



# Atlassian Cloud Enterprise Demo



**MATT TSE**

**SENIOR PRODUCT MANAGER**

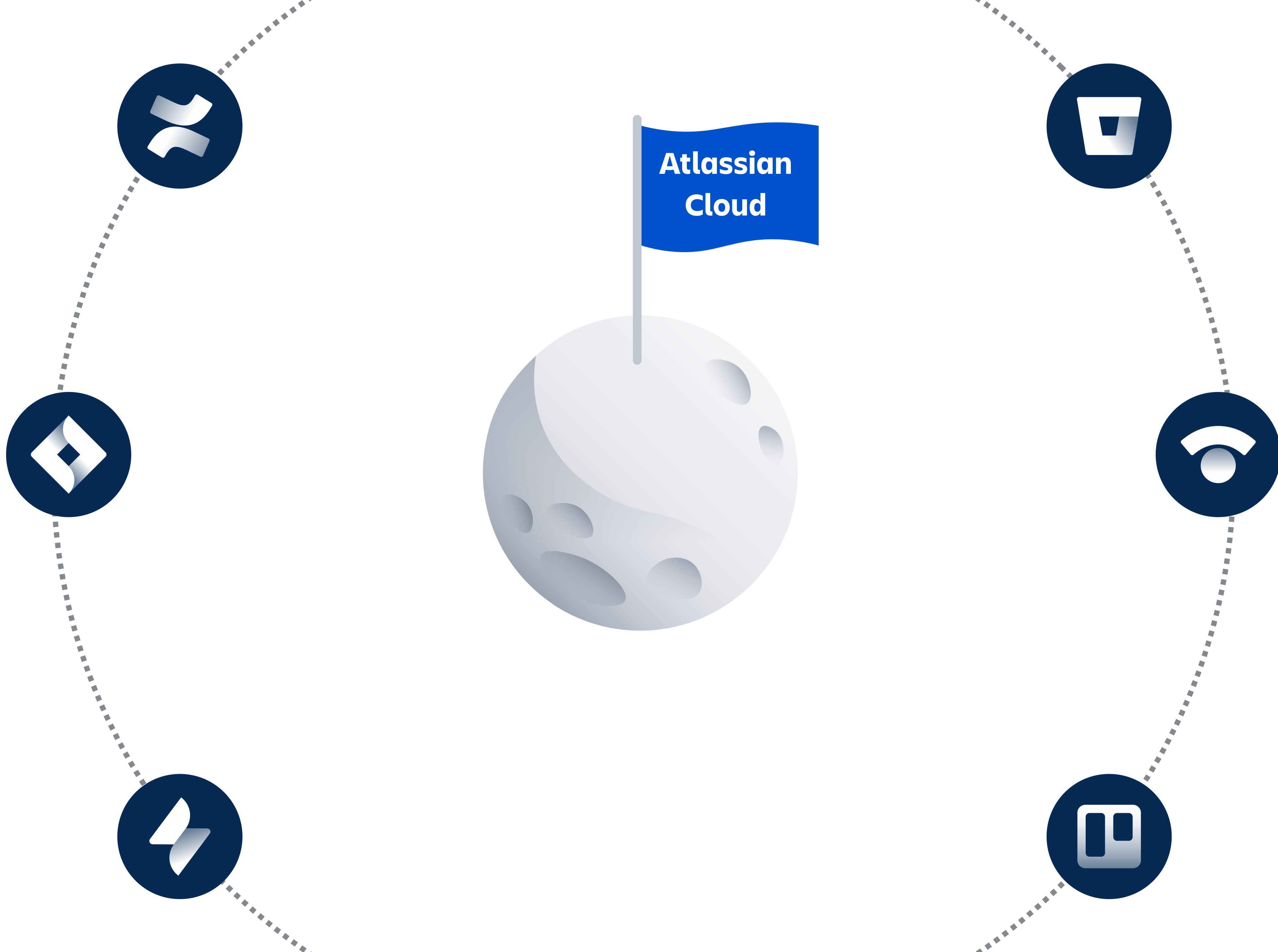
**@MAHHEW**



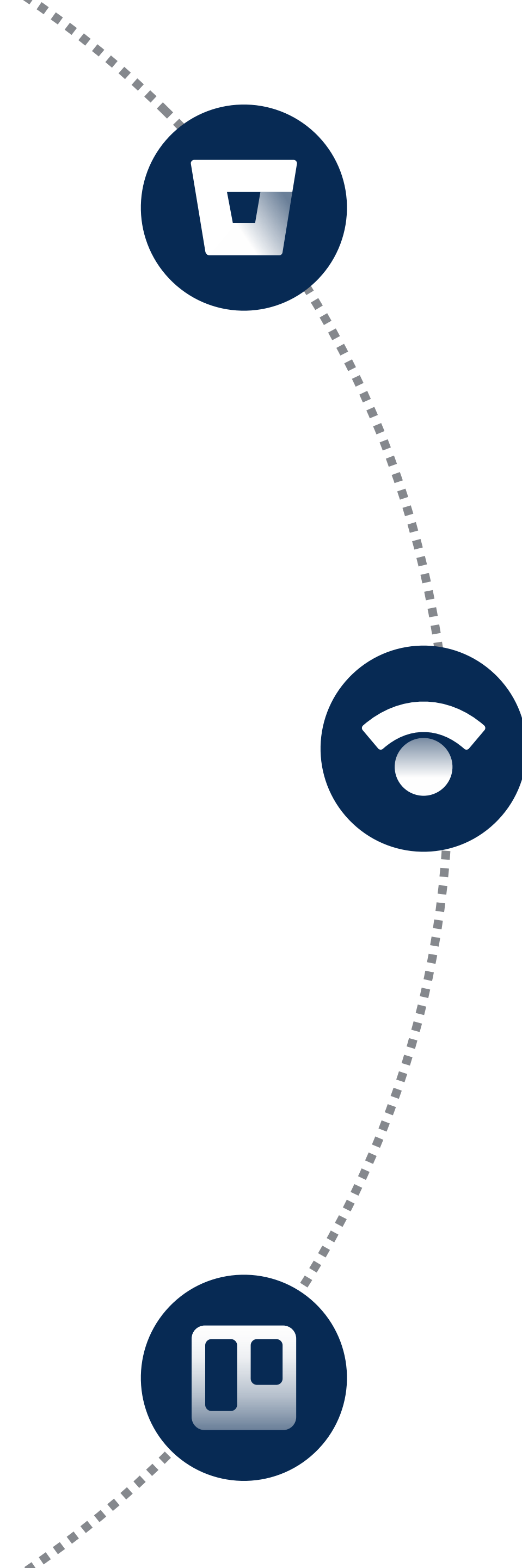
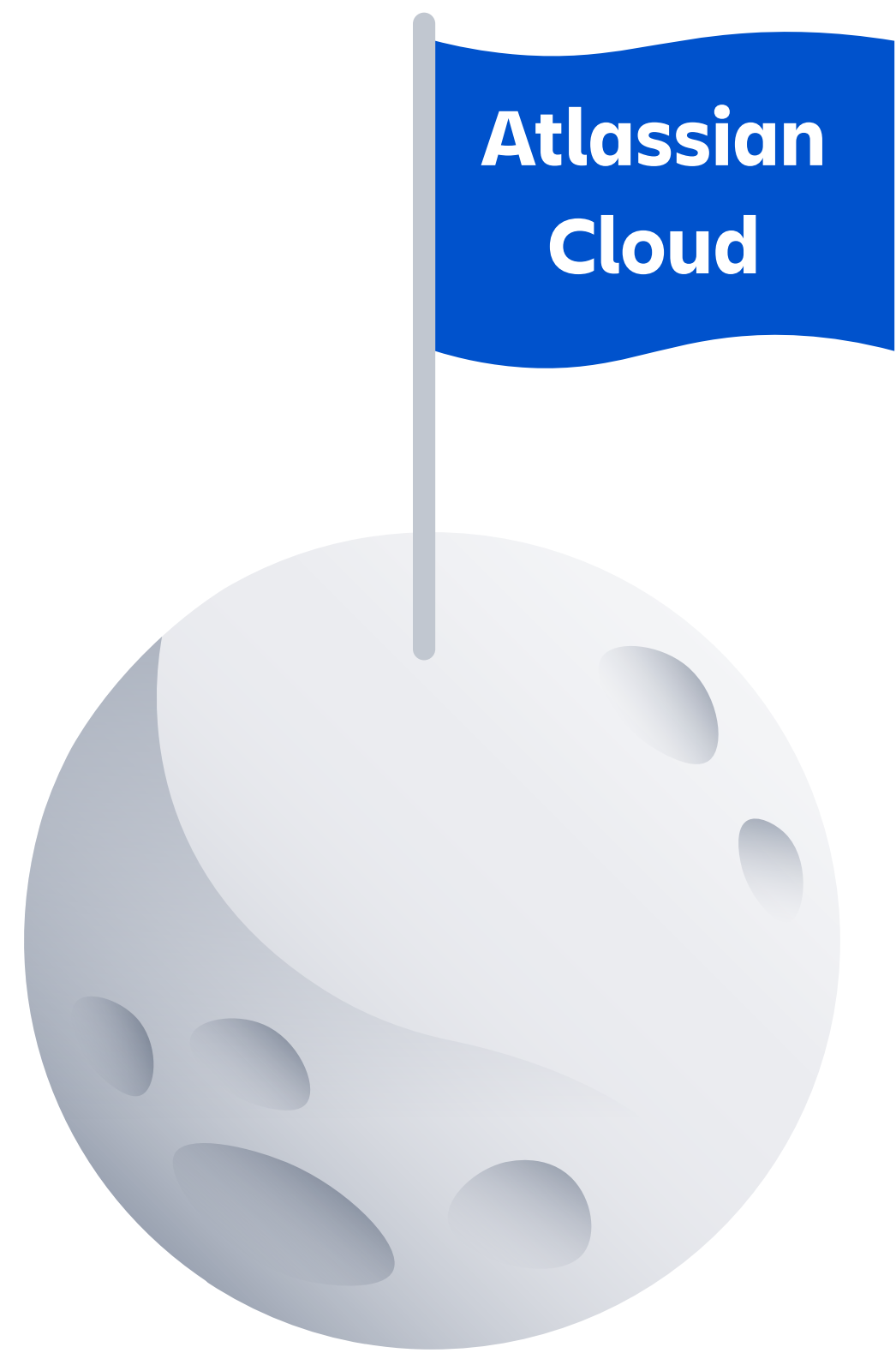
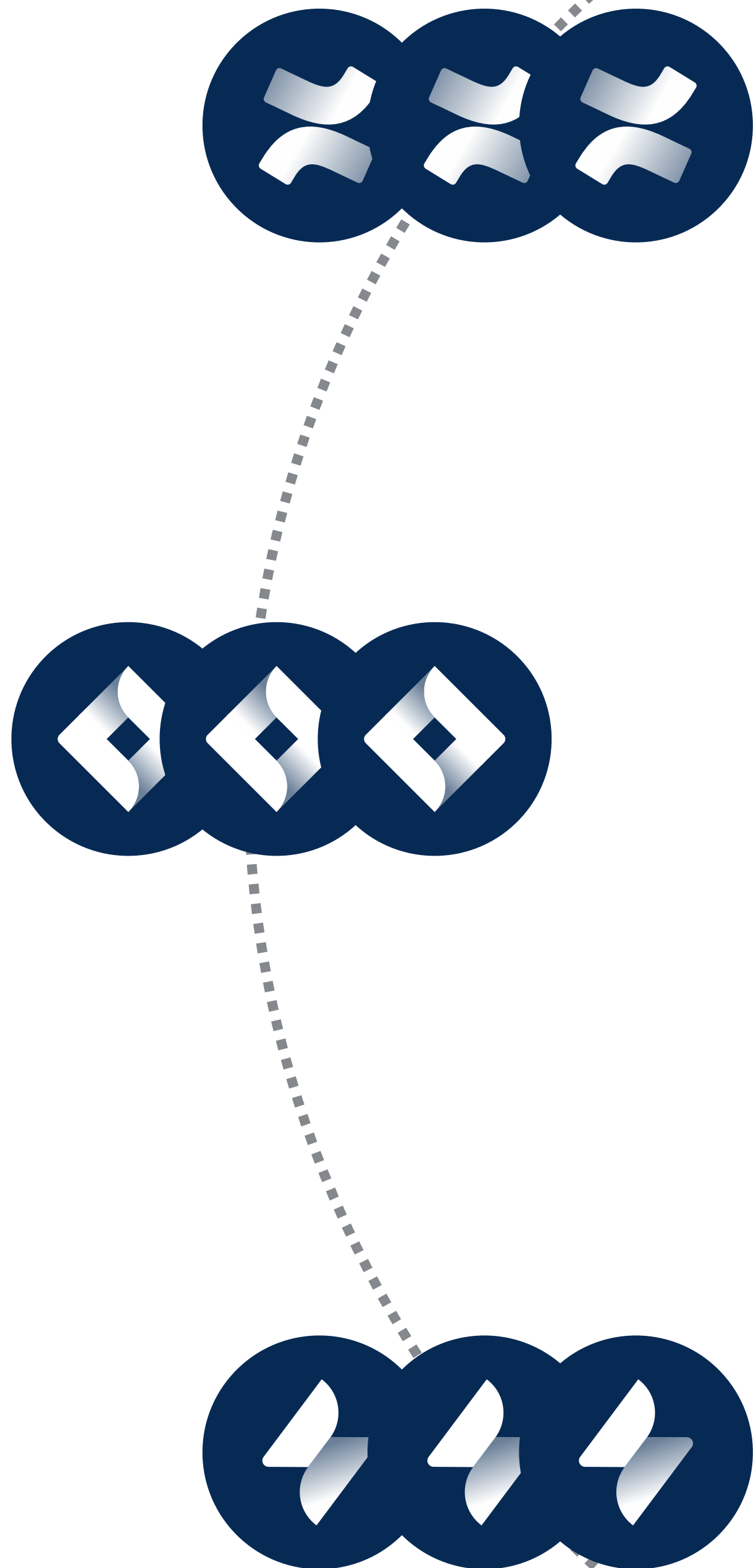
**YITING JIN**

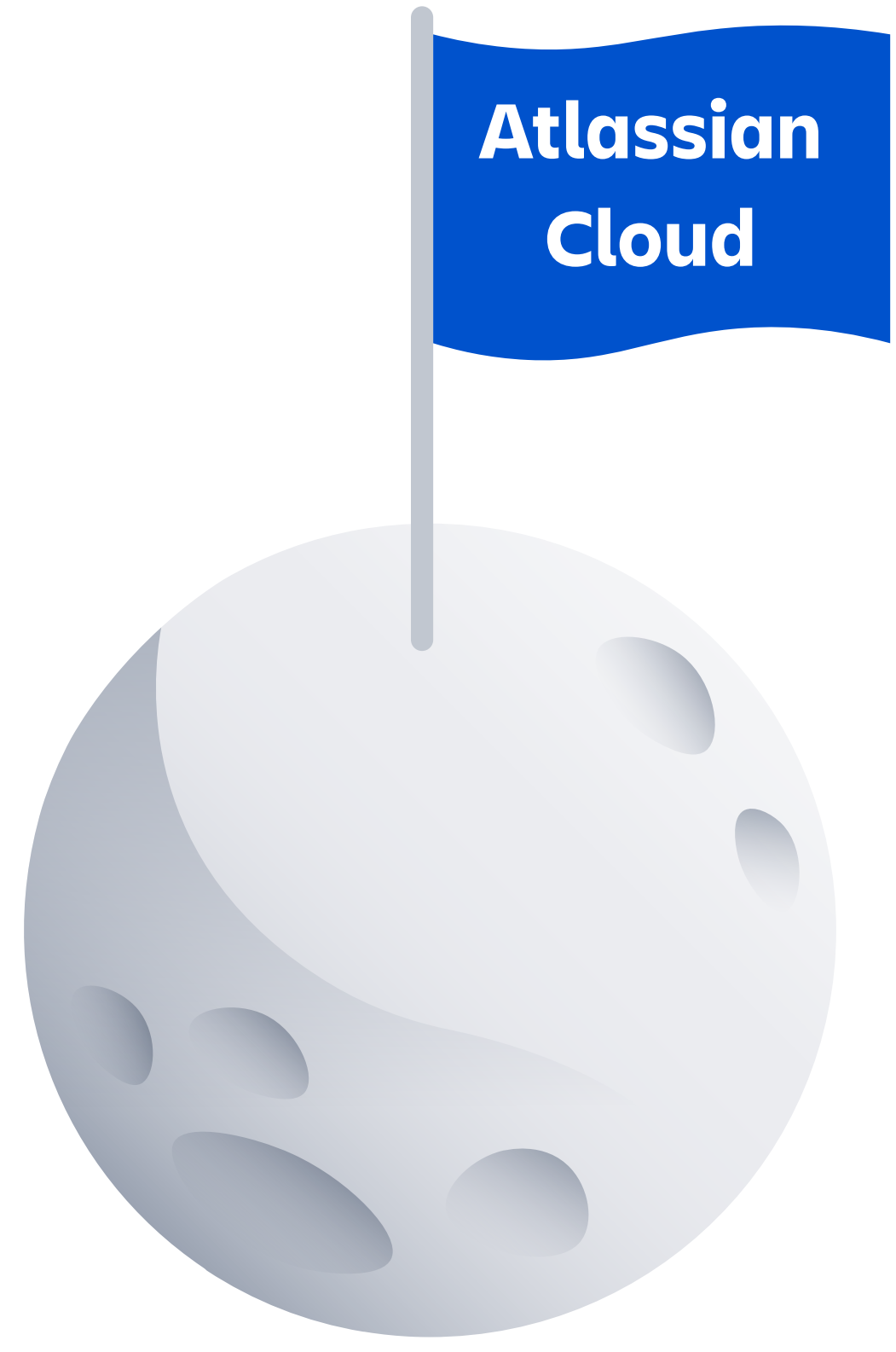
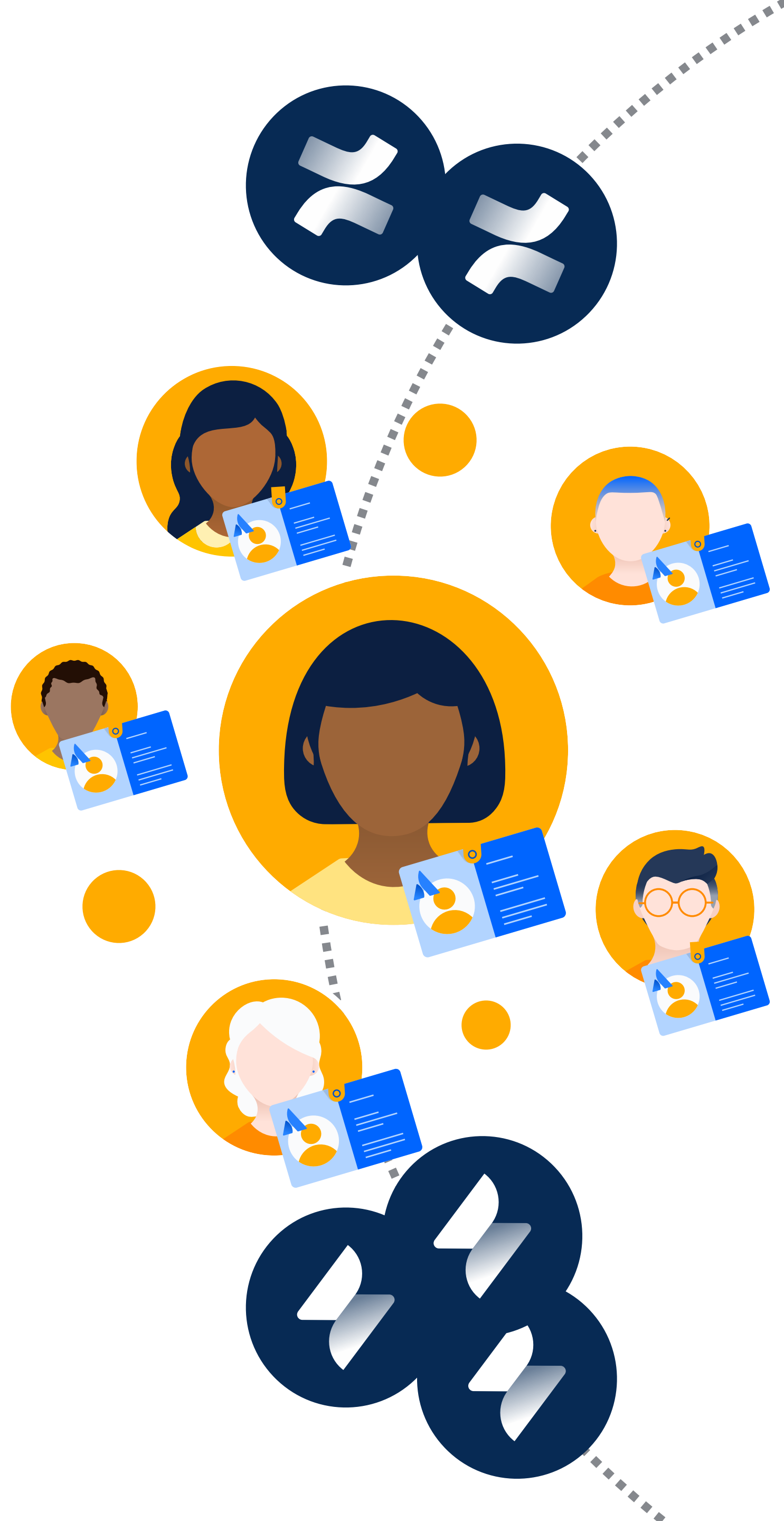
**SENIOR PRODUCT MANAGER**

**@YITINGJIN**



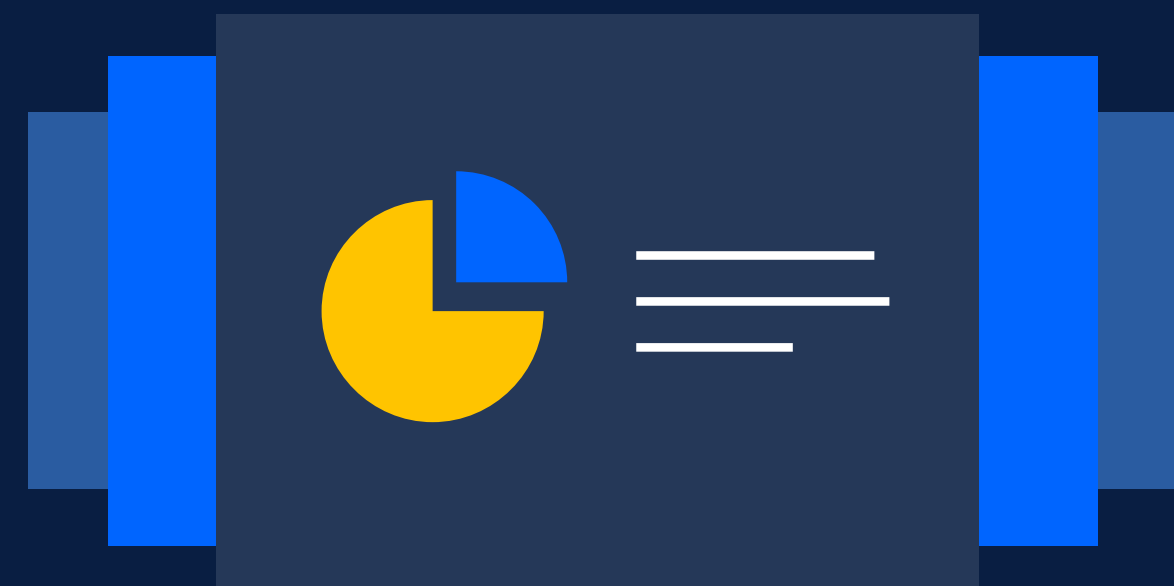






Inevitably...  
many products  
many users  
many changes





## **AGENDA**

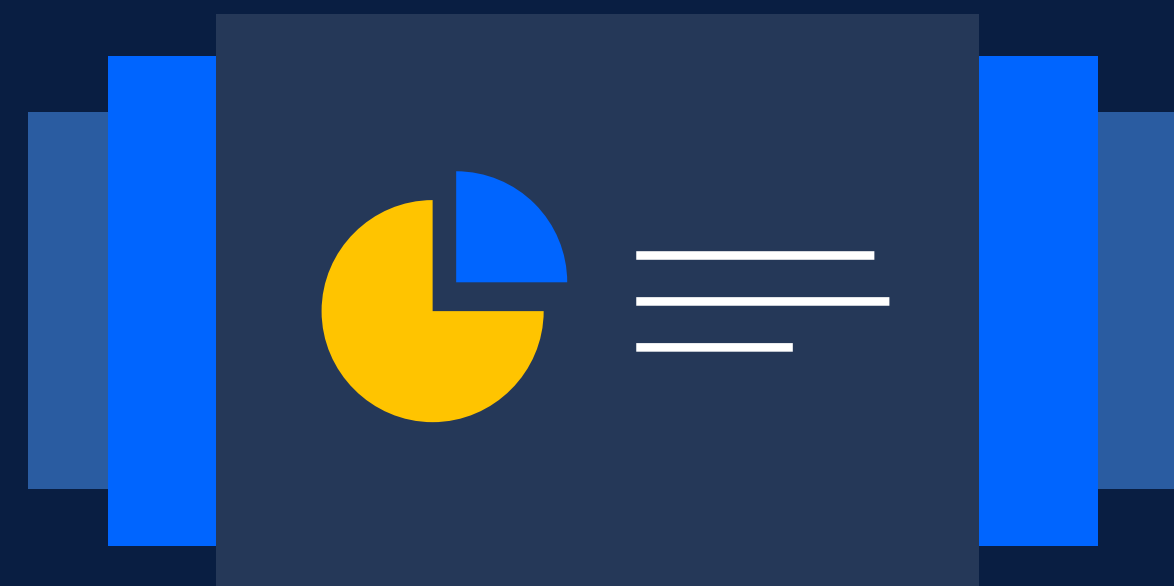
**Scale with multiple instances**

**Centralized enterprise administration**

**Manage product changes**

**Enforcing security at scale**

**Discover your true Atlassian footprint**



## **AGENDA**

**Scale with multiple instances**

Centralized enterprise administration

Manage product changes

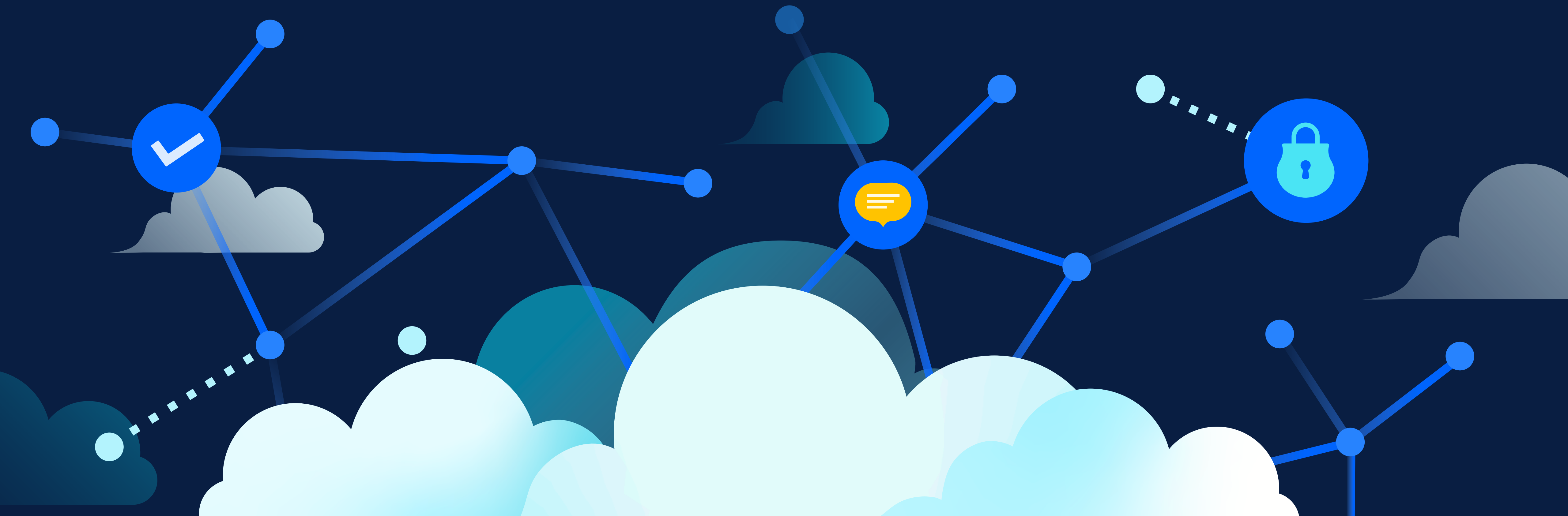
Enforcing security at scale

Discover your true Atlassian footprint

## OUR CLOUD PROMISE

---

# Deliver the best Atlassian experience



# Scaling enterprise heights

Launched cloud (2011)

Atlassian Access  
(2018)

Cloud Premium (2019)

Cloud Enterprise (2020)



INTRODUCING...

# CLOUD ENTERPRISE



Jira Software

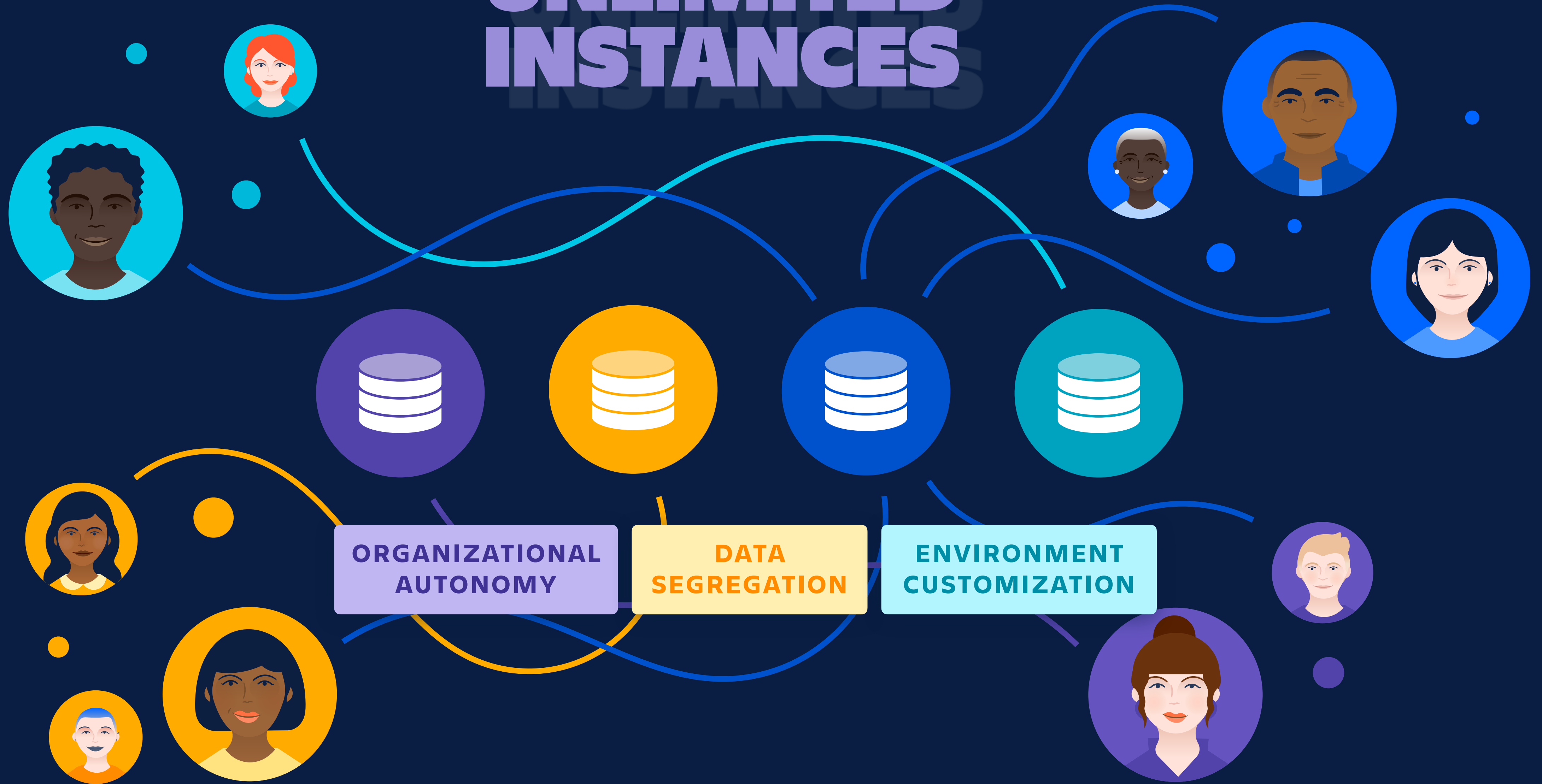


Confluence



Jira Service Management

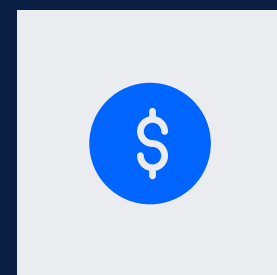
# UNLIMITED INSTANCES





# Scale globally with multiple instances

## Atlassian Cloud Enterprise: 10,000 user example



**Unique user billing**  
Assign users to multiple sites with a single license



**Centralized administration**  
Manage users, products, security policies, insights



**Customize instances**  
with Marketplace apps, configurations and more



**Corporate (10K users)**  
corporate-acme.atlassian.net

+



**Services (1.8K users)**  
services-acme.atlassian.net

+



**IT (100 users)**  
IT-acme.atlassian.net



**Subsidiary 1 (600 users)**  
sub1-acme.atlassian.net

+



**Subsidiary 2 (200 users)**  
sub2-acme.atlassian.net

=

**Total 10K users**

 Jira Software  Confluence  Jira Service Management

# USER EXPERIENCE ACROSS MULTIPLE SITES

## Navigate sites

Easily navigate Cloud sites & products with App Switcher. Single sign-on.

## Find your work

Atlassian start is the single place to navigate your content and search across all sites.

## Issue and page links

Jira and Confluence Smart Links with inline, card, and embed views for all Atlassian products, and for popular Cloud services.

The screenshot displays the Atlassian Confluence interface. At the top, the navigation bar includes 'Confluence', 'Home', 'Recent', 'Spaces', 'People', 'Apps', and a 'Create' button. A search bar is located on the right. The 'App Switcher' menu is open, showing a list of applications: Jira Software (product-fabric), hello-it, security, marketing, Confluence (hello), Opsgenie (product-fabric), Bitbucket, Statuspage, Trello, and Administration. Below this, there are sections for 'JOIN' (Jira Software fabric-syd) and 'DISCOVER' (Jira Service Management High-velocity ITSM, Trello Collaborate visually on any project). The main content area shows a 'Project rollout plan' page. The page header includes 'IT / Pages / Projects' and the title 'Project rollout plan'. It is created by Zlatica Chalupka and updated 2 hours ago. A table lists project details: Objective (Be the wax to soften, condition and waterproof our products), Due date (14 Feb 2020), Key outcomes (30% more shine), and Status (IN PROGRESS). Below the table is an 'Introduction' section about Lupin's mission and a 'How to "dubbin"' section about font usage. At the bottom, another table lists 'Description', 'Pros / Cons', and 'Notes' for the dubbin process.

Objective	Be the wax to soften, condition and waterproof our products
Due date	14 Feb 2020
Key outcomes	30% more shine.
Status	<b>IN PROGRESS</b>

### Introduction

Lupin's mission is to become a transnational pharmaceutical company through the development and introduction of a wide portfolio of branded and generic products in key markets.

### How to "dubbin"

Use sans-serif fonts for most of our type, the exception being when you want to display code then you should defer to monospace fonts. Dubbin is great for leather boots, but not for suede or nubuck materials. Never use dubbin on suede or nubuck leather, as these types of leather can be damaged by the oily nature of dubbing wax. You might even cause irreparable damage to the material.

Description	Pros / Cons	Notes
Dubbin is great for leather boots	Messy	Can tidy up easily

# USER EXPERIENCE ACROSS MULTIPLE SITES

## Navigate sites

Easily navigate Cloud sites & products with App Switcher. Single sign-on.

## Find your work

Atlassian start is the single place to navigate your content and search across all sites.

## Issue and page links

Jira and Confluence Smart Links with inline, card, and embed views for all Atlassian products, and for popular Cloud services.

The screenshot displays the Atlassian Start dashboard. At the top left, the 'ATLASSIAN Start' logo is visible. A search bar contains the text 'roadmap'. Below the logo, there are three 'Switch to' buttons for 'Jira Software hello', 'Confluence product-fabric', and 'Jira Service Desk hello'. Underneath, 'Frequent places' are listed: 'Customer Support Confluence' and 'Sales Ops Confluence'. A 'Worked on Viewed' section shows a list of items under the 'TODAY' tab, including 'New Lenovo Thinkpad Setup (Notebook) Facilities Workplace Support', 'IO-030 Track2Go e-trace dropping GPS connecti IT Operations', 'Bad JSON data coming back from hotel API Platform', and 'Fixing the printer IT Operations'. On the right side, a search results panel for 'Confluence Jira' shows a list of 'PAGES, BLOGS & ATTACHMENTS 99+'. The list includes items like 'Mac OS X: How to add a network printer IT Operations • Recently viewed', 'RB - Logstash monitoring Workplace Support • Recently viewed', 'Knowledge Central IT Knowledge Base • Updated 3 hours ago', 'How-to articles Beyond Gravity • Updated 3 hours ago', 'Fixing the printer IT Support • Updated 3 hours ago', 'Broken keyboard Digital Marketing Support • Updated 3 hours ago', 'Service Catalog Sales Ops • Updated 3 hours ago', 'Meet the SeeSpaceEZ Team Customer Support • Updated 3 hours ago', 'Change Risk Assessment Facilities Workplace Support • Updated 3 hours ago', and 'Resolving Connection Issues on Your Wi-Fi Network for Windows... Travel & Relocation Support • Updated 3 hours ago'. Below this list are sections for 'SPACES' (Travel & Relocation Support, Digital Marketing Support) and 'PEOPLE' (Grace Harris @gharris). On the far right, there are filter sections: 'FILTER BY SITE' (hello, product-fabric), 'FILTER BY SPACE' (Sales Ops, Customer Support, Workplace Support), and 'FILTER BY CONTRIBUTOR' (Fran Perez, Jane Rotanson, Hassana Ajayi). A 'Give feedback' link is at the bottom right. At the bottom of the search results, it says 'Search on: Hello product-fabric'.



# USER EXPERIENCE ACROSS MULTIPLE SITES

## Navigate sites

Easily navigate Cloud sites & products with App Switcher. Single sign-on.

## Find your work


Atlassian start is the single place to navigate your content and search across all sites.

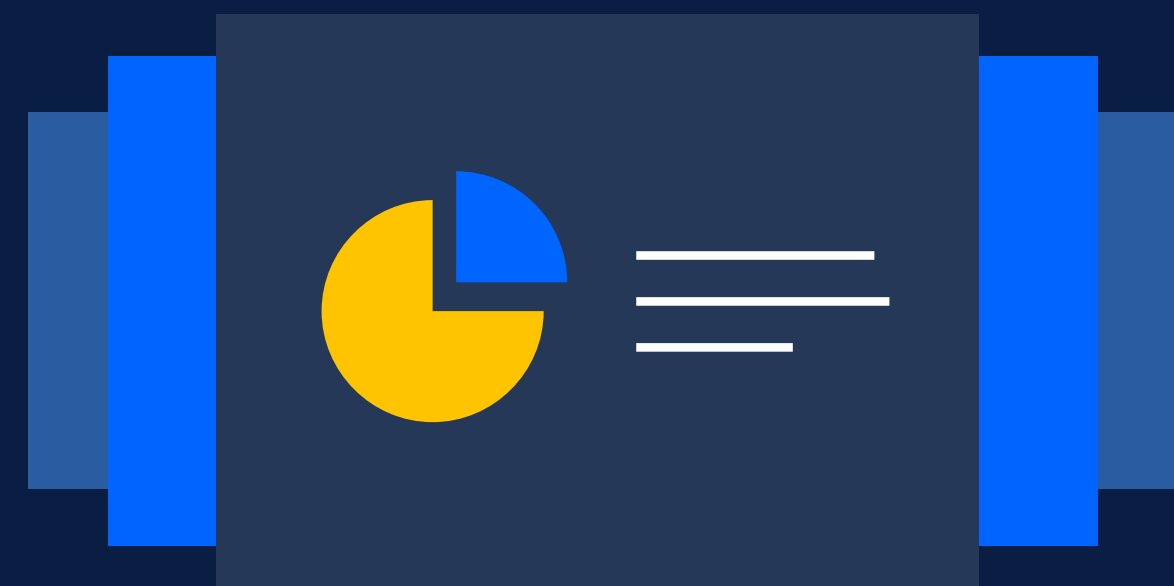
## Issue and page links

Jira and Confluence Smart Links with inline, card, and embed views for all Atlassian products, and for popular Cloud services.

Normal te: v | B I ... | ≡ v | A v | ☰ ☰ | ☑ ☒ ☒ @ ☺ ☒ || + v | 🔍 BS + 🔒 Publish Close ...

### Supercharge Confluence Resources

- Supercharge Confluence Slides**  
This page is within the home space  
✕ Confluence
- SC-1: How to Supercharge Confluence** IN PROGRESS  
Updated 6 minutes ago  
👤 1  
🔗 Jira
- Supercharging Confluence Cloud for your entire organization (1).key**  
Updated 2 months ago  
📄 Dropbox Download Preview  

- Supercharge Confluence**  
Updated 18 minutes ago



## **AGENDA**

Scale with multiple instances

**Centralized enterprise administration**

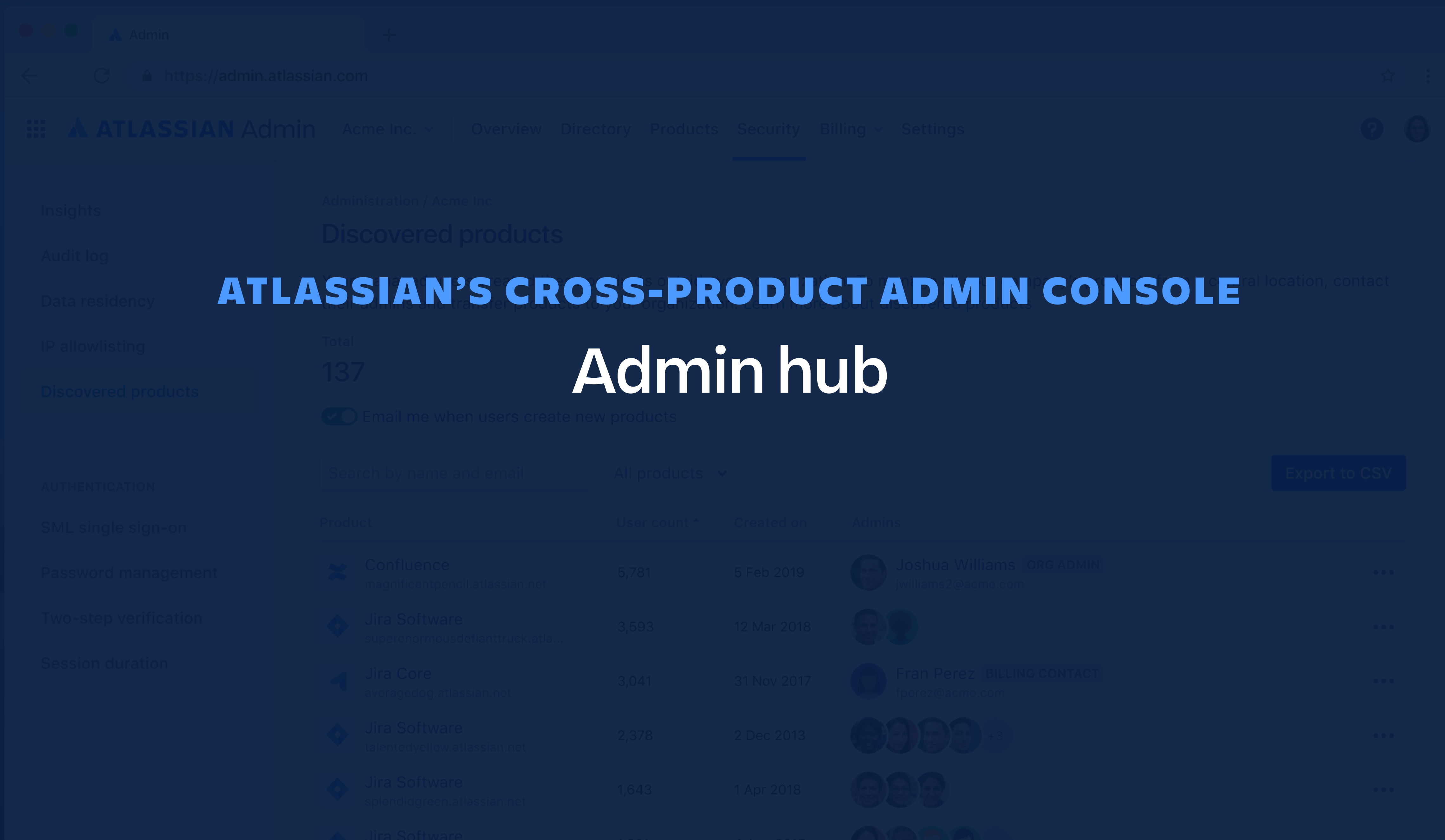
Manage product changes

Enforcing security at scale

Discover your true Atlassian footprint

# ATLASSIAN'S CROSS-PRODUCT ADMIN CONSOLE

## Admin hub



Admin / Acme Corporation

# Acme Corporation

Product	Plan	Users	
Confluence acme-enterprise.jira-dev.com	Enterprise	142,31	...
Jira Service Management acme-enterprise.jira-dev.com	Enterprise	876	...
Jira Software acme-enterprise.jira-dev.com	Enterprise	11,574	...
Confluence acme-europe.jira-dev.com	Premium	4,983	
Jira Software acme-europe.jira-dev.com	Enterprise	3,245	
Confluence acme-partners.jira-dev.com	Premium	8,777	
Jira Service Management acme-partners.jira-dev.com	Enterprise	122	

**BILLING**

- acme-enterprise**  
View bill
- acme-europe**  
View bill
- acme-partners**  
View bill

**Check your cloud security**

Best practices to create a strong security posture for securing your company's cloud work. [View guide](#)

- Manage users
- Manage product access
- Manage sandboxes
- Manage release tracks
- Manage data residency
- Open Jira Software
- Jira settings
- Manage Jira apps



# ONE PLACE FOR ADMINISTRATION

## Product instances

Quick overview of all Jira and Confluence instances in org  
(Trello coming mid-2021)

## Usage overview

See plan and license utilization in one place

## Quick actions

Jump immediately to key admin actions from a central place

Admin / Acme Corporation

### Acme Corporation

Product	Plan	Users	
Confluence acme-enterprise.jira-dev.com	Enterprise	142,31	...
Jira Service Management acme-enterprise.jira-dev.com	Enterprise	876	...
Jira Software acme-enterprise.jira-dev.com	Enterprise	11,574	...
Confluence acme-europe.jira-dev.com	Premium	4,983	...
Jira Software acme-europe.jira-dev.com	Enterprise	3,245	...
Confluence acme-partners.jira-dev.com	Premium	8,777	...
Jira Service Management acme-partners.jira-dev.com	Enterprise	122	...

**BILLING**

- acme-enterprise**  
View bill
- acme-europe**  
View bill
- acme-partners**  
View bill

**Check your cloud security**

- Manage users
- Manage product access
- Manage sandboxes
- Manage release tracks
- Manage data residency
- Open Jira Software
- Jira settings
- Manage Jira apps

... practices to create a strong securing your company's it work. [View guide](#)



# ENTERPRISE USER MANAGEMENT

## Domain claim

Add domains to your organization to associate accounts to your organization

## Domain capture

All domain users are automatically captured under your organization as *managed accounts*

## Account management

Edit, deactivate, review product access & security, and delete managed accounts

The screenshot shows the Atlassian Administration interface for Acme Corporation. The navigation bar includes 'Overview', 'Directory', 'Products', 'Security', 'Billing', and 'Settings'. The 'Directory' tab is active. The left sidebar contains 'Managed accounts', 'User provisioning', 'G Suite', and 'Domains'. The main content area is titled 'Domains' and includes instructions for adding and verifying domains. A text box contains the verification record 'atlassian-domain-verification=j3DbahVbbX' with a 'Copy' button. Below this is a 'Verify domain' button. A table at the bottom shows a list of domains with columns for Name, Status, and Accounts.

Admin / Acme Corporation

### Domains

Domains are used to determine which user accounts can be managed by your organization. You need to verify that you own a domain to be able to manage the accounts that use that domain in their email addresses. [Learn more](#)

[DNS](#) [HTTPS](#) [G Suite](#)

1. Add the TXT record below to the DNS host of the domains you want to verify.

atlassian-domain-verification=j3DbahVbbX [Copy](#)

The same record can be used for multiple domains.

DNS changes **can take up to 72 hours to update** depending on your DNS host. You may need to wait before adding and verifying your domains.

2. After adding the TXT record, click **Verify domain** below.

If you have difficulties with this process, ask your IT department for help.

[Verify domain](#)

### Domains

Name	Status	Accounts	
acmecorp.com DNS record	VERIFIED	18,117	...

# ENTERPRISE USER MANAGEMENT

## Domain claim

Add domains to your organization to associate accounts to your organization

## Domain capture

All domain users are automatically captured under your organization as *managed accounts*

## Account management

Edit, deactivate, review product access & security, and delete managed accounts

Admin / Acme Corporation

### Managed accounts

[Export accounts](#)

These are the managed accounts from the verified domains in your organization. [Learn more](#)

Total: 18,117    Deactivated: 974

Search by name and email    All accounts    Product access

<input type="checkbox"/>	User	Email address	Products	Actions
<input type="checkbox"/>	Allison Flores <b>DEACTIVATED</b>	allisonflores@acmecorp.com	No product access	Show details
<input type="checkbox"/>	Allison Young <b>DEACTIVATED</b>	allisonyoung@acmecorp.com	No product access	Show details
<input type="checkbox"/>	Amber Clayton	amberclayton@acmecorp.com	Confluence, Jira Software	Show details
<input type="checkbox"/>	Andrew Kendris	andrew@acmecorp.com	Jira Service Management, Confluen...	Show details
<input type="checkbox"/>	Andrew Young	ayoung@acmecorp.com	No product access	Show details
<input type="checkbox"/>	Anna Richardson	annarichardson@acmecorp.com	Confluence, Jira Software	Show details
<input type="checkbox"/>	Anthony House	anthonyhouse@acmecorp.com	Confluence, Jira Software	Show details
<input type="checkbox"/>	Art Vanderhoop	artv@acmecorp.com	No product access	Show details
<input type="checkbox"/>	Arthur Van	arthurv@acmecorp.com	No product access	Show details
<input type="checkbox"/>	Arunaditya Joshi	arunadityajoshi@acmecorp.com	Confluence, Jira Software	Show details
<input type="checkbox"/>	Avni Barman	avni@acmecorp.com	Confluence, Jira Software	Show details
<input type="checkbox"/>	Bartholomew Diaz	bartholomewdiaz@acmecorp.com	Jira Software	Show details

# ENTERPRISE USER MANAGEMENT

## Domain claim

Add domains to your organization to associate accounts to your organization

## Domain capture

All domain users are automatically captured under your organization as *managed accounts*

## Account management

Edit, deactivate, review product access & security, and delete managed accounts

The screenshot shows a user management page for 'Anna Richardson' within the 'Acme Corporation' context. The breadcrumb trail is 'Admin / Acme Corporation / Managed accounts'. The user's name is 'Anna Richardson' and her last active date is 'January 31, 2021'. There are two buttons: 'Reset password' and 'Deactivate account', followed by a three-dot menu. A blue information box states: 'Account is managed by your identity provider. Manage the email address and profile details in your identity provider.' Below this, the user's full name is 'Anna Richardson' and her email address is 'annarichardson@acmecorp.com'. A profile picture placeholder shows the initials 'AR' on an orange circle. A 'Show more details' link is present. The 'Product access' section contains a table with two rows: 'Confluence' and 'Jira Software', both on 'Enterprise' plans, with the URL 'acme-enterprise.jira-dev.com' and last active date 'January 31, 2021'. Below the table, it notes that Atlassian Cloud Enterprise users do not count towards the Atlassian Access bill. The 'Security' section includes a 'Two-step verification' subsection with instructions to go to identity provider settings.

Admin / Acme Corporation / Managed accounts

**Anna Richardson** Reset password Deactivate account ⋮

Last active: January 31, 2021

**i** Account is managed by your identity provider  
Manage the email address and profile details in your identity provider.

Full name 🔒  
Anna Richardson

Email address 🔒  
annarichardson@acmecorp.com

[Show more details](#)

Profile Picture

### Product access

Product	Plan	URL	Last active	
Confluence	Enterprise	acme-enterprise.jira-dev.com	January 31, 2021	⋮
Jira Software	Enterprise	acme-enterprise.jira-dev.com	January 31, 2021	⋮

Atlassian Access bill  
Atlassian Cloud Enterprise users do not count towards your Atlassian Access bill. [Learn more](#)

### Security

Two-step verification  
Go to your identity provider settings to manage how users log in with a second step.

Recent devices

# MANAGING PRODUCT ACCESS

## Org-wide user list

See all users (internal and external) with access to any product in your org in one place

## Multi-product access management

Manage user access to all instances and products from one screen

## Invite

Invite users to multiple products in one action

Administration / Acme Inc.

### Users

These users have access to the products in this organization. [Learn more](#)

Total users	Active users	Administrators
53	43	2

Enter name or email address

User	Last active	Status
Amar Sundaram asundaram@atlassian.com	12 Nov 2020 ⓘ	Invited Invitation not sent
Donald Stephens dstephens@atlassian.com	2 Jan 2021	Invited
Fran Perez fperez@atlassian.com	02 Dec 2020	Active
Jane Rotanson <b>ORG ADMIN</b> jrotanson@atlassian.com	02 Jan 2020	Active
Jie Yan Song jysong@atlassian.com	04 Apr 2020	Suspended
Omar Darboe odarboe@atlassian.com	06 Sep 2019	Deactivated
Samuel Hall shall@atlassian.com	15 Sep 2020	Active



# MANAGING PRODUCT ACCESS

## Org-wide user list

See all users (internal and external) with access to any product in your org in one place

## Multi-product access management

Manage user access to all instances and products from one screen

## Invite

Invite users to multiple products in one action

The screenshot shows the Atlassian Admin interface for a user named Fran Perez. The browser address bar shows <https://admin.atlassian.com>. The navigation menu includes Overview, Directory, Products, Security, Billing, and Settings. The user profile for Fran Perez is displayed, showing last active on 31 Mar 2020. The account details section includes a profile picture and fields for Full name (Fran Perez), Email address (fperez@acme.com), and Nickname (@fperez). A 'Suggest changes' button is present. The Products section lists the user's access to various products:

Product	Last active	Product roles
Jira Software (acme.atlassian.net)	6 Jan 2020	User
Jira Service Management (acme.atlassian.net)	26 Feb 2020	Agent
Confluence (acme.atlassian.net/wiki)	11 Jul 2019	Confluence admin
Jira Software (beyond-gravity.atlassian.net)		User
Confluence (beyond-gravity.atlassian.net/wiki)		Confluence admin

A dropdown menu for the 'Confluence admin' role is open, showing two options: 'User' (unchecked) and 'Confluence admin' (checked). The 'Confluence admin' role description is 'Can update product settings, invite users to the instance.' A 'Remove product access' button is visible at the bottom of the dropdown. The interface also includes an 'Add products' button and a 'Groups' section at the bottom.

# MANAGING PRODUCT ACCESS

## Org-wide user list

See all users (internal and external) with access to any product in your org in one place

## Multi-product access management

Manage user access to all instances and products from one screen

## Invite

Invite users to multiple products in one action

Admin +

https://admin.atlassian.com

### Invite people to Acme Inc

We'll invite, onboard, and ask new users to enter their personal details when they join the organization.

Email addresses \*

aramos@acme.com \* jysong@acme.com \* |

Separate emails using a comma. Note, we can't send invitations to distribution lists.

Product	Product roles
Jira Software acme.atlassian.net	User
Jira Service Management acme.atlassian.net	None
Confluence acme.atlassian.net/wiki	User
Opsgenie acme.atlassian.net	
Statuspage acme.atlassian.net	
Jira Software beyond-gravity.atlassian.net	
Confluence beyond-gravity.atlassian.net/wiki	
Jira administration acme.atlassian.net	None

User  
Can access the products, no product admin permissions.

Confluence admin  
Can update product settings, invite users to the instance.

[Remove product access](#)

# MANAGING PRODUCT ACCESS

## Centralized group administration

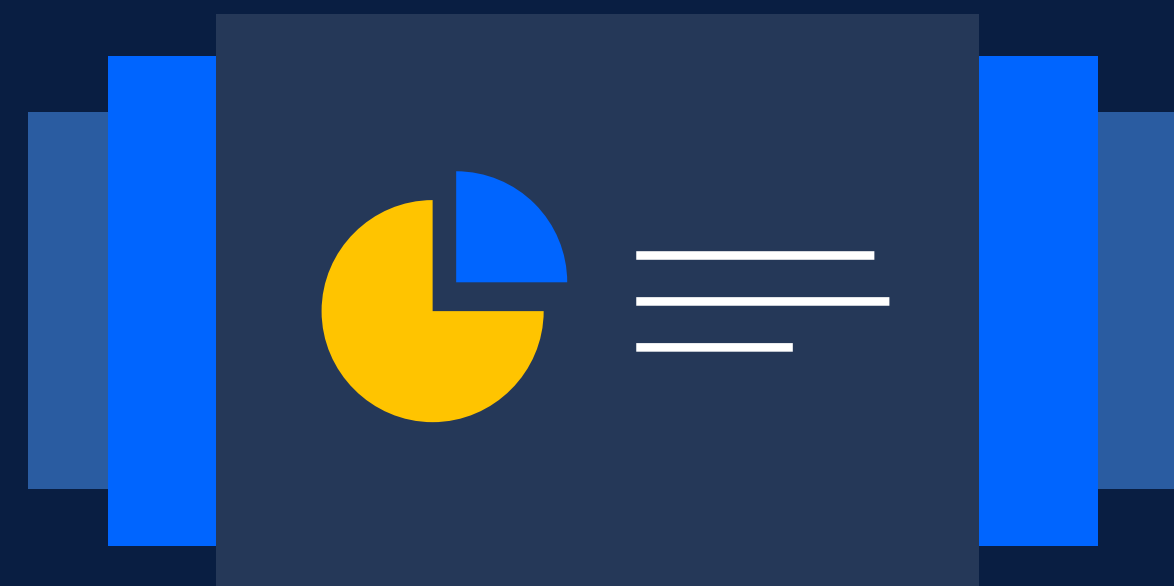
Use groups (local or from an external directory) across multiple instances and products

## Detailed product access breakdown

See plan, pricing, and utilization info in-context

The screenshot shows the Atlassian Admin interface for 'Acme Inc.' with the 'Products' tab selected. The main content area displays the 'Confluence' product page, which includes a table of group access details. The table lists groups such as 'Confluence admin', 'Confluence users', 'Digital Marketing Support', 'Engineering', and 'Workplace Tech', along with their member counts and assigned product roles. A toggle switch indicates that 'New users have access to this product' is currently turned on.

Group	Members	Default group	Product roles
<b>Confluence admin</b> Grants admin access to the main Confluence	6	<input checked="" type="checkbox"/>	Confluence admin
<b>Confluence users</b> Grants access to the main Confluence	5,093	<input checked="" type="checkbox"/>	User
<b>Digital Marketing Support</b> Grant access to Confluence Marketing support space	2	<input type="checkbox"/>	User
<b>Engineering</b> All engineers	4,203	<input type="checkbox"/>	User
<b>Workplace Tech</b> All members of WPT	52	<input type="checkbox"/>	User



## **AGENDA**

Scale with multiple instances

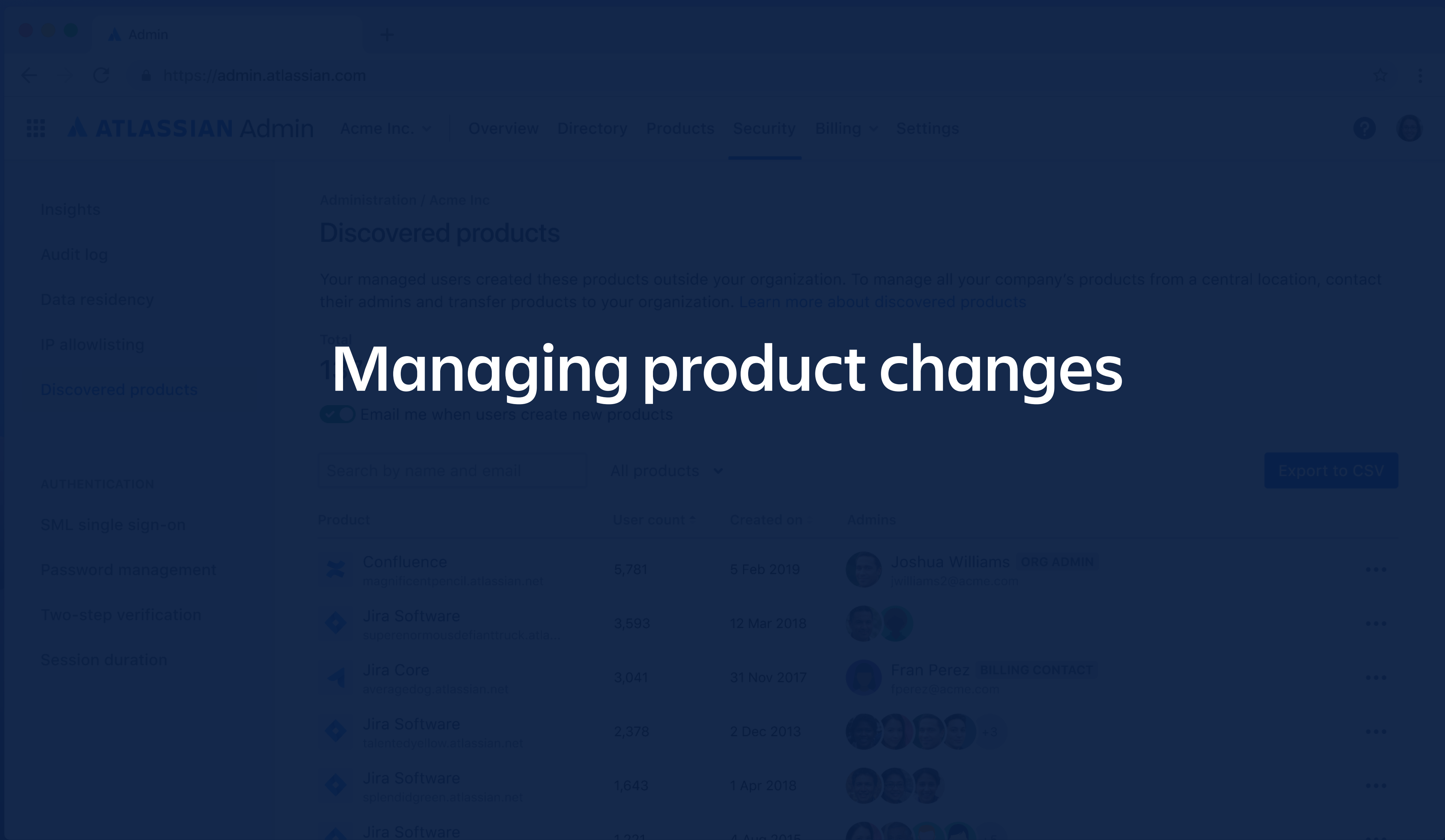
Centralized enterprise administration

**Manage product changes**

Enforcing security at scale

Discover your true Atlassian footprint





# Managing product changes

Administration / Acme Inc

## Discovered products

Your managed users created these products outside your organization. To manage all your company's products from a central location, contact their admins and transfer products to your organization. [Learn more about discovered products](#)

Total

1

Email me when users create new products

Search by name and email

All products

Export to CSV

Product	User count	Created on	Admins
Confluence magnificentpencil.atlassian.net	5,781	5 Feb 2019	Joshua Williams <b>ORG ADMIN</b> jwilliams2@acme.com
Jira Software superenormousdefianttruck.atla...	3,593	12 Mar 2018	
Jira Core averagedog.atlassian.net	3,041	31 Nov 2017	Fran Perez <b>BILLING CONTACT</b> fperez@acme.com
Jira Software talentedyellow.atlassian.net	2,378	2 Dec 2013	+3
Jira Software splendidgreen.atlassian.net	1,643	1 Apr 2018	
Jira Software	1,221	4 Aug 2015	

# MANAGING PRODUCT CHANGES

## Sandbox

Safely test and preview changes in an isolated and separate environment

## Release tracks

Control the frequency of how often you receive Atlassian product changes

## Release notes

Get everything you need to know about a recent or upcoming change

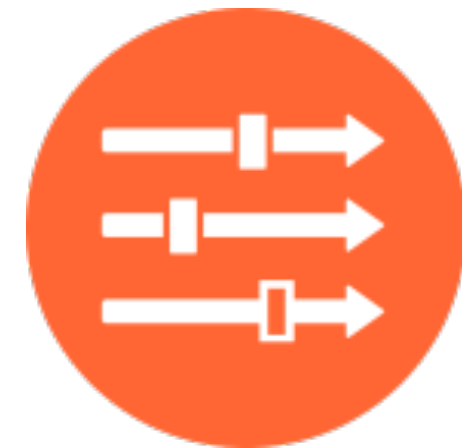
The screenshot shows the Atlassian Administration interface for Acme Corporation. The navigation bar includes 'Overview', 'Directory', 'Products' (selected), 'Security', 'Billing', and 'Settings'. The left sidebar lists 'Products', 'Product URLs', 'Release tracks', and 'Sandbox' (selected). Under 'SITES AND PRODUCTS', there are five sites: 'acme-enterprise-sa...', 'acme-enterprise', 'acme-europe', 'acme-legal', and 'acme-partners'. The main content area is titled 'Sandbox' and includes a 'Create sandbox' button. Below this is a table with columns for 'Sandbox', 'Production', 'Last updated', and 'Actions'. The table contains one entry for 'Jira Software' with the production URL 'acme-enterprise.jira-dev.com' and a last updated date of 'Feb 07, 2021'.

Sandbox	Production	Last updated	Actions
Jira Software acme-enterprise-sandbox-954.jira-dev.com	acme-enterprise.jira-dev.com	Feb 07, 2021	...

## ENHANCED BY ATLASSIAN Marketplace

---

Marketplace apps to manage and move Jira configuration between instances, including sandboxes



### Project Configurator for Jira

By Adaptavist



### Configuration Manager for Jira

By Botron Software

COMING SOON

# MANAGING PRODUCT CHANGES

## Sandbox

Safely test and preview changes in an isolated and separate environment

## Release tracks

Control the frequency of how often you receive Atlassian product changes

## Release notes

Get everything you need to know about a recent or upcoming change

The screenshot shows the Atlassian Administration interface for Acme Corporation. The navigation menu includes Overview, Directory, Products (selected), Security, Billing, and Settings. The left sidebar shows a tree view with Products, Product URLs, Release tracks (selected), and Sandbox. Under 'SITES AND PRODUCTS', there are four sites: acme-enterprise-sa..., acme-enterprise, acme-europe, acme-legal, and acme-partners. The main content area is titled 'Release tracks' and provides instructions on how to manage changes. It lists three track types: Continuous, Bundled, and Preview. Below this is a table of product release tracks.

Admin / Acme Corporation

### Release tracks

Choose when changes and new features are added to your products. [Learn more about release tracks](#)

**Continuous track:** Changes are added as soon as they're available. To view the changes go to the [cloud releases blog](#).

**Bundled track:** Changes roll out as a group every 2 weeks. To view changes select the next release date.

**Preview track:** Bundled changes are added early to sandboxes. To view changes select the next release date.

Product	Track	Next release	Last release	
Jira Software <b>SANDBOX</b> acme-enterprise-sandbox-954.jira-dev.com	Continuous	-	-	Change track
Confluence acme-enterprise.jira-dev.com	Continuous	-	-	Change track
Jira Service Management acme-enterprise.jira-dev.com	Continuous	-	-	Change track
Jira Software acme-enterprise.jira-dev.com	Continuous	-	-	Change track
Confluence acme-europe.jira-dev.com	Bundled	-	-	Change track
Jira Software acme-europe.jira-dev.com	Continuous	-	-	Change track
Confluence acme-legal.jira-dev.com	Continuous	-	-	
Confluence acme-partners.jira-dev.com	Continuous	-	-	Change track
Jira Service Management acme-partners.jira-dev.com	Continuous	-	-	Change track

# MANAGING PRODUCT CHANGES

## Sandbox

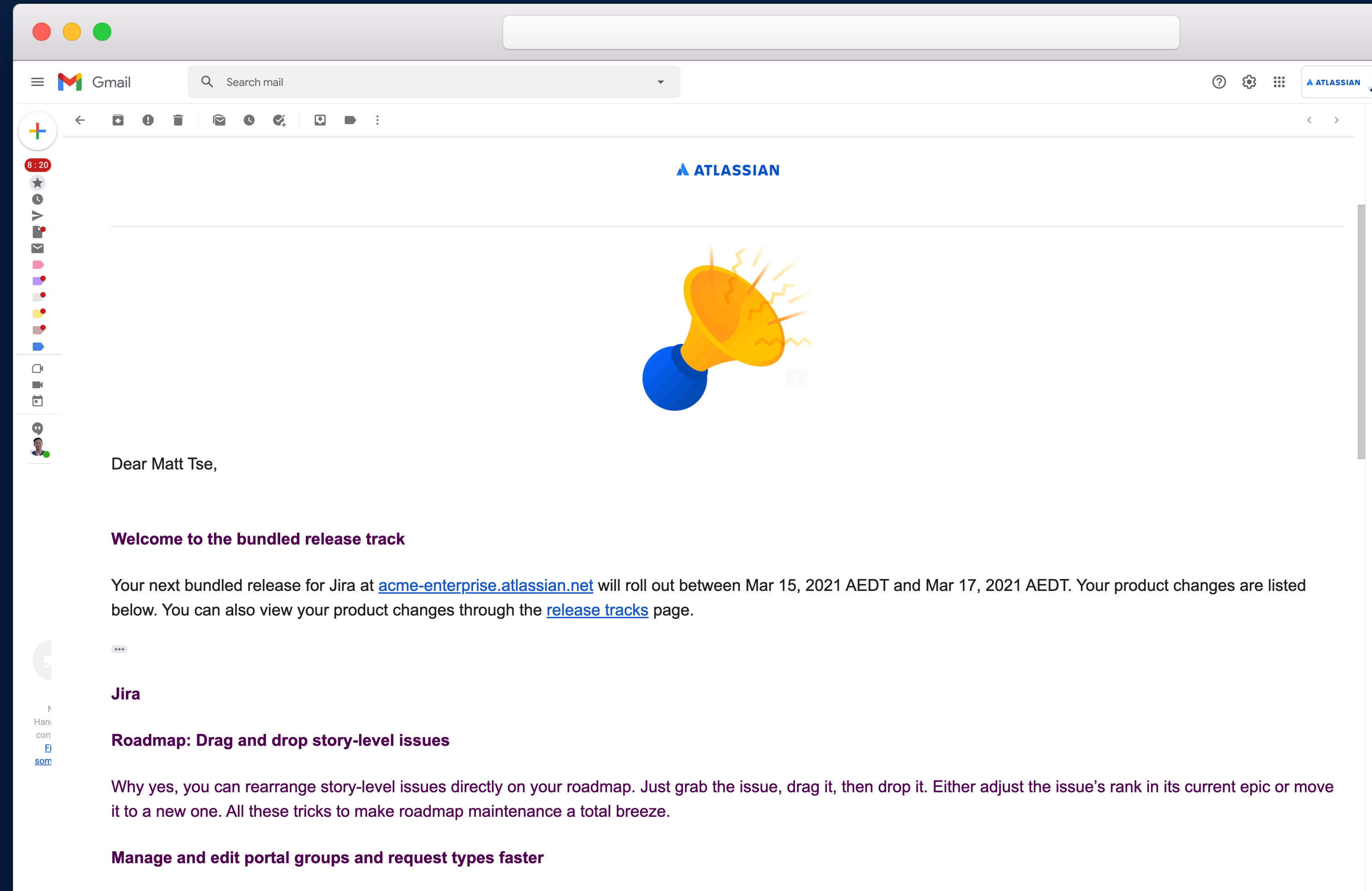
Safely test and preview changes in an isolated and separate environment

## Release tracks

Control the frequency of how often you receive Atlassian product changes

## Release notes

Get everything you need to know about a recent or upcoming change





# MANAGING PRODUCT CHANGES

## Sandbox

Safely test and preview changes in an isolated and separate environment

## Release tracks

Control the frequency of how often you receive Atlassian product changes

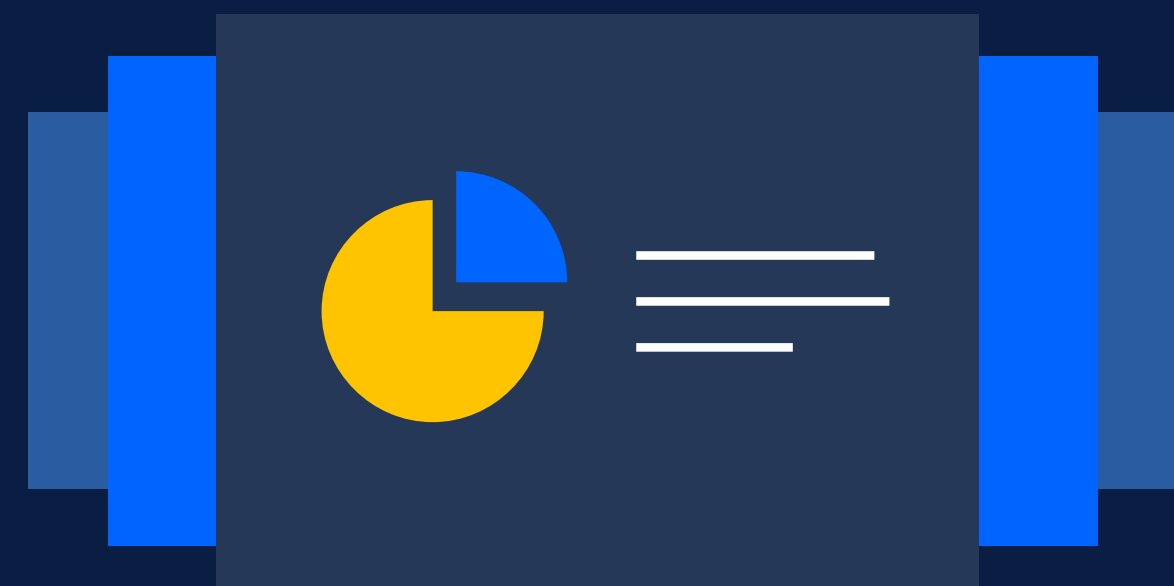
## Release notes

Get everything you need to know about a recent or upcoming change

The screenshot shows a web browser window with the URL `confluence.atlassian.com/cloud/blog`. The page header includes the Atlassian Cloud Support logo, a search icon, and a user profile icon. The breadcrumb trail reads: `Atlassian Support / Atlassian Cloud / Documentation / Blog / ... / Blog Posts in Mar 2021`. The main heading is **Atlassian Cloud changes Mar 1 to Mar 8, 2021**. Below the heading, a text block states: "These changes have recently been rolled out to Atlassian Cloud sites." A light blue information box contains the text: "Changes labeled **ROLLING OUT** are being gradually rolled out and may not be on your site just yet." Below this is a "Jump to..." section with a list of links: 

- Atlassian Cloud
- Jira platform
- Jira Software
- Jira Service Management
- Confluence
- Bitbucket

The main content area is titled **Atlassian Cloud** and contains the text: "Your cloud-hosted products are supported by the Atlassian Cloud platform. This section usually includes changes related to multiple Atlassian Cloud products, site administration, and user management." A light blue box highlights a section titled "Learn about the product with the 'Your coach' panel", which includes two tags: **ROLLING OUT** and **NEW THIS WEEK**. The text below the tags reads: "The 'Quick start' panel is getting an upgrade - now you'll be able to restart product tours, navigate directly to 'getting started' documentation and get up and running quickly using a checklist directly from within Jira Service Management and Opsgenie. Want to find the panel again? Go to your profile in the top right and select 'Your coach'."



## **AGENDA**

Scale with multiple instances

Centralized enterprise administration

Manage product changes

**Enforcing security at scale**

Discover your true Atlassian footprint

# Content security



## Org insights

Easily view usage activity, utilization, and security insights



## Data residency

View detailed hosting information and request data residency per product



## Audit logs

Review user management, login history, and admin activity across all products



## IP allowlisting

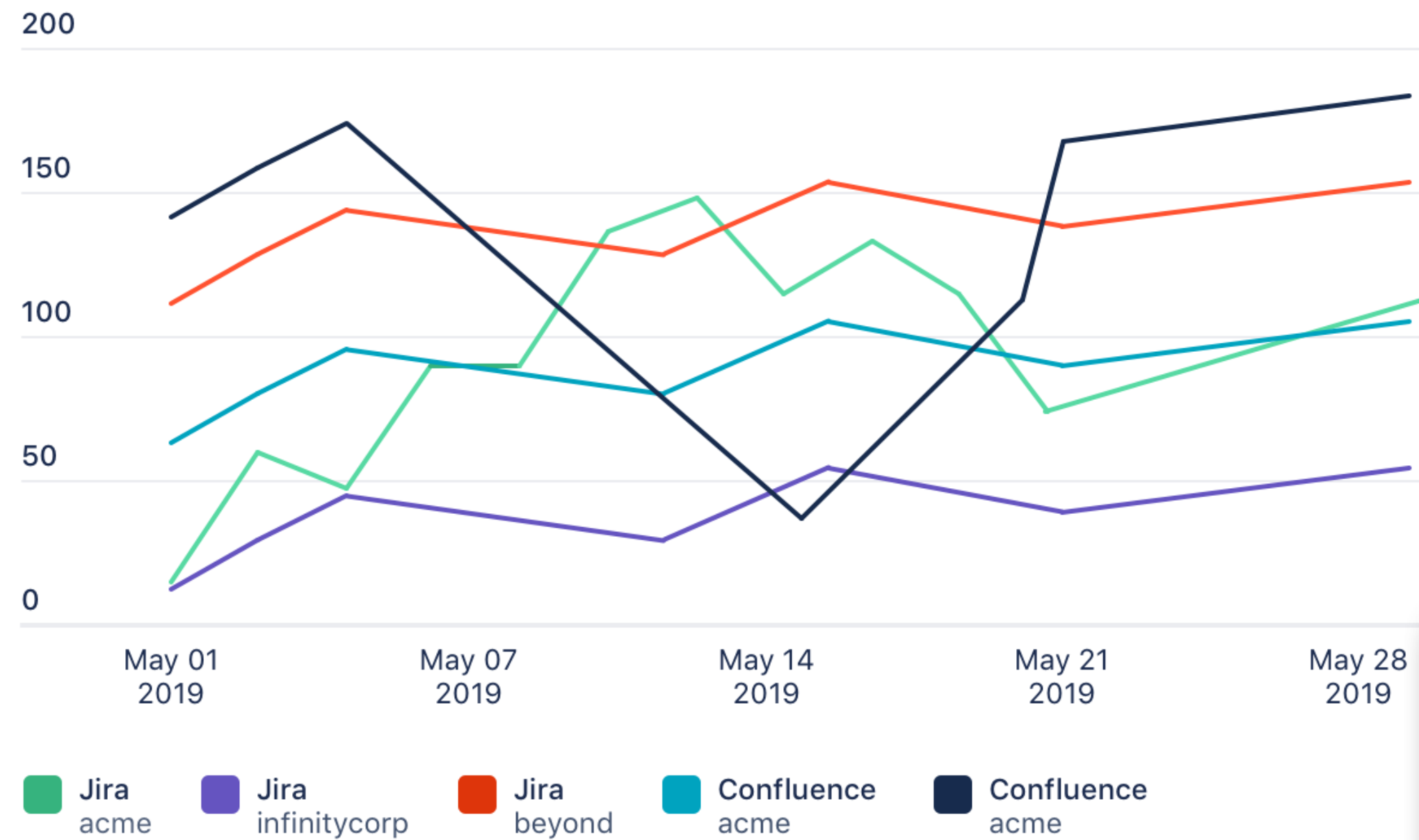
Configure which IPs are allowed access to your content on a per-instance basis



## Active users



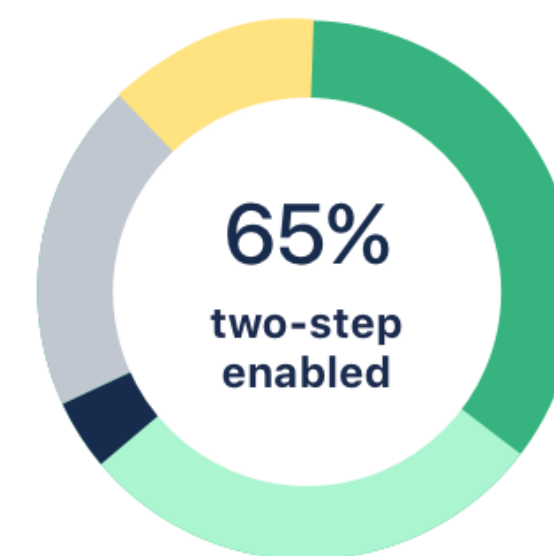
Users are considered active when they visit a product or the Atlassian marketplace.



Easily view usage activity, utilization, and security insights

## Two-step verification coverage

Two-step verification adds a second login step. Users have the option to enable, or (with Access) you can enforce two-step verification on managed accounts. [Learn more](#)



### Log in with two-step verification

- 60 accounts enabled
- 20 accounts enforced

### Log in without two-step verification

- 20 accounts not enabled
- 5 accounts enforced and not enabled

### Log in with single sign-on

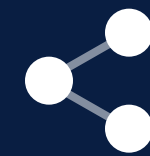
- 10 accounts log in with an identity provider

# Content security



## Org insights

Easily view usage activity, utilization, and security insights



## Audit logs

Review user management, login history, and admin activity across all products



## Data residency

View detailed hosting information and request data residency per product



## IP allowlisting

Configure which IPs are allowed access to your content on a per-instance basis

## Audit log

[Export log](#)

Your organization's audit log tracks activities that occurred from your organization and across your sites within the past 180 days. For product-specific activity, visit the product's audit log. [Learn more about your organization's audit log](#)

To save activities before they pass 180 days, regularly export the log or use the organization REST API to store activities to another location. [Learn more about the organization REST API](#)

 to  
 

Date	Location	Actor	Activity
Jan 25, 2021 19:02 CST	Oakland 67.161.56.174	Josh Frank jfrank@atlassian.com	Invited <b>gchang@atlassian.com</b> to site <a href="https://jfratlassian.atlassian.net">https://jfratlassian.atlassian.net</a>
Jan 19, 2021 13:59 CST	Concord 98.35.219.10	Brett Banning bbanning@atlassian.com	Resent site invitation to <b>bbanning@atlassian.com</b> <a href="https://jfratlassian-sandbox-525.atlassian.net">https://jfratlassian-sandbox-525.atlassian.net</a>
Jan 04, 2021 12:24 CST	Sunnyvale 67.164.96.62	Helena Lu hlu2@atlassian.com	Added <b>dkerris@atlassian.com</b> as an organization admin
Dec 22, 2020 18:05 CST	Palo Alto 73.231.99.157	Jesse Wu jwu3@atlassian.com	Exported managed accounts
Dec 18, 2020 16:46 CST	Palo Alto 73.231.99.157	Jesse Wu jwu3@atlassian.com	Exported managed accounts
Dec 18, 2020 16:46 CST	Sunnyvale 67.164.96.62	Helena Lu hlu2@atlassian.com	Added <b>jwu3@atlassian.com</b> as an organization admin
Dec 09, 2020 16:56 CST	Greenwood Village 47.234.130.55	Atlassian Demo atlsummitdemo@gmail.com	Created admin API key
Dec 02, 2020 10:48 CST	Unavailable	Atlassian Internal System Atlassian Internal System	Added <b>lauriecombs@x-inc.net</b> to <b>Engineering</b> group <a href="https://jfratlassian-sandbox-525.atlassian.net">https://jfratlassian-sandbox-525.atlassian.net</a>

# Content security



## Org insights

Easily view usage activity, utilization, and security insights



## Data residency

View detailed hosting information and request data residency per product



## Audit logs

Review user management, login history, and admin activity across all products



## IP allowlisting

Configure which IPs are allowed access to your content on a per-instance basis



Checklist

Insights

Audit log

Data residency

IP allowlisting

Authentication policies


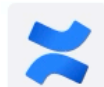


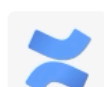




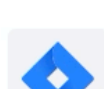

SAML single sign-on

Password reset

Admin / acme-enterprise

## Data residency

View where your product data is hosted. For products on an Enterprise plan, choose where you want your data hosted. [Learn more about data residency](#)

Product	Realm	Location	Actions
 <b>Confluence</b> acme-enterprise.jira-dev.com	Global	US East (N. Virginia) and <b>3 more</b>	<a href="#">Request move</a>
 <b>Confluence</b> acme-europe.jira-dev.com	Global	US East (N. Virginia) and <b>3 more</b>	<a href="#">Request move</a>
 <b>Confluence</b>  acme-legal.jira-dev.com	Global	US East (N. Virginia) and <b>3 more</b>	
 <b>Confluence</b>  acme-partners.jira-dev.com	Global	US East (N. Virginia) and <b>3 more</b>	
 <b>Jira Service Management</b> acme-enterprise.jira-dev.com	Global	US East (N. Virginia) and <b>2 more</b>	<a href="#">Request move</a>
 <b>Jira Service Management</b> acme-partners.jira-dev.com	Global	US East (N. Virginia) and <b>2 more</b>	<a href="#">Request move</a>
 <b>Jira Software</b> acme-enterprise.jira-dev.com	Global	US East (N. Virginia) and <b>2 more</b>	<a href="#">Request move</a>
 <b>Jira Software</b> acme-europe.jira-dev.com	Global	US East (N. Virginia) and <b>2 more</b>	<a href="#">Request move</a>
 <b>Jira Software</b> <b>SANDBOX</b> acme-enterprise-sandbox-954.jira-dev.com	Global	US East (N. Virginia) and <b>2 more</b>	<a href="#">Request move</a>



# Content security



## Org insights

Easily view usage activity, utilization, and security insights



## Audit logs

Review user management, login history, and admin activity across all products



## Data residency

View detailed hosting information and request data residency per product



## IP allowlisting

Configure which IPs are allowed access to your content on a per-instance basis



Checklist

Insights

Audit log

Data residency

**IP allowlisting**

Authentication policies

SAML single sign-on

Password reset

Admin / acme-enterprise

## IP allowlisting

Create allowlist

Create an allowlist so that only users from your IP addresses can access certain products. IP allowlisting is available for products with a premium plan.

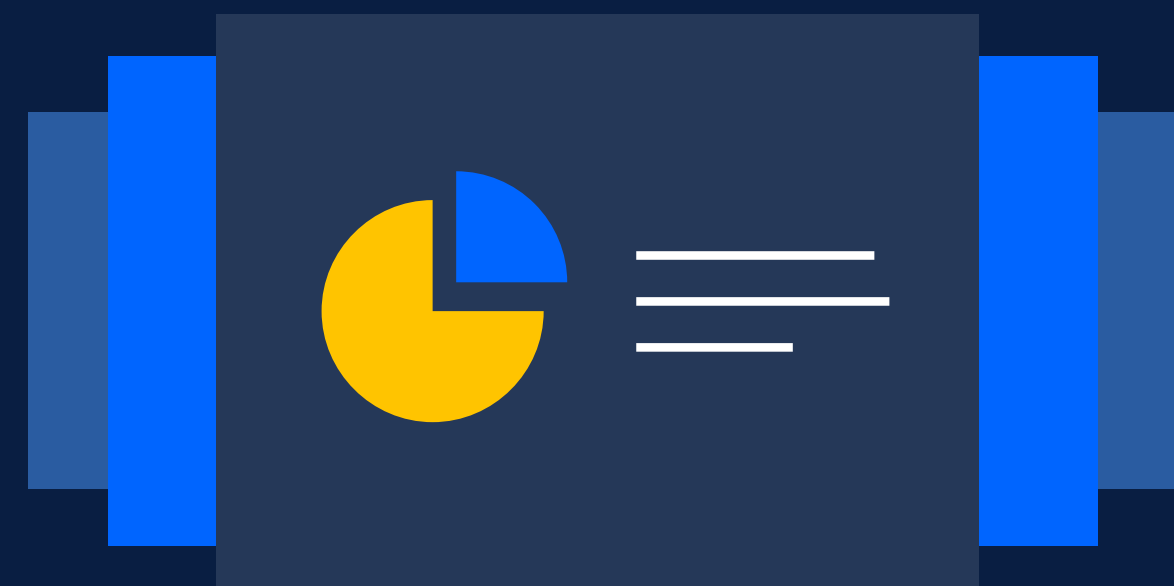
Name	IP addresses	Applies to	Enabled?		
Acme IP Allowlist	1 IP address	1 product	<input type="checkbox"/>	Edit	Delete



**Allowlist created**



If you haven't enabled Acme IP Allowlist, you can turn on this allowlist from the table.



## **AGENDA**

Scale with multiple instances

Centralized enterprise administration

Manage product changes

Enforcing security at scale













**Discover your true Atlassian footprint**

**What you don't know about  
your org and your users can  
cause problems**



COMING IN Q2'CY21

# Automatic product discovery

Product	User count *	Created on	Admins
 Confluence magnificentpencil.atlassian.net	5,781	5 Feb 2019	 Joshua Williams ORG ADMIN jwilliams2@acme.com
 Jira Software superenormousdefianttruck.atla...	3,593	12 Mar 2018	
 Jira Core averagedog.atlassian.net	3,041	31 Nov 2017	 Fran Perez BILLING CONTACT fperez@acme.com
 Jira Software talentedyellow.atlassian.net	2,378	2 Dec 2013	 +3
 Jira Software splendidgreen.atlassian.net	1,643	1 Apr 2018	
 Jira Software	1,221	4 Aug 2015	

Export to CSV



## We discovered 137 product instances outside the Acme Inc. organization



Atlassian <noreply@am.atlassian.com>  
to me ▾

20 Sep 2016 10:41 am (1 hr ago) ☆ ↶ ⋮



Hi Jane,

Because you manage accounts for **acme.com**, you can find out when users with these accounts administer products outside your organization. With this information, stay ahead of product instances that may store your company's data and keep track of users that will count towards your bills.

To learn more about who's using these products, we include contact information for the admins of each instance. If you want to manage all your company's products from the Acme Inc. organization, start a discussion about transferring them to your organization.

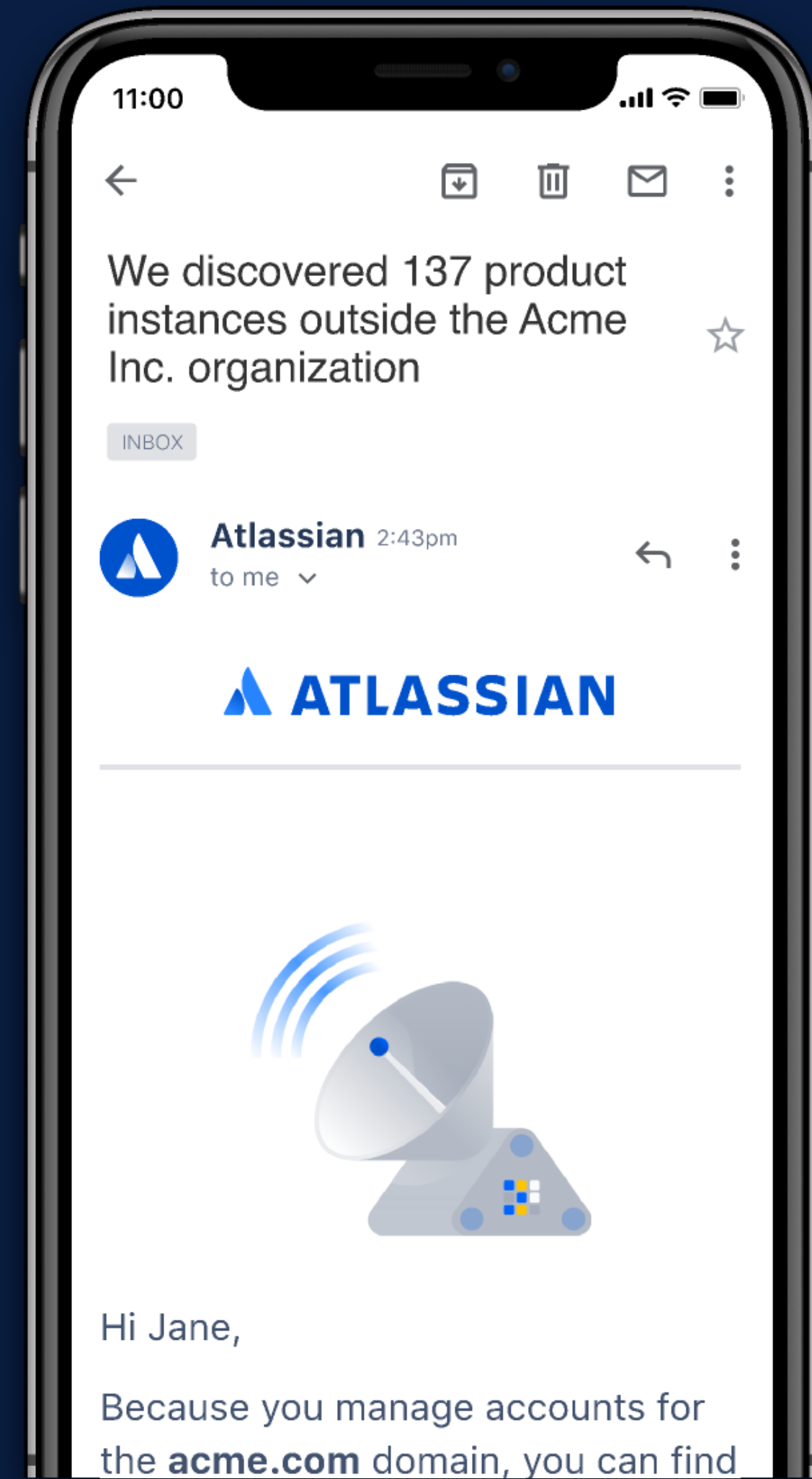
[Learn more about managing these products](#)

### 137 products managed outside your organization

- Jira Software (crayondog.atlassian.net)
- Jira Software (eu-crayondog.atlassian.net)
- Confluence (crayondog.atlassian.net/wiki)
- Jira Software (teamventura.atlassian.net)
- Jira Software (hr-crayondog.atlassian.net)

+132 more

[Review all products](#)



- Insights
- Audit log
- Data residency
- IP allowlisting
- Discovered products**

- AUTHENTICATION
- SML single sign-on
  - Password management
  - Two-step verification
  - Session duration

Administration / Acme Inc






















## Discovered products

Your managed users created these products outside your organization. To manage all your company's products from a central location, contact their admins and transfer products to your organization. [Learn more about discovered products](#)

Total **137**

Email me when users create new products

▾

Product	User count ↕	Created on ↕	Admins
 <b>Confluence</b> magnificentpencil.atlassian.net	5,781	5 Feb 2019	 <b>Joshua Williams</b> <b>ORG ADMIN</b> jwilliams2@acme.com
 <b>Jira Software</b> superenormousdefianttruck.atla...	3,593	12 Mar 2018	 
 <b>Jira Core</b> averagedog.atlassian.net	3,041	31 Nov 2017	 <b>Fran Perez</b> <b>BILLING CONTACT</b> fperez@acme.com
 <b>Jira Software</b> talentedyellow.atlassian.net	2,378	2 Dec 2013	    +3
 <b>Jira Software</b> splendidgreen.atlassian.net	1,643	1 Apr 2018	  
 <b>Jira Software</b>	1,221	4 Aug 2015	    +5

# **Demo: Automatic Product Discovery**

# CLOUD ENTERPRISE SLA

99.95%

# ENTERPRISE SUPPORT

**PHONE  
SUPPORT**



**24/7  
COVERAGE**



**30 MIN RESPONSE  
TIME FOR CRITICAL  
ISSUES**





# atlassian.com/roadmap/cloud

Check items below to see a filtered list of selected products and features.

Filter | [Reset](#)

**STATUS**



[www.atlassian.com/enterprise/contact](http://www.atlassian.com/enterprise/contact)



# Thank you!



**MATT TSE**

**SENIOR PRODUCT MANAGER**

**@MAHHEW**



**YITING JIN**

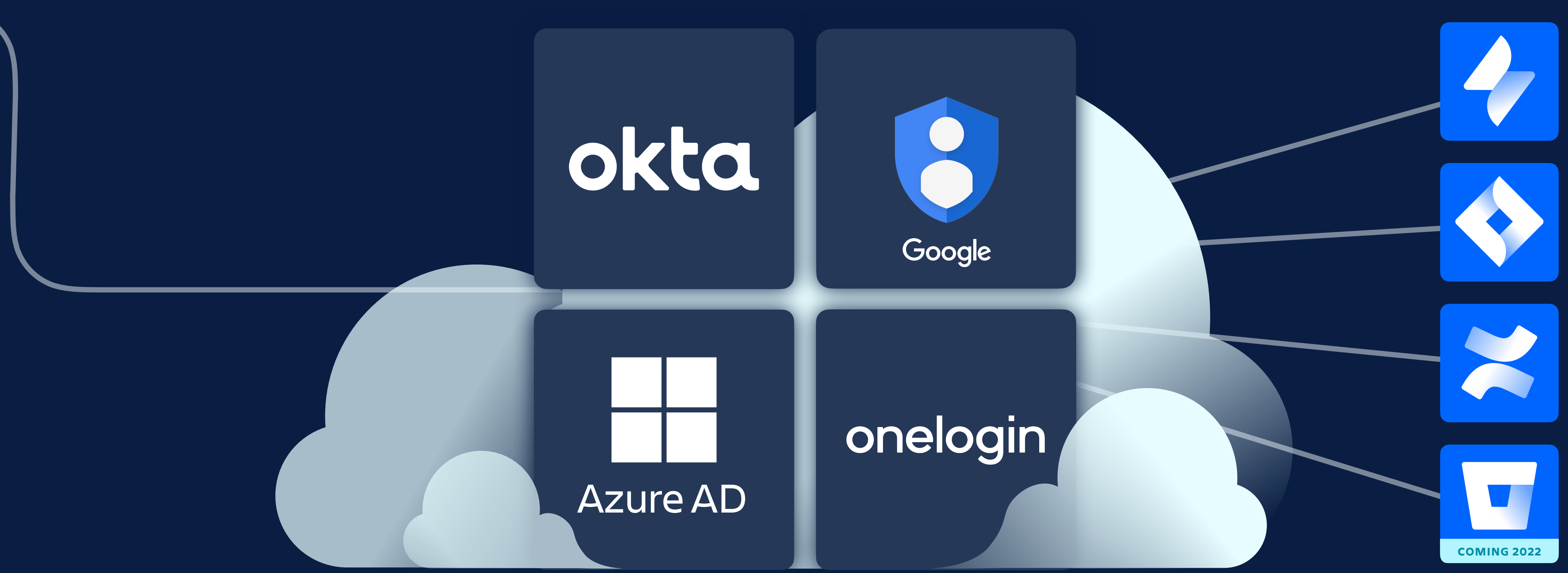
**SENIOR PRODUCT MANAGER**

**@YITINGJIN**

# Appendix

# AUTOMATIC USER PROVISIONING

---



SCIM API available for custom directories





Details

User provisioning

G Suite

Domains

API keys

Admin / Acme Corporation

## User provisioning

Automatically provision and sync users and groups from your identity provider. [Learn more](#)

Synced users Synced groups

7,419

4

Groups Product access Directory Troubleshooting log

Name	Users
<b>Product Management</b> All users synced from your external identity provider	342
<b>Marketing</b> All users synced from your external identity provider	1,241
<b>Engineering</b> All users synced from your external identity provider	6,522
<b>All members for directory - 0cdc3d13-46cd-4195-807e-391b7653322c</b> All users synced from your external identity provider	7,419

# ATLASSIAN'S CROSS-PRODUCT ADMIN CONSOLE

## Org & user management













Total  
137

Email me when users create new products

Search by name and email

All products

Export to CSV

Product	User count *	Created on	Admins	
 Confluence magnificentpencil.atlassian.net	5,781	5 Feb 2019	 Joshua Williams <b>ORG ADMIN</b> jwilliams2@acme.com	...
 Jira Software superenormousdefianttruck.atla...	3,593	12 Mar 2018		...
 Jira Core averagedog.atlassian.net	3,041	31 Nov 2017	 Fran Perez <b>BILLING CONTACT</b> fperez@acme.com	...
 Jira Software talentedyellow.atlassian.net	2,378	2 Dec 2013	 +3	...
 Jira Software splendidgreen.atlassian.net	1,643	1 Apr 2018		...
 Jira Software	1,221	4 Aug 2015		...