⛰ ATLASSIAN

JPMorgan Chase & Co.

Jump-start your Atlassian Cloud journey

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Agenda

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Scale and challenge

Strategy

Agenda

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Where we stand

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Where we stand

Modernization journey

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Scale and challenge

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Where we stand

Modernization journey

Benefit & key takeaways

GOAL

Provide a resilient, responsive platform for developers to manage their work, while avoiding disruptions to developers and integrated applications

24
Jira instances

43.5 million
comments

75,000
agile boards

28.8 million
issues

110,000
unique users

18.9 million
attachments

356,000
users

9,500
new issues per day

291,000
groups

Challenges

Operational

Platform

- Upkeep of Jira instances

- Meeting performance SLOs

- Time-to-market of new features

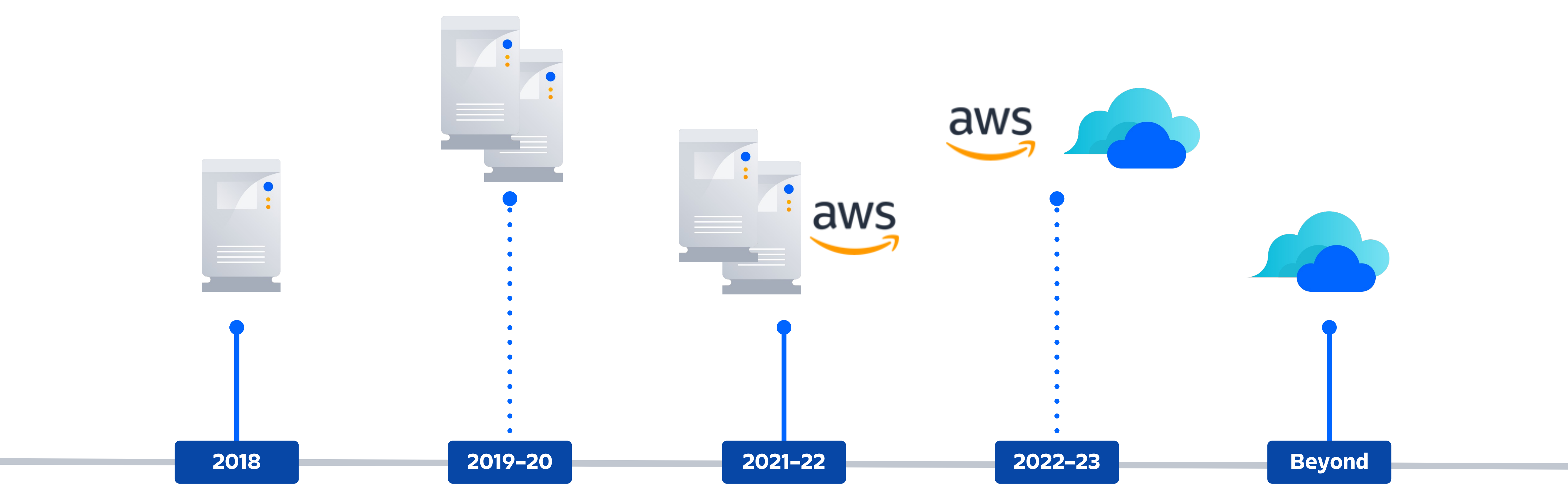- Managing different Jira & add-on versions

Challenges

Operational

Platform

- Impact on availability due to infrastructure maintenance

- Dependency on infrastructure support teams

- Effort in supporting operating systems and databases running on VSI/PSI infrastructure

MODERNIZATION TIMELINE & WHERE WE STAND

| 2018 | 2019–20 | 2021–22 | 2022–23 | Beyond |

Atlassian Cloud : Why not from the start?

User tier
Has been a challenge until recently, when 20,000 tiers were supported

App assessment
Availability for Cloud and time-consuming process in evaluating & testing migration path

Integration
Readiness of systems for AuthN & AuthZ, integrated systems

Business continuity
Review and execution of firm's requirements to demonstrate business continuity within published SLAs

Q3 2018   5,000 Users

Q3 2022   20,000 Users

Approach to modernization

Analyze
Perform analysis and data cleanup

Standardize
Agree to standards, comply and governance

Modernize
Migrate to modern infrastructure, automate

Execution

Data cleanup

Standardize

Modernize

Optimize

Reduce the clutter

- Analyze custom field usage, delete unused fields

- Analyze schemes and remove duplicate unused schemes

- Archive projects and issues that are inactive

- Deactivate users

- Reduce duplication of functionality with apps

Execution

Data cleanup

Standardize

Modernize

Optimize

Standardization, consolidation, & governance

- Consolidate instances by use cases (technology, business teams)

- Organize projects by templates

- Invest in self-service capabilities when moving large data set (simplify mapping exercises)

- Invest in reporting capabilities

- Introduce governance where business teams take ownership of changes

Execution

Data cleanup

Standardize

Modernize

Optimize

Infrastructure modernization

- Adopt modern public cloud services to run your apps

- Automate infrastructure, application, and add-on deployments

- Take advantage of cloud observability tools

Execution

Data cleanup

Standardize

Modernize

Optimize

Maintain a healthy environment

- Rate limiting

- Purge data (where possible) to offline storage

- Self-service capabilities to improve user experience.

- Invest in observability tools to measure usage patterns

Benefits

20% availability increase

40% cost saves

60% major incident reduction

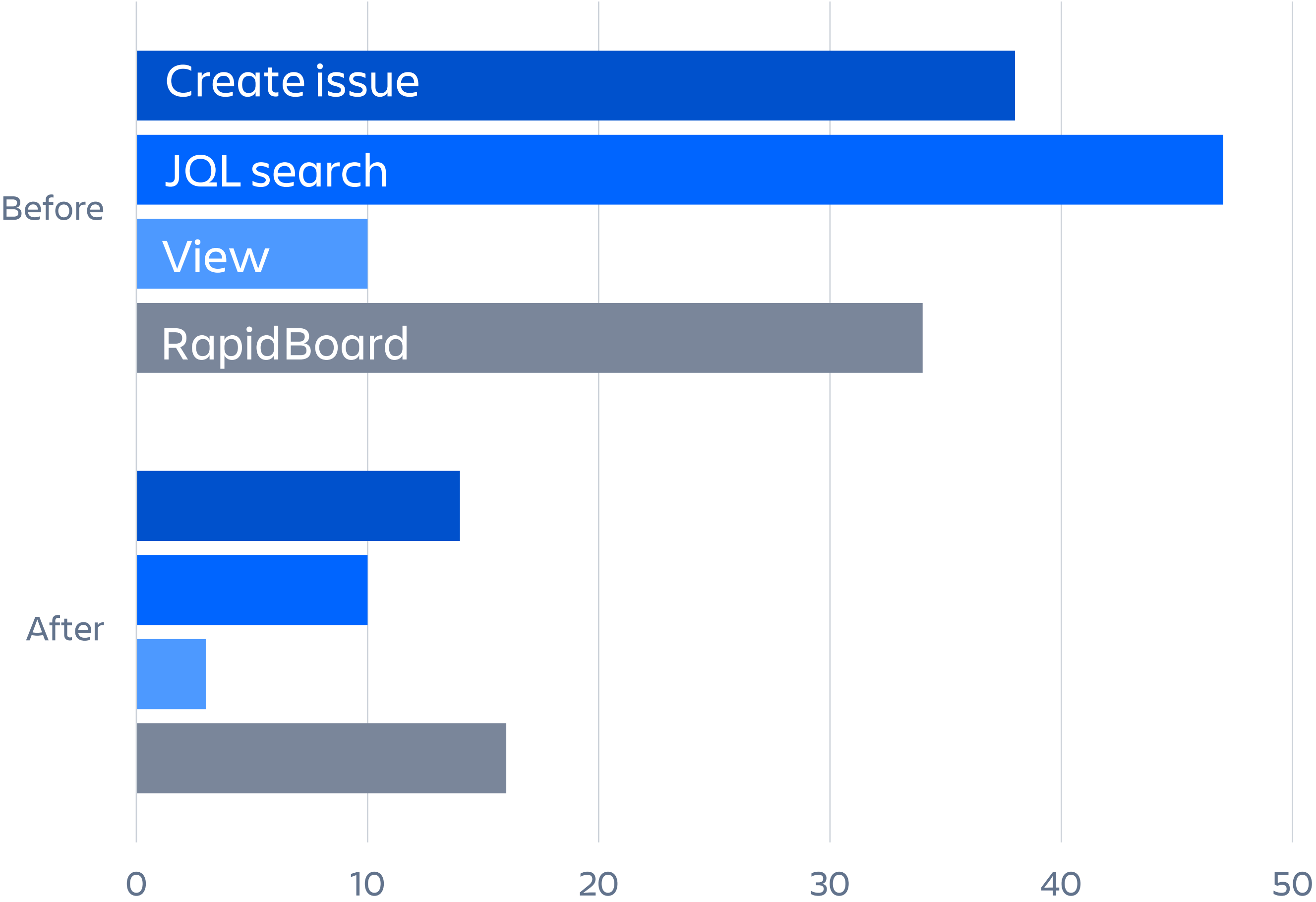50% faster response times

10% less effort spent on infra management

PERFORMANCE BENEFITS

Key SLOs

Comparison of key transaction SLOs before and after clean-up and migration to AWS

50% faster response times

Key takeaways

Prepared

Having taken the time to address concerns on business continuity, we are better prepared and have a clear view of the effort required in addressing integration.

Simplified

Steps taken towards standardization & consolidation have simplified the migration approach to cloud.
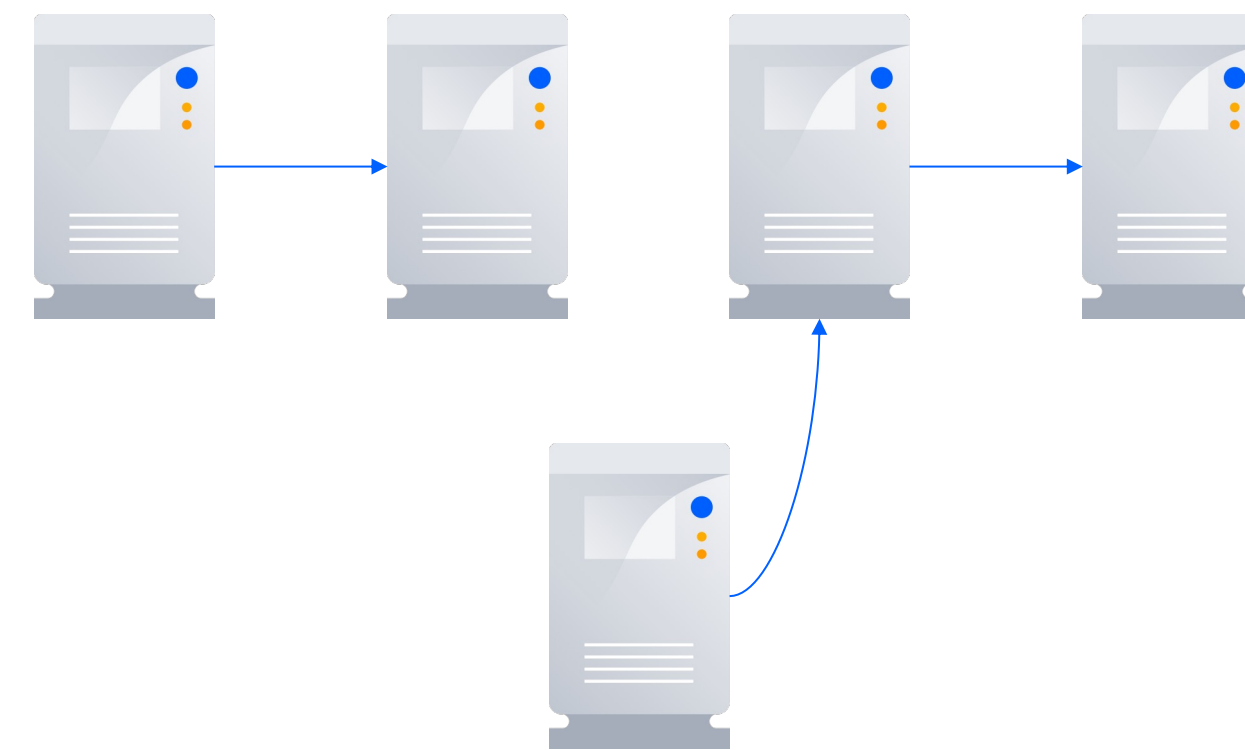
Experience

Improved user experience, dependent projects teams migrating in unison, and integrated system changes execution are aligned.

Before

After

Q & A