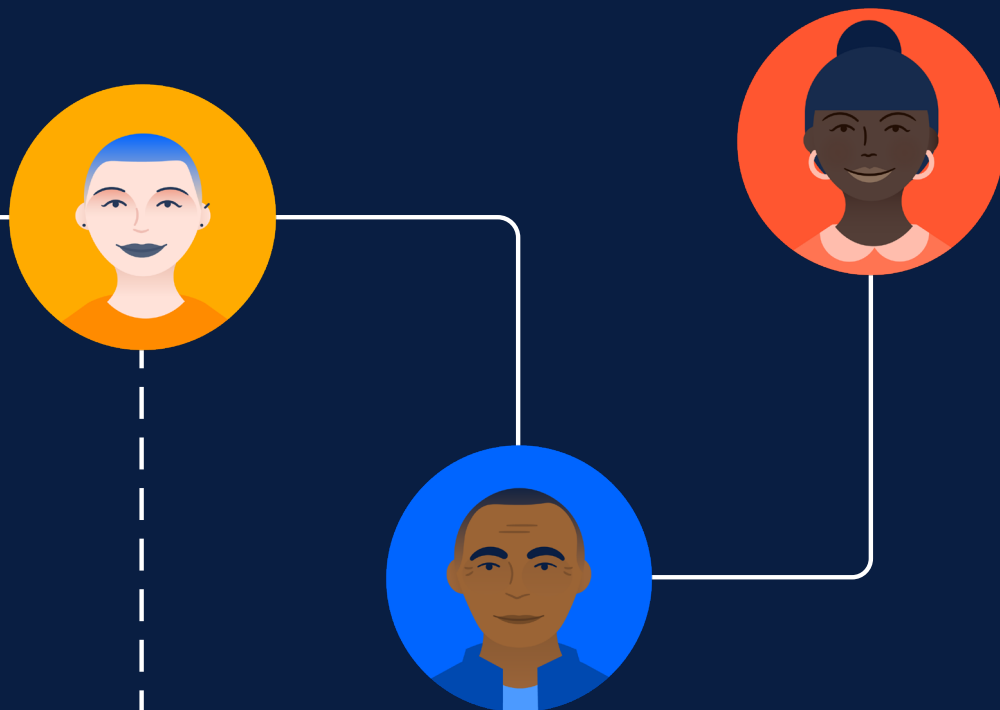
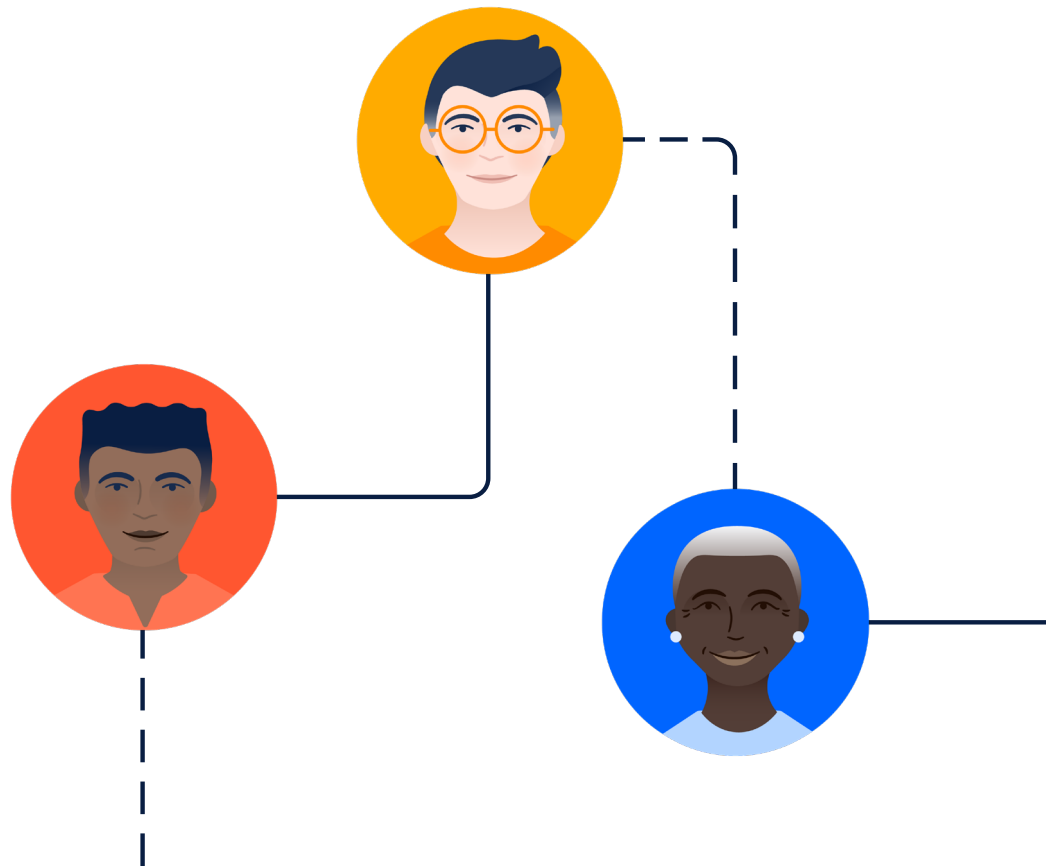


A guide for assembling your Jira Data Center team



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Getting started

There comes a time in your organization when teams find Jira critical to accomplishing their work. Increasing team demands put more pressure on your growing Jira instance (or instances), and you need to have a strategic plan for growth. In order to help you stay ahead of your growth curve and set you and your teams up for long-term success, we've built Jira Data Center. With Jira Data Center, you'll have the assurance that Jira will always be available for your teams, plus benefits of deployment flexibility, scalability, greater administrative control, and improved authentication.



In this guide, we're sharing some of the ways we think about the roles and responsibilities that are helpful for deploying Jira Data Center. We've included best practices, customer key learnings and perspective, as well as next-step resources for starting a technical evaluation.

When assembling your Jira Data Center deployment team, it's important to keep in mind that every organization is like a snowflake: unique but with similar patterns. We see many different team configurations based on staff availability, skillsets, staff seniority, and organizational structure. You may find that one person can cover multiple areas of expertise, or that you need to extend your team. While there's no definitive answer to which roles and how many roles should be included, you can use this as a guide for understanding who could be the right people in your organization to loop in.

We're here to help you effectively scale Jira as you grow, so let's dive in!

Helpful roles for your Jira Data Center team



Application Admin

The Application Admin handles the day to day administration of Jira. They have a deep knowledge of the product, care about performance reliability, and evaluate and maintain Marketplace apps. They may also work closely with the end users of Jira to understand their needs and provide assistance or training.

Deployment responsibilities

- Verifies functionality and performance during testing to ensure that Jira Data Center is operating properly
- When upgrading, determines which apps will be included, and decides whether or not to keep apps that are not Jira Data Center certified
- Ensures that the users and permissions are maintained, or changed, correctly throughout the transition to Jira Data Center
- Ensures functionality of apps post-deployment



Sysadmin

The Sysadmin handles everything from the infrastructure to the application's interface. They are concerned with backups, storage, network, and performance.

Deployment responsibilities

- Ensures Jira can connect to the database through multiple nodes, instead of a single server
- Addresses L1 support issues that may arise during migration
- Gathers the hardware (physical or virtual) needed
- Performs the installation of Jira Data Center itself
- Configures the load balancer to work with the Jira Data Center cluster
- Creates, configures, and mounts the file system
- Pipes logs from on-disk to log aggregator

Helpful roles for your Jira Data Center team



Project Lead

The Project Lead has a deep relationship with the business and knows how and why Jira is used to meet company objectives. They also know how to make the right tradeoffs to maintain governance across applications.

Deployment responsibilities

- Keeps the project on track with key milestones and estimated dates to achieve them
- Owns the schedule, ensures task completion, and resolves cross-functional issues
- Communicates project updates to stakeholders and announcements to end users
- Works with a procurement representative who performs the purchasing of Jira Data Center



Executive Sponsor

Given the scope of upgrading to Jira Data Center, it will be useful to have executive buy-in for the project.

Deployment responsibilities

- Ultimate decision maker in the event of roadblocks
- Facilitates budget approvals for the proof of concept and then rollout on production

Helpful expertise for your Jira Data Center team



Networking Engineering

Networking provides the connections between the different pieces of the data center architecture. Optimizing these connections will ensure you have a well-tuned deployment.

Networking considerations

- Ensures load balancer is configured to direct traffic according to application requirements
- Ensure that the correct bandwidth is allocated to the network
- Consider the connection between nodes and make sure that each node is communicating correctly with the other nodes in the cluster
- Ensure the connectivity is open between nodes and ports (routers, switches, and firewalls)



Database Management

Database experts ensure the Jira database is running smoothly. They understand the complexities and tuning required to operate Jira Data Center at scale.

Database considerations

- Create database if not already created (side by side deployment)
- Grant permissions to admins who may require direct database access (ie. querying SQL tables directly)
- Create replication scheme that will facilitate disaster recovery for Data Center
- Provide frontline support during the install process

Helpful expertise for your Jira Data Center team



Site Reliability

Site Reliability experts ensure that each application is running at peak performance. They help ensure uptime and bring systems back online in the event of an outage.

Site reliability considerations

- Use information from app and sysadmins to optimize monitoring toolset and automated response
- Document, test, and fine-tune the recovery methodology for single-node and full system outages
- Ensure that database and file system replication processes are supporting RPO and RTO



Security

It's advantageous, and often required, to test and audit your system from a security perspective. Those who have expertise in security practices will make sure that the system is safe and up to regulation.

Security considerations

- Ensure that Data Center adheres to the organization's security practices
- Perform any permissions or data audit procedures
- Ensure that the proper set of internal and external users are able to access the application through appropriate security protocols

Pro tips & best practices



Form a steering committee

You may already have a steering committee for Jira Software or your other Atlassian tools. If not, you may want to consider starting one! Steering committees are made of key power-users and end-user stakeholders who can provide feedback on how Jira is used at the individual and team level. They can give the thumbs-up on upgrades, sign off on governance changes, or help prioritize requests for new customizations, apps, and more.



Identify other stakeholders who should be involved

As early as possible, you should communicate with individuals and stakeholders who are interested and impacted by a move to Data Center. Where possible, recruit and enroll these people to be a part of the process.



Align the team on shared goals

Once your project team is assembled, it's important to have all members aligned on mutually agreed-upon business, functionality, and performance goals for the migration. Proper upfront alignment with all stakeholders ensures a smoother installation, testing, and release process so that your team can confidently deploy Data Center to production.



Agree on a target date for deployment

You may have a business initiative that requires you go live by a certain date, or a time-sensitive budget request that requires you to make your purchase in a specific quarter. As you keep this in mind, communicate and build your timeline with an agreed-upon target date.

Want to extend your team? We're here to help!



Technical Account Managers

Think of a [Technical Account Manager](#) as your strategic partner for all things Atlassian. They'll help guide your journey by providing expertise and asking the questions that you wouldn't think to ask yourself.



Premier Support & Priority Support

[Atlassian Premier Support](#) provides fast 24/7 support for any issues the team may experience during the deployment. Premier Support can also help review the current Server installation and validate whether it's ready for a move to Data Center.

[Atlassian Priority Support](#) provides mission-critical coverage for support tickets, routed directly to our most senior Support Engineers.



Solution Partners

[Solution Partners](#) conduct hands-on system integrations, deployments, and upgrades. They'll also work with your team to customize Atlassian software to your specific needs. Solution Partners are a great option for organizations with complex requirements or are looking for onsite help. Visit our [Partner Directory](#) to find a Partner that's right for you.



Atlassian Community & Atlassian User Groups

The [Atlassian Community](#) has got your back! Stay connected by joining the enterprise community group, a place to share stories, tips, and best practices for using Atlassian products at scale.

If you'd like to swap stores with other Atlassian customers in your area, the [Atlassian User Group](#) community has over 40,000 people in more than 30 countries! Visit <https://aug.atlassian.com> to join a local user group.

Customer key learnings



National Bank of Canada

Financial Services | AWS Environment



The team

1. Solution and Infrastructure architect
2. Atlassian Technical Account Manager
3. 2 Sysadmin
4. A performance testing expert
5. Atlassian Admin
6. Project manager

380,000

issues

4,800

users

7

core team members

“As you scale your instance, my advice is to not only scale to Data Center but also to scale your team to manage requests from customers. Jira Service Desk is your best friend. You should have a portal for your users with the right SLA if you want to be successful in your scaling.”

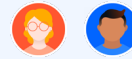
Denis Boisvert

Directeur Atlassian



vidaXL

Online Retailer | Self-hosted



Core team

1. Linux Engineer
2. Project Lead/Application Admin

Stakeholders

1. CIO
2. Head of Business Technology

2,500,000

issues

800

users

2

core team members

“Simulate the migration on a test environment and do end-to-end-testing. Create and follow a step-by-step plan for the deployment on production using the findings from the testing environment. Measure application performance before and after to validate your business case.”

Stefan Krooshof

Functional Application Manager

Customer key learnings



AppDynamics

High Tech | AWS Environment



Core team

1. Application Admin
2. Sysadmin
3. Project Manager
4. Site Reliability Manager
5. Atlassian Solution Partner

450,000

issues

1,660

users

5

core team members

“Spend the time to develop pipelines to deploy your instances. Throughout the process, you will come across the need for many testing environments, and investing in automation up front pays off exponentially, and lays the foundation for your disaster recovery plan.”

Jeff Tillett

Senior Build and Release
Engineering Manager



Computer Software | Self-hosted



Core team

1. Project Manager
2. Application Admin
3. UNIX Engineer
4. DBA
5. File sharing system engineer
6. Load balancing engineer

Stakeholders

1. Server team
2. Infrastructure team

459,200

issues

865

users

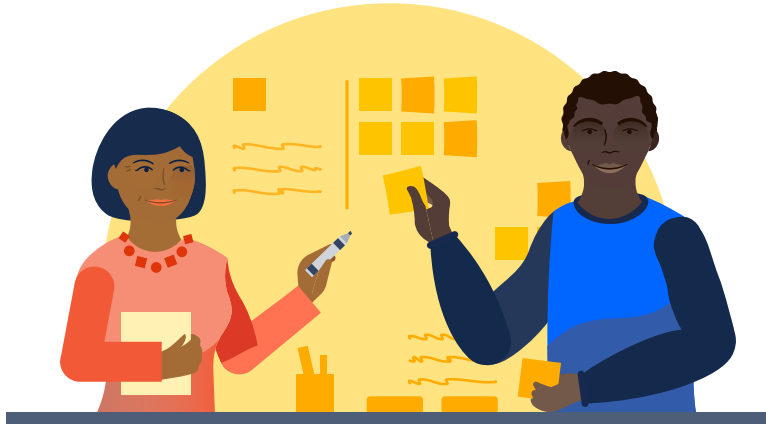
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core team members

“Bring in members who are experts in their area. Data Center has a lot of moving parts and having a member of the project team that understands a certain part is valuable.”

Bryan Trummer

Jira/Confluence Administrator



Next steps

Now that you've assembled your Jira Data Center team, you're ready to go through the following steps to confidently deploy Data Center and set your organization up for long-term success.

1

Start a technical evaluation of Jira Data Center, free for 30 days

Download a [free evaluation license](#), or find resources for AWS and Azure evaluation templates.

2

Install Jira Data Center

Follow the technical steps of [installing Jira Data Center](#) on your own hardware, or on [AWS](#) or [Azure](#).

3

Stay aligned with your team

Keep your team and relevant stakeholders up-to-date throughout the process, and be sure to celebrate performance improvements post-installation!

Remember these three things:

- ✓ Your team is one of a kind. We see many different team configurations!
- ✓ Keep your team aligned throughout the process.
- ✓ We're here to help you along the way. Whether it's strategic advice from a Technical Account Manager, on-site support from a Solution Partner, technical documentation, or a community to swap ideas with, we've got your back.

