Backup & Recovery

revyz

for Atlassian Cloud

The Challenge for Atlassian Cloud

With Atlassian's announcement of the end of life for the Jira and Confluence Server products, organizations worldwide have been tasked with the requirement to either move to the Datacenter or Cloud offerings from Atlassian.

Atlassian Cloud promises many advantages over running your own server environment, but one area that has raised alarm bells with system admins is the novel approach to data backups and restore.

Atlassian Cloud Data is Not Backed Up for Customer Use Cases

Atlassian has robust internal data protection processes which help address their own data related disasters, but not the data recovery use cases of customers. For all practical purposes, your Jira and Confluence Cloud data is not backed up and Atlassian has made it clear to end customers that data backups are their responsibility.

> "We do not use these backups to revert customer-initiated destructive changes, such as fields overwritten using scripts, or deleted issues, projects, or sites. To avoid data loss, **we recommend making regular backups.**"
>
> **ATLASSIAN**

The Most Common Causes of Data Loss

When the topic of data backup comes up, it is common for people to think of the worst case scenario first - complete system loss, or disaster. The reality is, that this scenario is much less likely than the following;

- Accidental user deletion of tickets, pages, projects, spaces, attachments or configurations.
- Malicious deletion of tickets, pages, projects, spaces, attachments or configurations.

- Accidental data corruption during project activities such as uploads, migrations and merging of data.
- Accidental config corruption during sandbox to production migrations.
- Cyber attack including deletion, encryption or denial of service.

INCREASING PROBABILITY ==>							
Disaster Type	Data Center Disaster	Data Center Data Breach	Data Breach	3rd Party Errors	Malicious Deletion	Data Import	Human Error
Frequency of Occurrence	Rare		Occasional				Frequent

The Impact of Data Loss

Although on the surface, data loss in Jira or Confluence can seem like it has incidental consequences, the truth is that organizations who suffer data loss can suffer significantly. This can include;

- Core services being unavailable to clients or staff
- Loss of customer data creating loss of confidence
- Negative market reputation through services downtime and/or client data loss
- Penalties and complications arising from non compliance to regulations

> "By 2022, 70% of organizations will have suffered a business disruption due to unrecoverable data loss in a SaaS application."
>
> **Gartner**

The Way Forward - Build a Cloud Resilience Strategy

It is highly advisable to review your Atlassian data in relation to your organizational data resiliency. This can have many implications, but here are a few key areas to include;

- Is customer data stored in Jira tickets, Confluence pages, projects, spaces or attachments?
- Are there service level KPI's or thresholds that are at risk should you lose access to Jira or Confluence for a sustained period of time?
- Is it important for you to store and retain data for a specific period of time - if so, have you mitigated the impact of accidental deletion?
- Do you have a cyber security framework that involves using data backup as a mitigator to cyber attack?

Don't Forget Your Compliance Regulations

It is also very important to review your organization's compliance regulations. If you are required to be SOC2 certified, or fall under GDPR regulations, then its almost certain that you need to appropriately back up your data in order to retain your compliance levels.

Work with Expert Advisors

Its strongly recommended to work with an expert Atlassian Solution Partner who can help you assess and build your cloud resilience strategy. Solution Partners are exposed to a wide array of Atlassian sites and are thoroughly trained and certified.

Methods of Backup in Atlassian Cloud

At the time of writing this document, there are only two ways available to back up your Atlassian Cloud data;

- Manually using in-built Backup Manager
- Manually using the Backup CLI (Command Line Interface) - which is not yet available to everyone
- Automatically with a Marketplace App

Backing Up Atlassian Cloud Manually

The manual method of backing up data inside Atlassian Cloud requires you to remember to log on and execute backups manually and once your backup is completed, to manually download and store the data as a zip archive.

This method poses the following challenges;

- Requires a lot of manual effort
- Adds another set of regular tasks to your already busy job
- You are responsible for cataloging your backed-up data and it is not searchable
- Granular and on-demand recovery is not possible
- Recovering your data could be complicated and time consuming and you may even lose data in the process
- The process is not logged
- The process does not meet a lot of compliance and best practice frameworks

Backing Up with a Marketplace App

Atlassian have signaled their strong support of customers using Marketplace Apps for data backup and restore by financially supporting app creators such as Revyz to build best of breed solutions.

With a Marketplace App cloud customers can configure their backups once and have them run automatically with full visibility, logging and a multitude of restore options available.

You can see the full features of the Revzy Data Manager apps for Jira and Confluence on the next page.
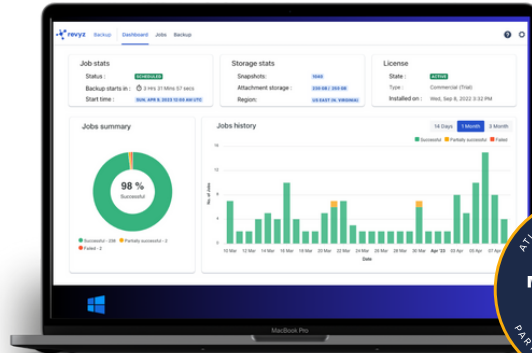
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Atlassian Marketplace App of the Year 2022

The Revyz Data Manager suite of apps provides enterprise class protection for your **Jira Software, Jira Work Management, Jira Service Management, JSM Assets** and **Confluence** data with automated backups, granular data recovery, configuration management, analytics and much more.

AICPA SOC   **CLOUD FORTIFIED**

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MARKETPLACE RISING STAR
ATLASSIAN MARKETPLACE
PARTNER OF THE YEAR 2022

## Automated, No-code Backups for Jira & Confluence

Revyz Data Manager provides enterprise class protection for your Jira, JSM, Assets and Confluence data with automated backups, stress free data recovery, archiving and analytics. Available in the Atlassian Marketplace as a native add-on.

Granular Restore of Anything, Anywhere

Restore an entire site or a single ticket, project,page or asset with complete flexibility and do it easily and safely.

Implement Best Practice Data Resiliency

The Revyz Data Manager cloud platform is SOC2 compliant and all activities are designed to adhere to enterprise best practice standards such as ITIL and ISO.

REVYZ DATA MANAGER FOR JIRA CLOUD
https://app.revyz.io/
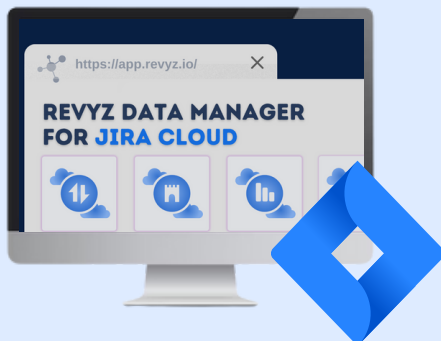
Enterprise Grade Backup and Restore for Jira Cloud

Includes added analytics, optimizer and configuration manager tools

View More

REVYZ DATA MANAGER FOR CONFLUENCE CLOUD
Backup & Restore Assets

Enterprise Grade Backup and Restore for Confluence Cloud

View More

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Data Resiliency Resources

for Atlassian Cloud

eBook : The Ultimate Guides

- View the Ultimate Guide to Jia Data Protection View here
- View the Ultimate Guide to Change Management for Jira Cloud View here

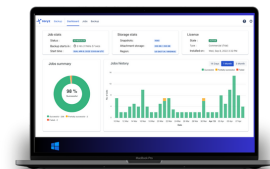### Atlassian Guides

- Atlassian Security Practices - View
- Cloud Security Shared Responsibility Model - View
- Atlassian Cloud Data Protection - View
- Building a Resiliency Strategy in the Cloud - View

Revyz Data Manager Suite

- Product Features - View
- Revyz Security Page - View
- Data Backup Use Case - View
- Blogs, Webinars and Cheatsheets on Backups - View

Other Resources

- Cybersecurity mitigation measures against critical threats - View
- CISA Cyber Essentials - View
- Find an Atlassian Solution Partner - View

About Revyz

We're Passionate About Simplifying SaaS Data Management

We envision a world where all your data is safe from any and all kinds of threats. We are starting on this mission by delivering a powerful, yet intuitive, product that protects and helps you manage your business-critical born-in-the-cloud data.

Contact Us

We'd love to hear from you;

Web: revyz.io

Email: info@revyz.io

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