Your Cloud Pilot

Navigate the Atlassian Cloud and GDPR-Compliance

ATLASSIAN

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Daniel Meisen

Shareholder & Co-CEO

Atlassian Expert by Heart

Atlassian Certified Instructor

Atlassian Certified Professional

User since Jira 2.0 EAP & Confluence 1.0

Moving to a cloud future, together…

- End-of-Support Server
- Feature Change of Data Center
- All New Cloud Enablement
- Guidance on your Journey to Cloud

Deployment Options

Deployment Options: Cloud vs. Self-Managed

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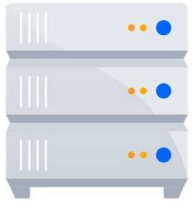
Atlassian Cloud

Provided by Atlassian

Server

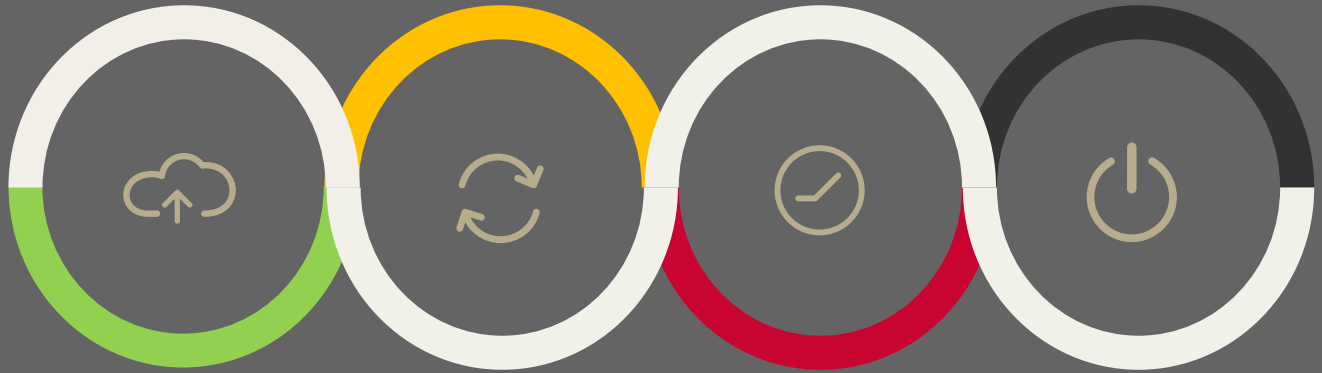
You run it in your own DC / Cloud or as Managed Hosting



Data Center

You run it in your own DC / Cloud or as Managed Hosting

Migration Options



Migrate to Atlassian Cloud now / later

Continue to use / Convert to Data Center

Continue to use Server / "Wait another year"

Migrate to other on-prem options

https://kreuzwerker.de/

Cloud Migration Assistant

PLAN

PLAN YOUR MIGRATION

Read Atlassian's planning guides to learn how best to plan for your migration.

PREPARE

ASSESS AND INSTALL APPS

Assess your on-premise apps, create or connect to a cloud site, and install the apps you need on cloud.

MIGRATE

MANAGE YOUR MIGRATION

Migrate users, groups and projects to Jira cloud in stages, or all at once.

ABOUT YOUR PRODUCT

GROUPS	100
USERS	1024
PROJECTS	37 (1088 issues, 22 MB)
APPS	7

ADDITIONAL RESOURCES

PREPARING FOR MIGRATION

View our best practice guides for more information on app migration security, migration testing, and preparation.

JIRA CLOUD MIGRATION ASSISTANT

View our guides and learn how to prepare for your move.

https://marketplace.atlassian.com/apps/1222010/jira-cloud-migration-assistant?hosting=server&tab=overview

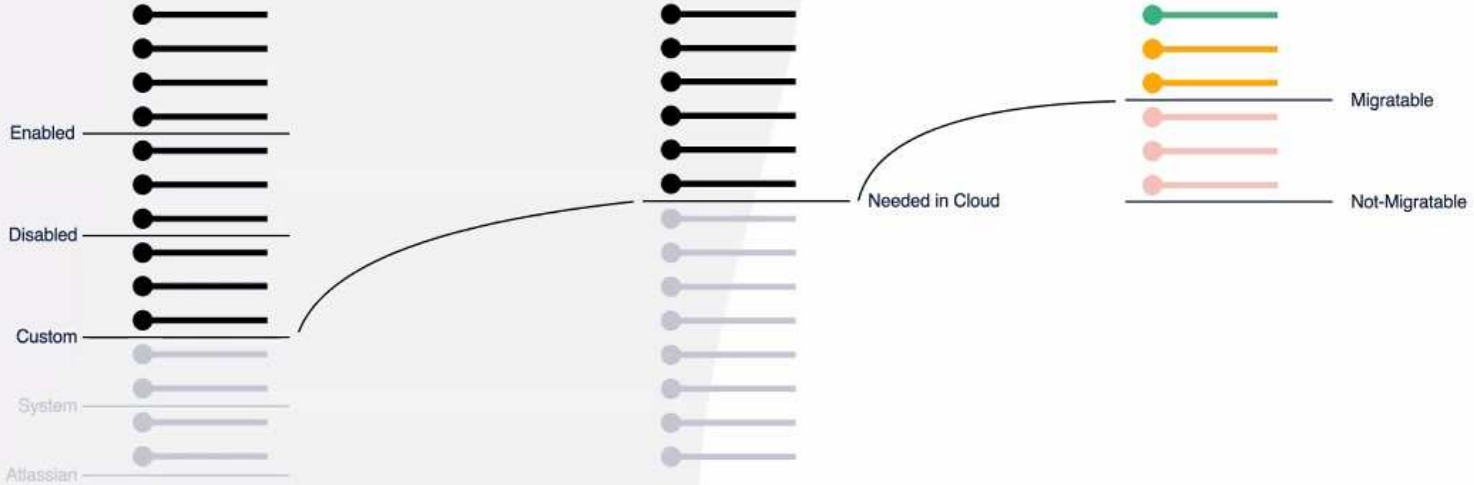
APP ASSESSMENT

A. What apps do we have on Server?

B. Which will we migrate to Cloud?

C. We understand the migratability of these required apps

D. We can make an app migration go/no-go decision



https://kreuzwerker.de/

Assess | Connect to cloud | Review and install

Assess your apps

Before you start assessing and installing your apps, make sure you read through our guidance on planning your migration.

User installed apps (7)	Status	Exists in cloud	Can be migrated	Notes
Adaptavist ScriptRunn...	Needed in cloud	Contact vendor	See pathway	Enter your notes here
Email This Issue Server	Needed in cloud	Contact vendor	Contact vendor	Enter your notes here
JIRA iCalendar Plugin	Not needed in cloud			Enter your notes here
JIRA Toolkit Plugin	Not needed in cloud			Enter your notes here
Mobile Plugin for Jira	Not needed in cloud			Enter your notes here
Refined for Jira	Needed in cloud	Contact vendor	See pathway	Enter your notes here
SSO for Atlassian Data...	Not needed in cloud			Enter your notes here

100% COMPLETE 7 of 7 apps assessed

Last saved just now | Download CSV file | Continue

Discounts & Incentives

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Free software plans

Our suite of free cloud products empower small teams to accomplish more for less.

https://www.atlassian.com/software/free

Cloud Academic and Community pricing

To help you continue the work that matters most, discounted cloud pricing is available for non-profit and academic organizations.

Learn more →

Free Open Source subscriptions

Teamwork is key to any Open Source initiative, which is why Atlassian's cloud software is free for Open Source projects.

rn more →

Free Migration Trial and Dual Licensing

We provide free, extended migration trials that match the length of your remaining server maintenance (up to 12 months) to help you evaluate and migrate to cloud over time—without disrupting your teams.

https://www.atlassian.com/migration/cloud/free-license

Cloud loyalty discount

Anticipate having over 1,000 users in cloud? You may be eligible for an additional discount on your cloud subscription.

https://www.atlassian.com/licensing/cloud-loyalty-discounts

Data Center loyalty discount

To make your transition easier, server customers who choose to move to Data Center are eligible for a loyalty discount.

https://www.atlassian.com/licensing/data-center-loyalty-discounts

Cloud Plans

Cloud Free, Standard, Premium, Enterprise

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FREE

<= 10 Users
Limited Controls
2 GB

STANDARD

Up to 10.000 users
One Site included
Standard Cloud Functions
250 GB
Data Residency

PREMIUM

Standard +
99.9% SLA
24/7 Premium Support
IP Allowlist
Cloud Sandbox
Archiving Automation
Unlimited Storage
Data Residency

ENTERPRISE

Premium +
Unlimited Instances
Multi-Site Administation
Org. Insights
99.95% SLA
Release Tracks
Enterprise Sandbox
Data Residency
Enterprise Support

Confluence
Jira Software
Jira Service Management

What else does Cloud offer?

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ATLASSIAN Access

Trello

Jira Align

Bitbucket

Opsgenie

Statuspage

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Jira Work Management BETA

List

Track and edit your work or related projects faster than ever with in-line editing.

Calendar

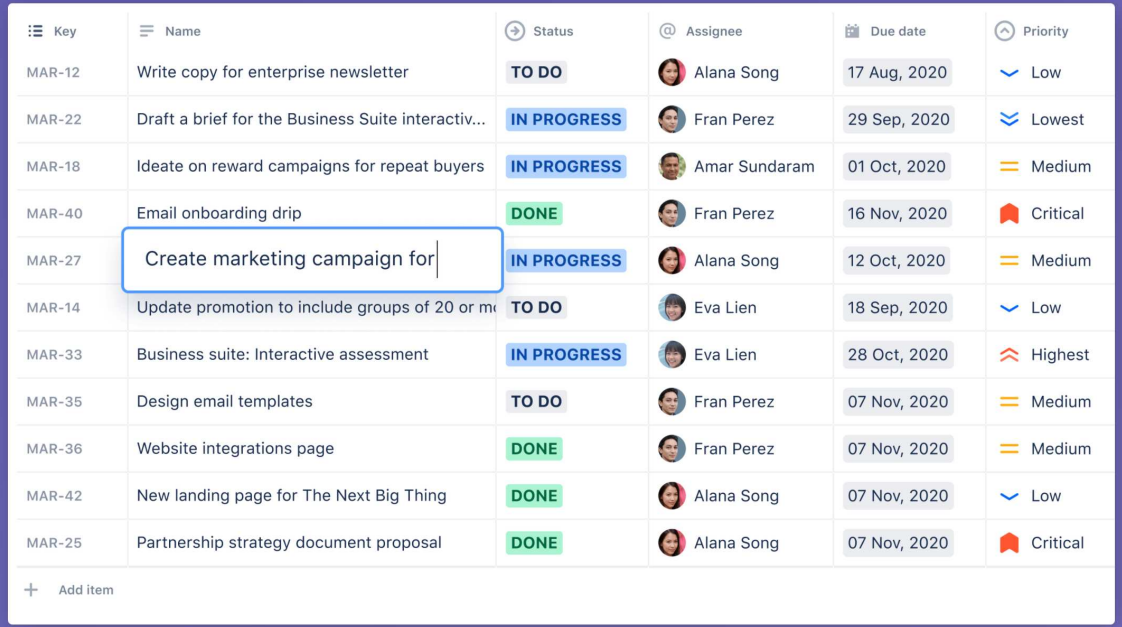
View and manage tasks across time and schedules to hit your deadlines.

Timeline

Plan and establish dependencies to allocate work and map out larger projects.

Boards

Track work all the way to completion through your team's custom workflow.



https://www.atlassian.com/software/jira/work-management

https://kreuzwerker.de/

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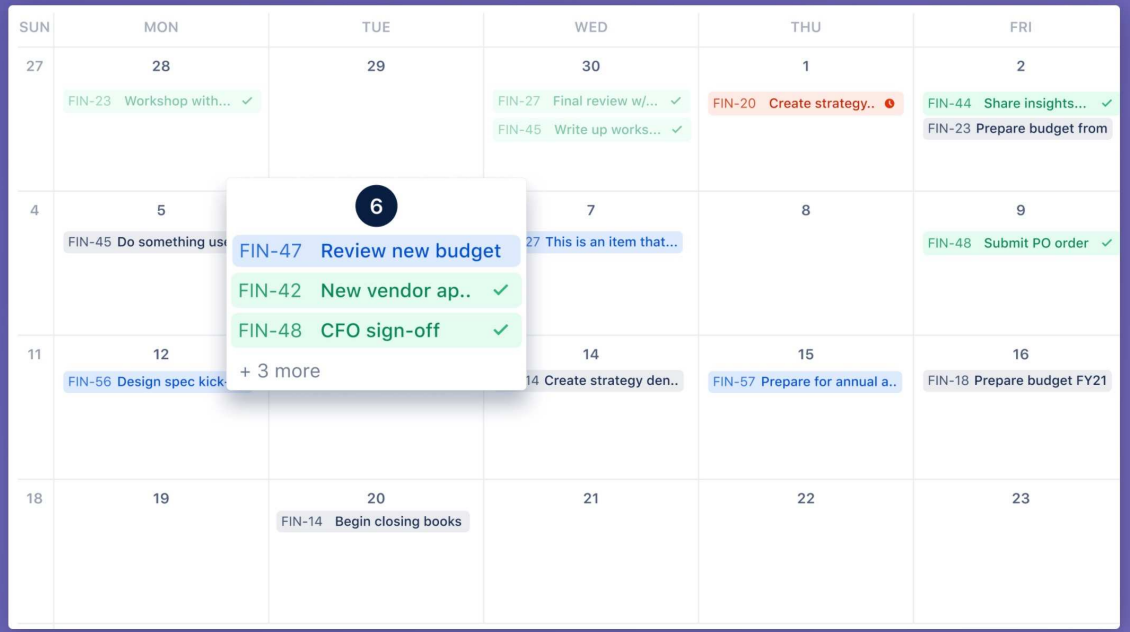

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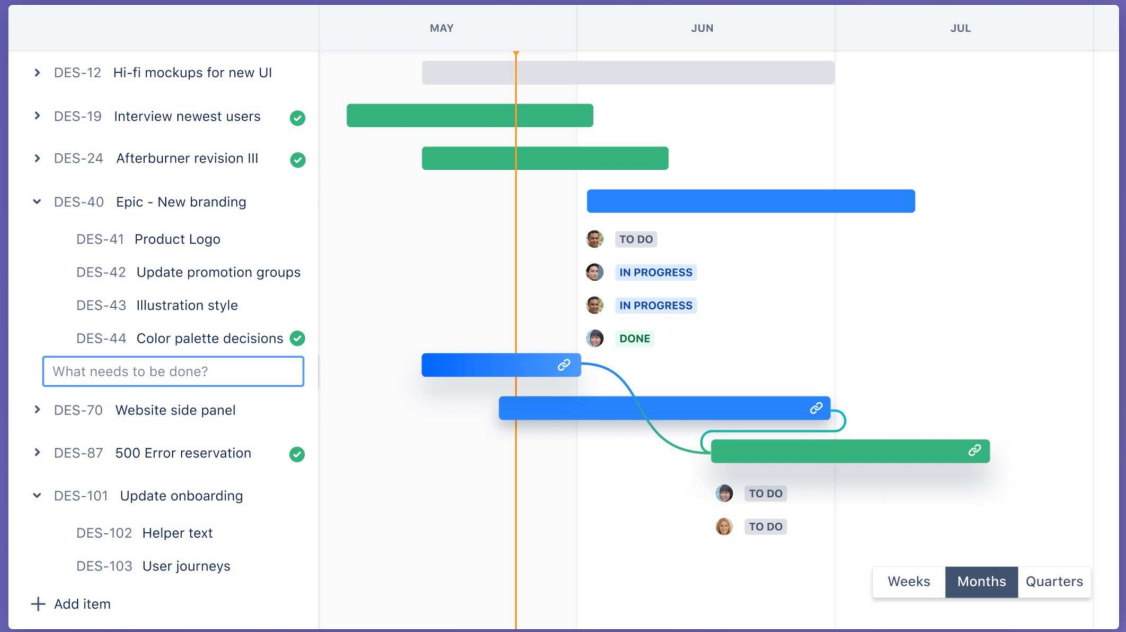

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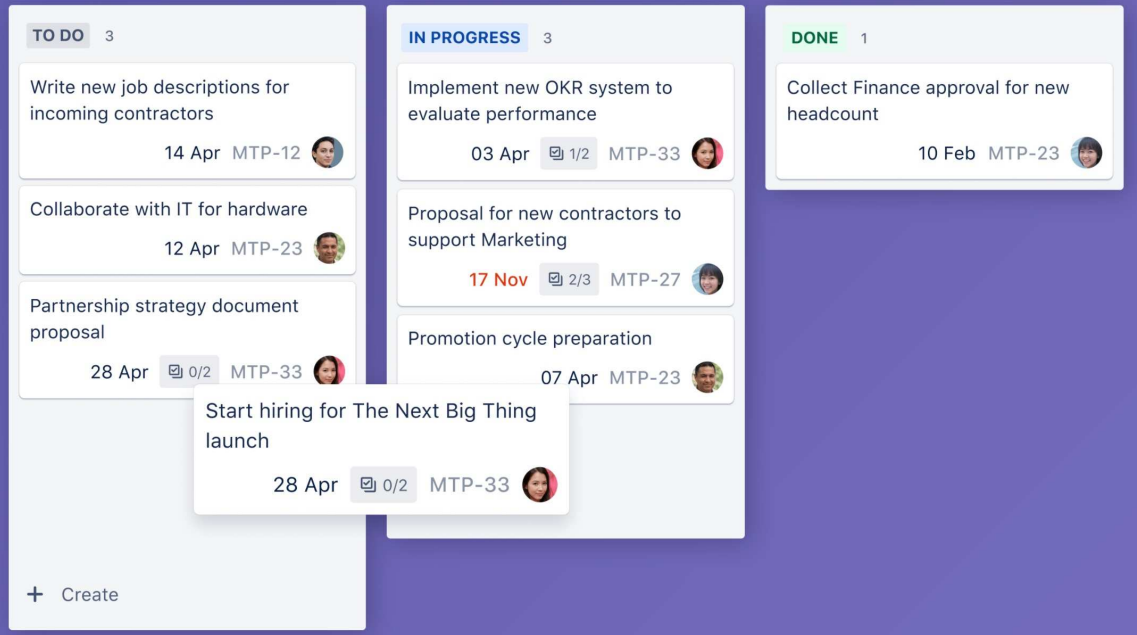

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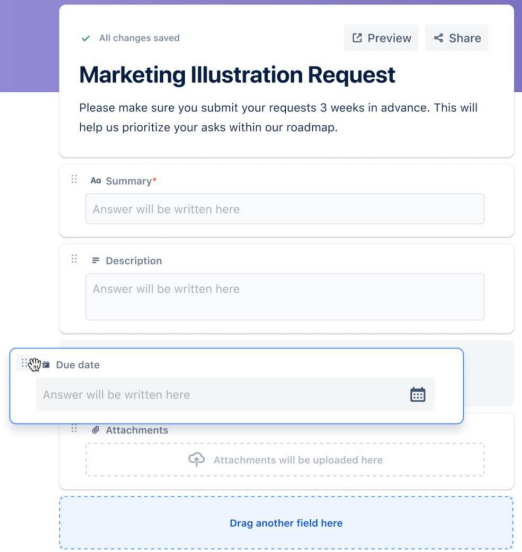

GET INTO FORMATION

Create beautiful forms for any project in seconds with our new drag-and-drop form builder

https://www.atlassian.com/software/jira/work-management

Picking the right plan

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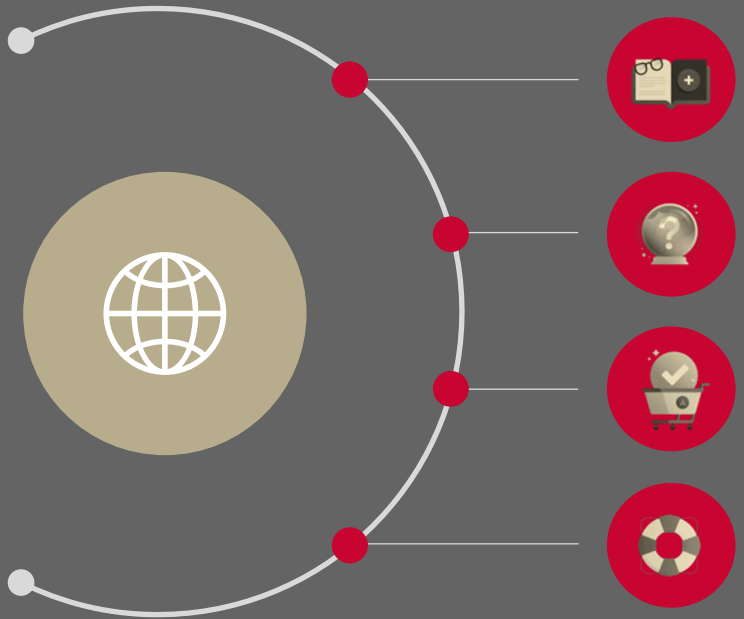
- Carefully assess features and limitations:
- 250 GB Storage, IP Allowlisting, Release Tracks, Sandboxing, Anonymous Access
- Jira: Single Project vs. Global Automations, Basic vs. Advanced Roadmaps, Capacity Planning, Project Archiving, Insight
- Confluence: Analytics, Team Calendars, Bulk Archiving
- Assess cost implications - monthly vs. annual
- Need SSO / SCIM / AD integration? Atlassian Access might be required

https://support.atlassian.com/jira-cloud-administration/docs/explore-jira-cloud-plans/,
https://support.atlassian.com/confluence-cloud/docs/learn-about-confluence-cloud-plans/

JORIE GRAHAM
fast
RUPERT BROOKE
STEVIE SMITH
SAVAGE BEAUTY
Float
GEOFFREY HILL
DICKINSON
POEMS
ELIZABETH BISHOP

Ressources

Cloud Enablement

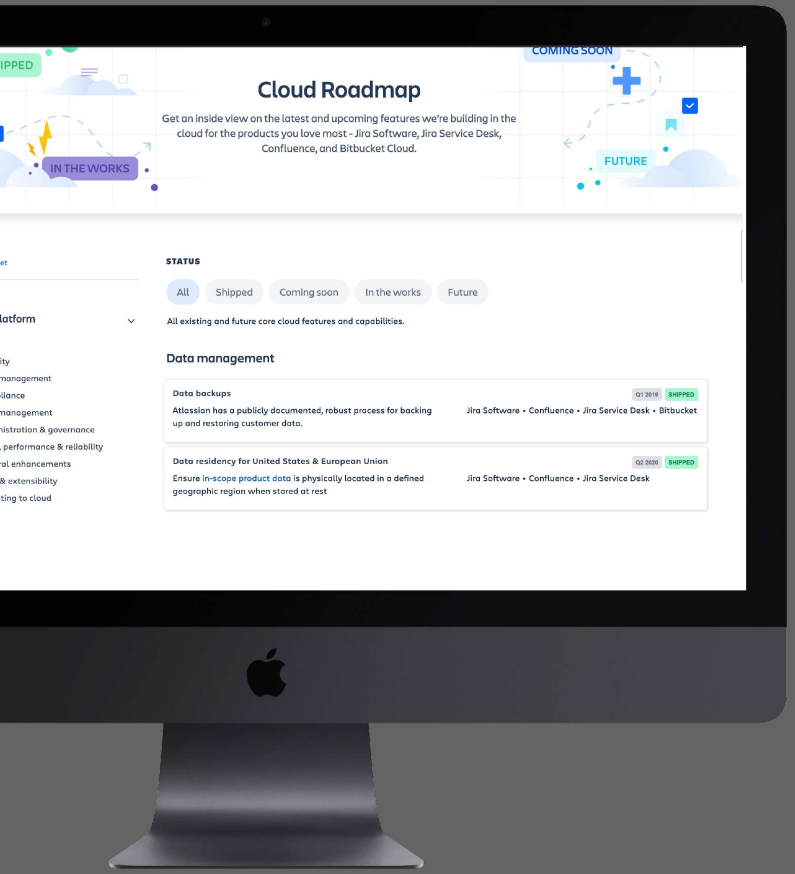


Atlassian Migration Program &
Data Center Migration Center

Updated Cloud &
Data Center Roadmap

Cloud & Data Center Loyalty Discounts,
Free Migration Trials, Dual Licensing

Dedicated Migration Support,
Cloud Migration Assistants



Cloud Roadmap

Updated roadmap of current and future improvements of Atlassian Cloud

https://www.atlassian.com/roadmap/cloud

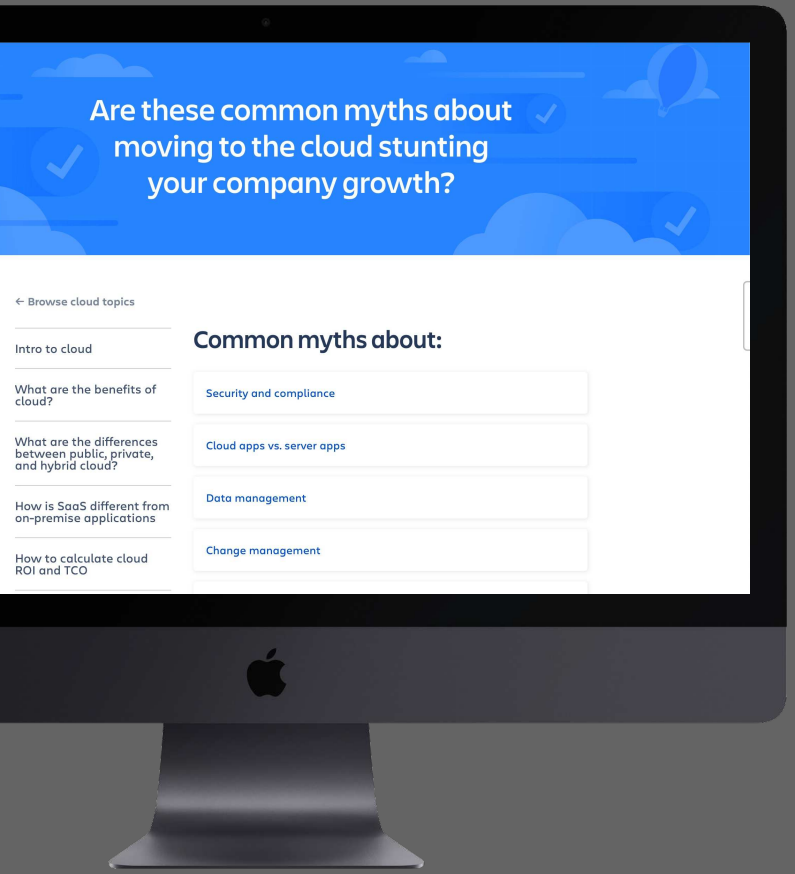
Cloud Migration Hub

Overview of migration options

Template of a migration process

Overview of tooling & support (Cloud Migration Assistants)

https://www.atlassian.com/migration/cloud



Cloud Mythbusting

„Myth-Busting“ common misconceptions about Atlassian Cloud

https://www.atlassian.com/cloud/myths/overview

Status Quo
GDPR

Disclaimer: The following statements have been carefully reviewed.

I am not a laywer and this is not legal advice.

This advice is general in nature and not to be taken as personal professional advice

TL;DR: NAL; TINLA

GDPR Compliance: Status Quo

- Updated Standard DPA provided by Atlassian ✓
- Including „Standard Contract Clauses“ (SCC) ✓
- Data subjects ✓
- Categories of data ✓
- Purpose of processing ✓
- Subprocessors, duties based on Art. 32-36 ✓

https://www.atlassian.com/legal/data-processing-addendum

GDPR Compliance: All well then?

Additional information available through additional documents

- Data protection by default
- Data residency controls: Enterprise ✓, announced for Standard and Premium)
- Content locked per realm (EU, US, Global)
- Internal controls / audits
- Data privacy management
- Incident / response management

GDPR Compliance: Relevant documents

- Data Processing Addendum
  https://www.atlassian.com/de/legal/data-processing-addendum
- Cloud Terms of Service
  https://www.atlassian.com/legal/cloud-terms-of-service
- Privacy Policy
  https://www.atlassian.com/legal/privacy-policy
- Certification / Compliance
  https://www.atlassian.com/trust/compliance
- Atlassian Common Controls Framework
  https://www.atlassian.com/trust/compliance/common-controls-framework
- Manage Data Residency
  https://support.atlassian.com/security-and-access-policies/docs/understand-data-residency-and-realms/
- Vendor Security Risks
  https://www.atlassian.com/trust/security/vendor-security-risk-response

GDPR: Additional Aspects

- Data Residency Controls: What Primary- & Secondary data is available per region (= “Realm Pinning”)
- Access restrictions: „IP Allowlisting“ vs. VPN
- Varying support for different products (Trello, Jira Align / OpsGenie / StatusPage)
- Third party apps – You might need indivdual DPAs
- Forge „hosted by Atlassian” – Compliance in line with core products (Jira / Confluence)

Forge is ready for production

We're cutting the beta ribbon ✂️🎀: Forge is ready for production usage. This is the the next chapter for Forge, and we have many ahead to look forward to as we continue to build out the platform functionality. You'll see us continue to bring features out of beta (see below), but the platform today is ready to support your apps in production, at scale.

We know many of you are eagerly anticipating Marketplace integration for Forge, so I'll say it now: a Marketplace Early Access Program is starting in the next few weeks, with General Availability targeted for end of April. You can read more in the roadmap section below. But first, a few details about what production ready means for Forge.

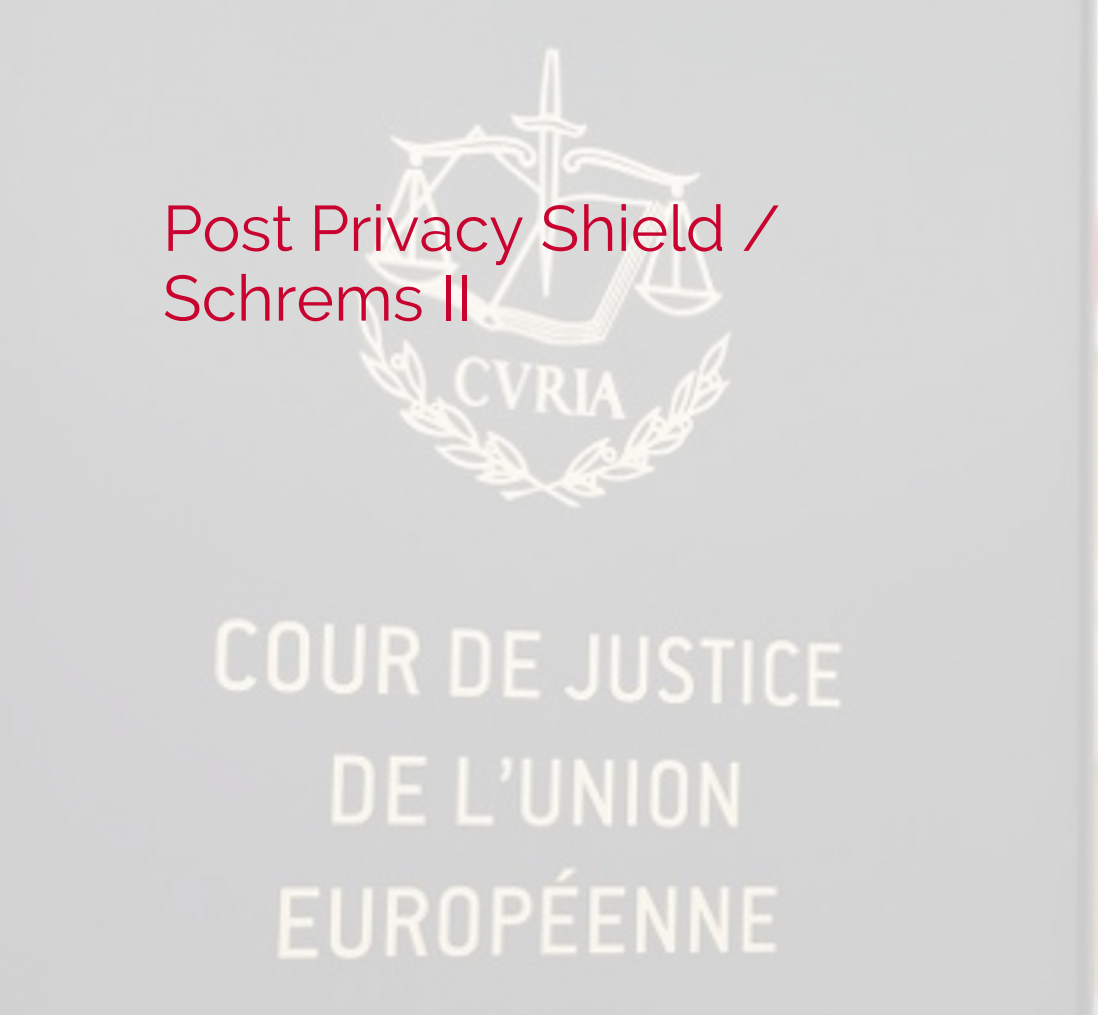
https://community.developer.atlassian.com/t/forge-is-now-generally-available-and-in-production/45507

GDPR Compliance: Edge Cases

- Highly regulated environments (Finance / Insurance / Healthcare)
- Additional compliace requirements (TISAX / VDA ISA)
- Data Residency (Primary & Secondary Data) & Centralization of user account data (Atlassian ID)
- Multi-geography use (in Cloud Free, Standard, Premium)

https://www.atlassian.com/software/opsgenie/tos,

Post Privacy Shield / Schrems II



- „Privacy Shield“ has been invalidated for transfers of personal data between EU / US
- Standard Contract Clauses (SCC / model clauses) confirmed to be a valid mechanism for data transfers - but assumed not to be sufficient without additional terms / binding corporate rules (BCR)
- Additional transparency achieved through thorough analysis – i.e. data protection impact assessments (Datenschutzfolgenabschätzung)

Image credit: https://inforrm.org/2020/07/23/schrems-ii-a-brief-history-an-analysis-and-the-way-forward-shreya-tewari/

Die sogenannten Standardvertragsklauseln, die europäische Unternehmen mit Anbietern in Drittländern abschließen können, um das europäische Datenschutzniveau auch in den Drittländern zu wahren, erklärt der EuGH dagegen unter bestimmten Bedingungen für grundsätzlich zulässig. Er betont in diesem Zusammenhang jedoch, dass sowohl die europäischen Datenexporteure als auch die Datenimporteure in Drittländern verpflichtet sind, vor der ersten Datenübermittlung zu prüfen, ob im Drittland staatliche Zugriffsmöglichkeiten auf die Daten bestehen, die über das nach europäischem Recht Zulässige hinausgehen (Rn. 134 f., 142 des Urteils). Bestehen solche Zugriffsrechte, können auch die Standardvertragsklauseln den Datenexport nicht rechtfertigen. Bereits ins Drittland übermittelte Daten müssen zurückgeholt werden. Anders als bisher verbreitet vertreten, genügt der reine Abschluss von Standardvertragsklauseln nicht, um Datenexporte zu ermöglichen (Rn. 126 ff. des Urteils).

Berliner Beauftragte für Datenschutz und Informationssicherheit

https://www.datenschutz-berlin.de/fileadmin/user_upload/pdf/pressemitteilungen/2020/20200717-PM-Nach_SchremsII_Digitale_Eigenstaendigkeit.pdf

What exactly does this imply?

- Assessment is more complex and might require individual data protection impact assessment.
- Asess vendor legal structure: Atlassian „legal entities“ - Annex 3 in the DPA: Registered in the UK / HQ in Australia / Processing in the US – Assume export to third countries.
- Follow decision on “personal data flow“ of the UK/EU (Brexit)
- Assessment can be simplified based on features announced:
  - Data Residency in Cloud Standard / Cloud Premium, Data Residency for Apps, Bring-your-own-key Encryption, Data Leak Prevention

https://ec.europa.eu/commission/presscorner/detail/en/ip_21_661

Cloud Platform & Services Roadmap

Data residency for apps

Q3 2021 IN THE WORKS

Apps can support storage and migration of data in the same realm as the host product.

Jira Software • Confluence • Jira Service Management

Data residency for Premium and Standard plan customers

Q3-Q4 2021 IN THE WORKS

Offer data residency as an add-on subscription for Free, Standard, and Premium plans.

Jira Software • Confluence • Jira Service Management

Data leak prevention

2022 FUTURE

Tools to help you identify, quarantine, and remediate sensitive data in our products

Jira Software • Confluence • Jira Service Management

Selective edge BYOK encryption

2022 FUTURE

Certain types of primary data can be encrypted with keys you manage with your AWS KMS.

Jira Software • Jira Service Management

https://www.atlassian.com/trust/roadmap?tab=compliance

Product Content in Realm

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✅ Product content that can be pinned in a realm	❌ Product content that can't be pinned in a realm

• Jira Software data
  • All attachments
  • Board and sprint data
  • Comments
  • In-product notification data
  • Jira issues and field content (including system and custom fields)
  • Jira search data
  • Project configuration data (including workflows, custom field configuration, and board configuration)
• Confluence data
  • All attachments (including embedded images)
  • Comments
  • Confluence page and blog data
  • In-product notification data
  • Page and comment likes
  • Page metadata
  • Source data for notifications in emails
	• Jira Software data
	  • DSS (Development Status Service)
	  • Product analytics
	• Confluence data
	  • Permission and restriction configuration data
	  • Product analytics (search data and space keys)
	• General data related to all products
	  • Atlassian Marketplace and app data
	  • Cached content (up to 30 days)
	  • Data in transit (up to 30 days)
	  • Product, audit, and operational logs
	  • Third-party product integration data
	  • User account information data
	  • User analytics

https://support.atlassian.com/security-and-access-policies/docs/understand-data-residency-and-realms/

Summary

- Atlassian has invested a lot in its native Cloud and offers a wide selection of Cloud plans
- GDPR compliance can be assumed based on SCCs / additional certifications / BCRs – indivdual assessment is required
- Utilizing additional documentation and certification a GDPR-compliant use is achievable
- Risk-assessment (data protection impact assessment) can be simplified with Data Residency Controls implemented in Cloud Standard / Premium and Apps ~Q3/2021.
- In highly regulated environments (Finance / Insurance) additional aspects need consideration – regulatory changes can be expected

Thank you !

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