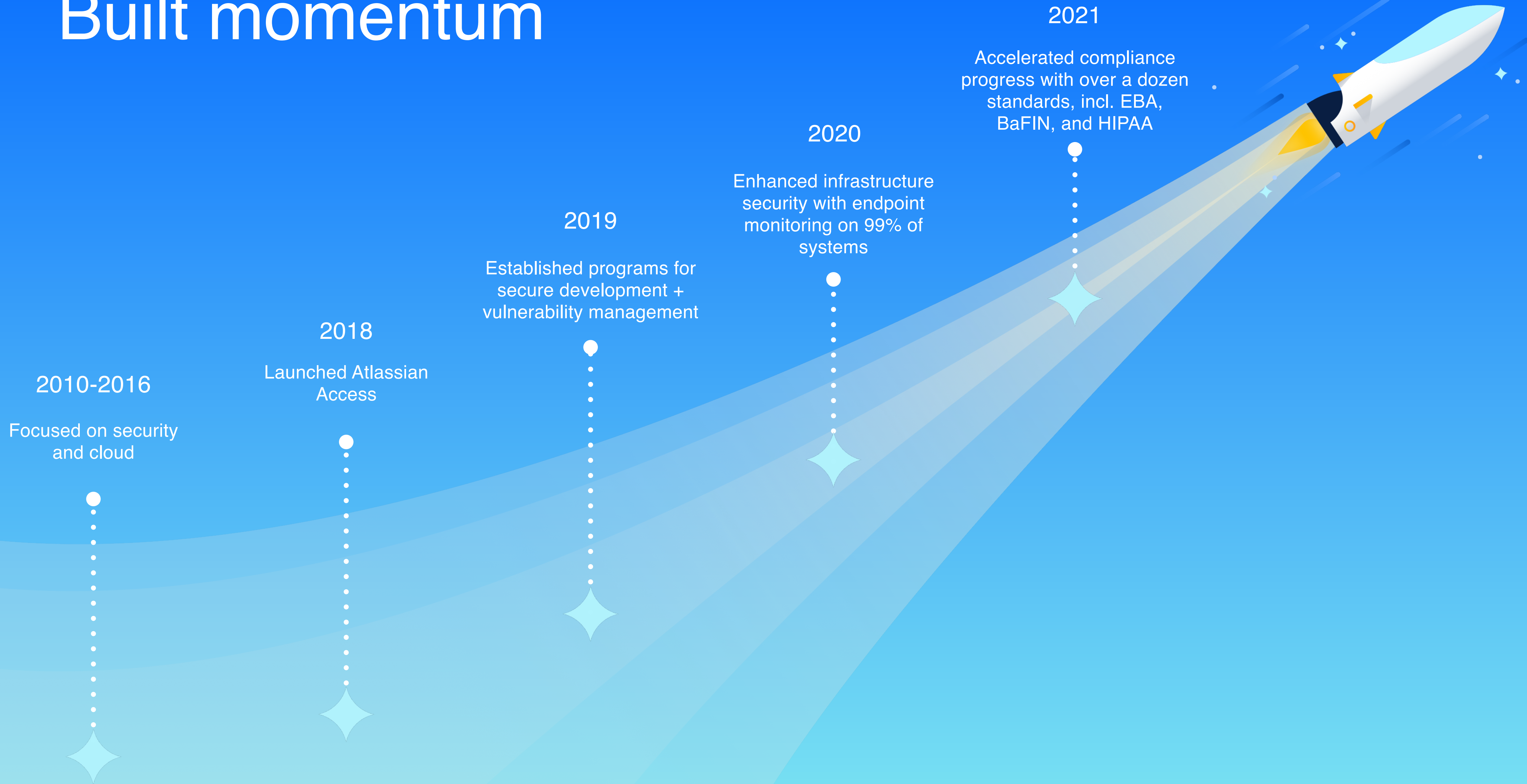
# Atlassian Cloud

## Platform Security



**SCOTT GOH-DAVIS | HEAD OF SOLUTIONS ENGINEERING, APAC**

# Built momentum





# Our 3-pronged approach vested in trust



COMPLIANCE

## Security features

Protect data further with security features for customers to leverage.

## Secure in practice

Robust security policies and practices guide how our team operates.

## Secure by design

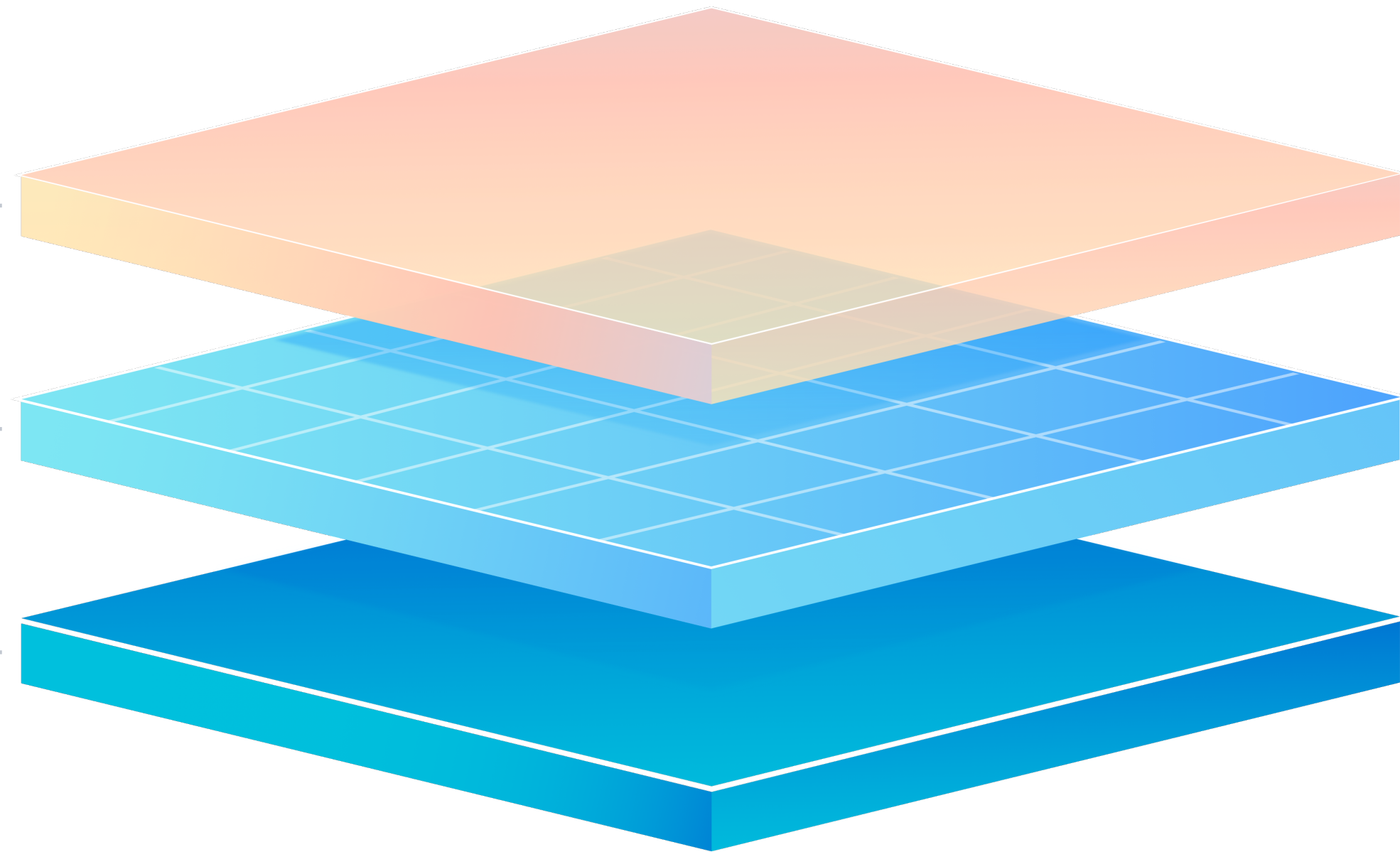
Security and data privacy is built into the foundation of our cloud products.

# Cloud technology platform

Authentication/authorization  
of micro services

Multi-tenant micro  
service architecture

AWS Infrastructure



# Securing micro services architecture

## ■ Tenants are logically separated

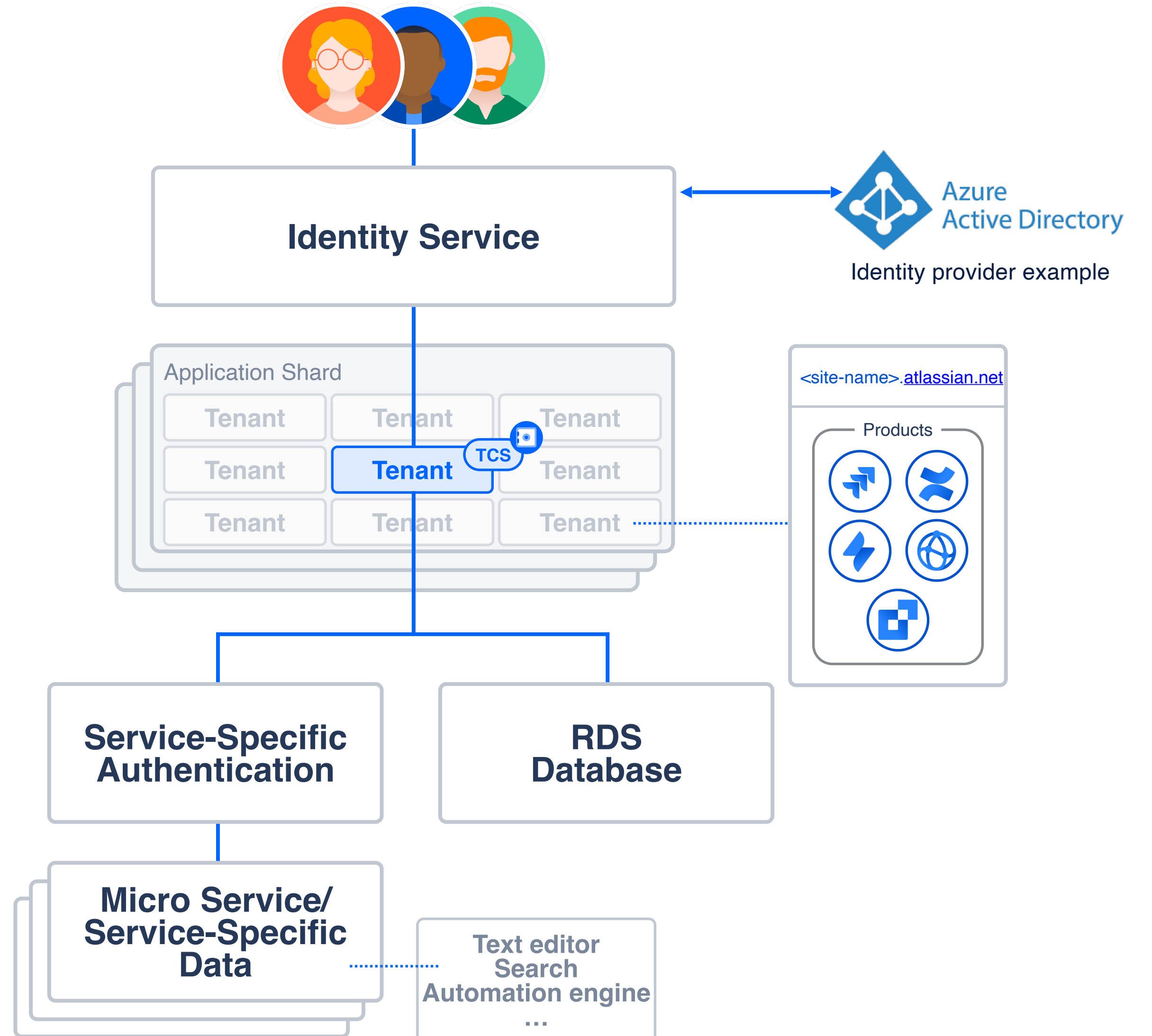
Tenant Context Service (TCS) keeps each tenant separate from others in the same shard

## 🔒 Encrypted at rest and in transit

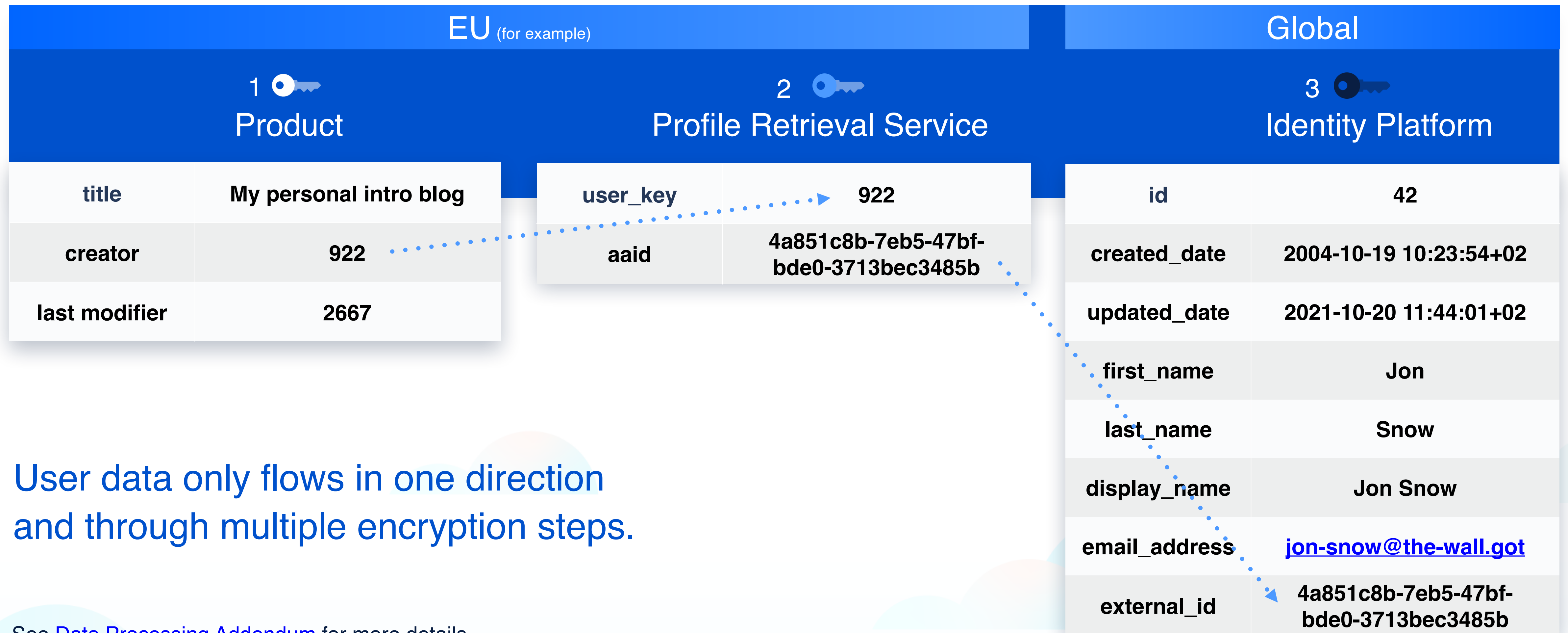
Data is encrypted with TLS 1.2+ with PFS and AES256

## 🔗 Micro-services have their own data stores

Difficult to access meaningful data from any one customer



# Divided user data handling and encryption



User data only flows in one direction and through multiple encryption steps.

See [Data Processing Addendum](#) for more details

# Secure policies and practices

- 1 Threat prevention + management**  
Practices to maximize security posture
- 2 Incident detection + response**  
Comprehensive process to detect and respond to risk
- 3 Business continuity + disaster recovery**  
Continuous backups to quickly recover from incident



# Secure policies and practices

- 1 Threat prevention + management**  
Practices to maximize security posture
  - Controlling access to customer data
  - Always-on security testing
  - Security culture built into our people



# Secure policies and practices

- 1 Threat prevention + management**  
Practices to maximize security posture
- 2 Incident detection + response**  
Comprehensive process to detect and respond to risk
  - “Compromise will happen” mindset
  - Proactive searches for malicious activity
  - Indicators of compromise is caught early
  - Response playbooks for incident types



# Secure policies and practices

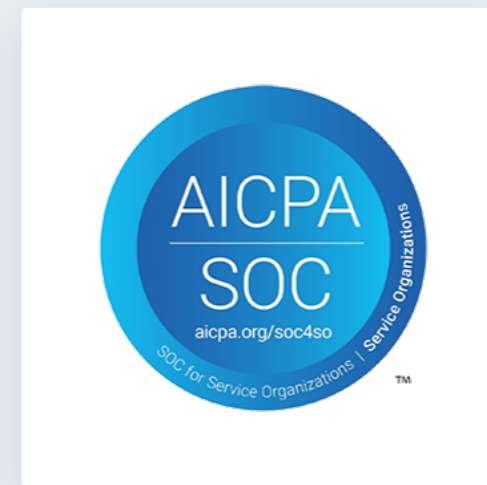
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Comprehensive process to detect and respond to risk
- 3 Business continuity + disaster recovery**  
Continuous backups to quickly recover from incident
  - 4-tier system for recovery
  - Quarterly backup tests
  - Plan for disruptions



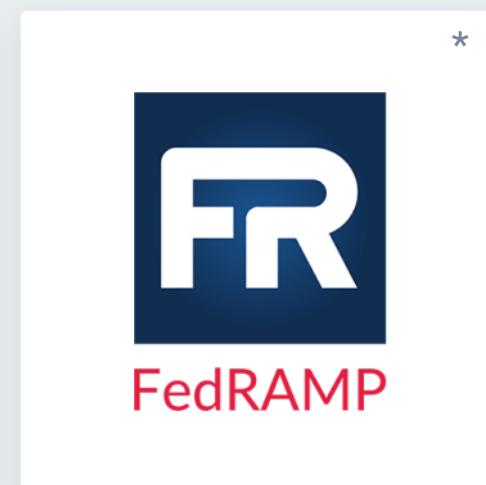
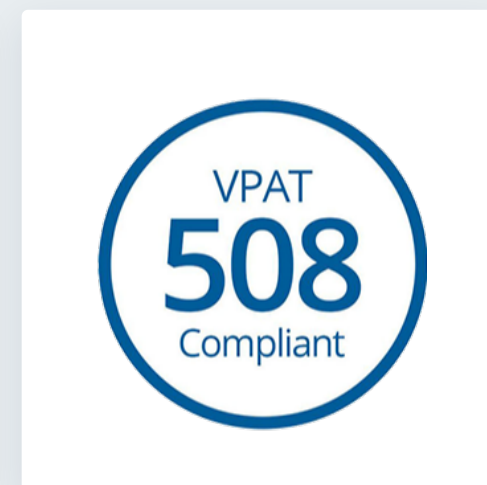


# Meet regulation + compliance standards

## Core / Foundational



## Industry-specific



Financial

Healthcare

Government

\* Coming soon

And this list continues to grow! Visit [Compliance at Atlassian](#) →

“

You will receive a heightened level of commitment from us. We are transparent and publicly document our practices for you to verify independently.

---

Adrian Ludwig  
Chief Trust Officer



# Dedicated trust and security teams

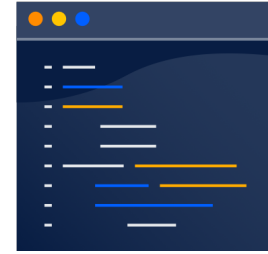
## Trust Organization



SECURITY



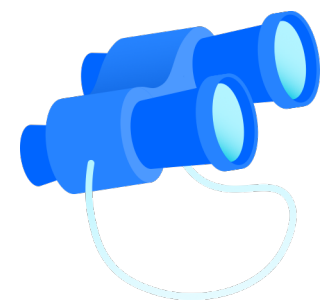
RISK +  
COMPLIANCE



TRUST  
ENGINEERING



TRUST  
CULTURE +  
TRAINING



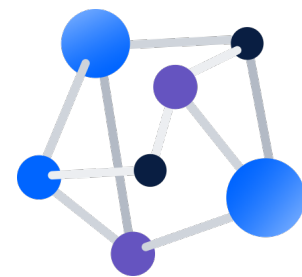
SECURITY  
INTELLIGENCE



PRODUCT  
SECURITY



RED  
TEAM



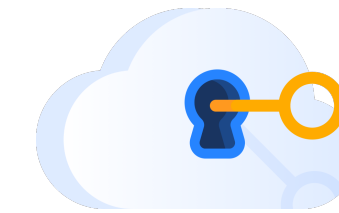
TRUST  
ENGAGEMENT

SECURE BY DESIGN + SECURE IN PRACTICE

## Enterprise Trust (R&D Teams)



TRUST  
FOUNDATION



CLOUD  
SECURITY

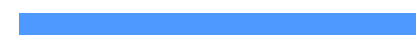


CLOUD  
ADMIN

SECURITY FEATURES



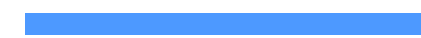
Identity and access management



Manage access with authentication controls



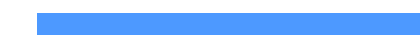
Information protection



Protect your sensitive company data



Threat detection



Detect and investigate threats

ATLASSIAN ACCESS + CLOUD ENTERPRISE

Developers are **20% more productive** following a migration to **Jira Software Cloud**

Source: Forrester

Atlassian named a Leader in the **2023 Gartner® Magic Quadrant™ for DevOps Platforms**

Source: Gartner

In a survey of Atlassian users who'd migrated, respondents reported a **43% increase in speed of quality code shipped**

Source: TechValidate

# Transforming on Atlassian's cloud platform

to accelerate developer  
productivity & empower  
teams to deliver exceptional  
service





Thank you!



SCOTT GOH-DAVIS | HEAD OF SOLUTIONS ENGINEERING, APAC