

**▲ ATlassian**

# DevOps with Atlassian: A guide to cloud features

How developers can ship quality code faster with Atlassian solutions

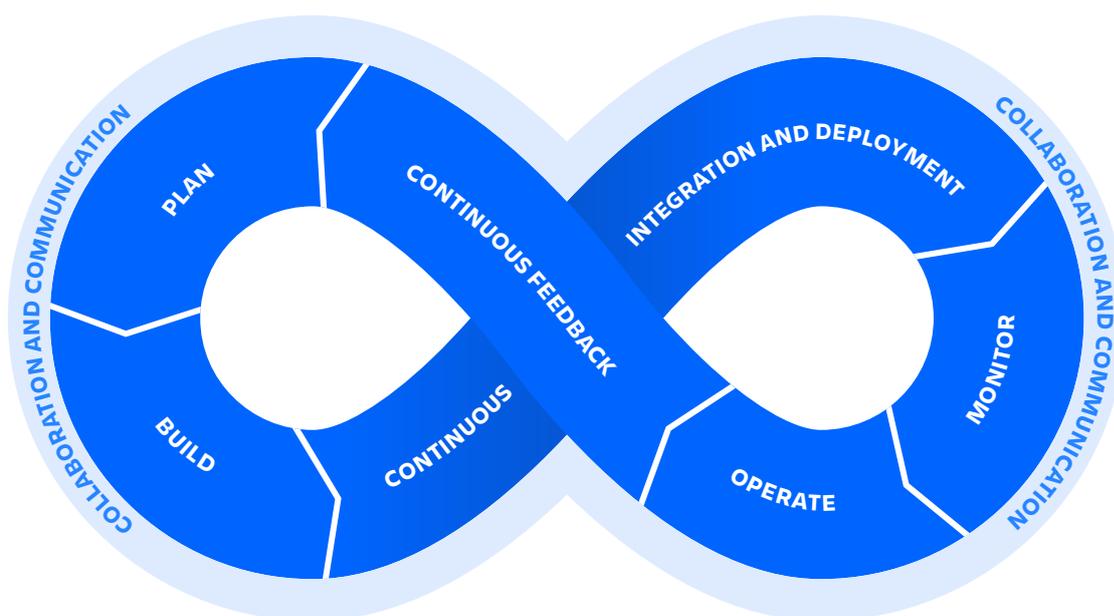


## Introduction

Increased collaboration can come at a cost to developers. Instead of coding and building innovative solutions, developers can end up spending a big chunk of their day integrating multiple tools, updating work status, and sharing it with other teams. According to the recent [DevOps Trends Survey](#) conducted by Atlassian, more than 80% of developers state that disconnected tools, manual processes, and constantly changing collaboration processes are getting in the way.

Atlassian’s new features, automations and integrations for DevOps help developers take back their time and ship code faster. Teams benefit from less context switching, fewer meetings, and fewer pings from IT about security incidents. We’re helping developers focus on their code as we uniquely connect development, IT operations, and business teams with automation that spans our products and third-party tools. With Jira as the backbone and ultimate source of truth, Atlassian unifies all of DevOps work and reduces collaboration overload.

Read on to find out how Atlassian tools help developers get more productive.





## PLAN



# Plan and track projects right in the context of your code

The DevOps toolchain is not a one-size-fits-all approach. DevOps is a toolbox across different applications and teams, and the developer knows best when it comes to what tools to use or how many. But with that flexibility comes a critical need for coordination of the work. Atlassian's DevOps survey found that an increasing number of DevOps teams are saying they need 5+ tools to understand project status. IT Ops and Business teams that aren't closely working in these tools need to know what's happening and when. That's where Jira comes in. Jira automatically unifies work across teams and tools.

Deep integrations between Jira Software Cloud and Bitbucket Cloud, GitHub and GitLab allow for issue tracking and project updates to happen right where you code, automatically. No need to go back to Jira. And your project manager won't have to ping you for updates and interrupt your coding flow, because your project board will automatically update based on your work in Bitbucket, GitHub or GitLab.



### Your Work Dashboard

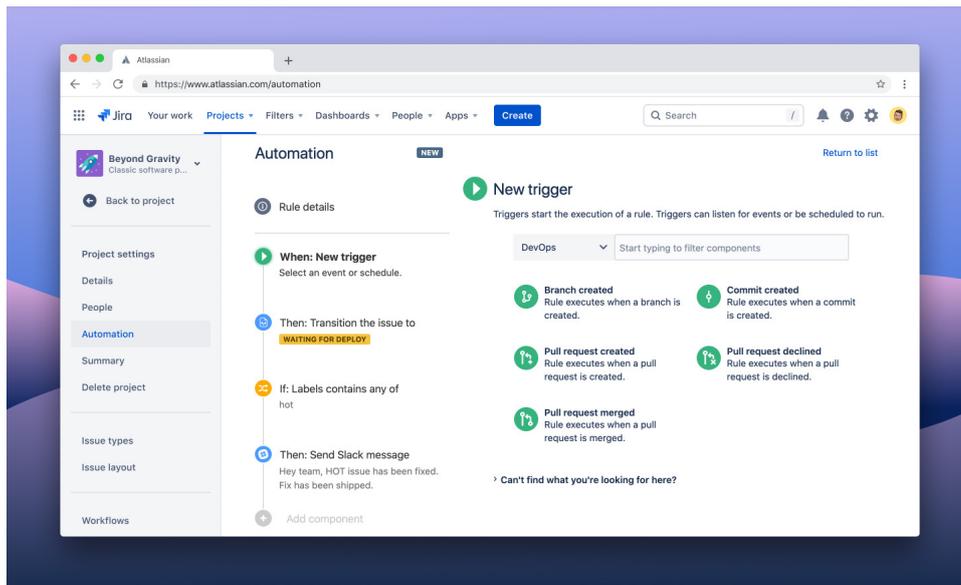
The new Your Work dashboard in Bitbucket Cloud has been expanded to include your assigned Jira issues so you can quickly move from one task to the next, without jumping between tools. Inside each repository, you'll also soon see a new team-level view of connected projects and issues inside the "Jira issues" tab.

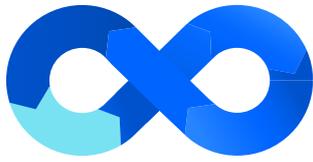


### DevOps Automation Triggers

Automation capabilities are enhanced with powerful new DevOps Automation Triggers in Jira Software Cloud. With just a few clicks, you can create automation rules to keep your work in sync with development activities, with triggers from commit or pull request activity in any connected code repository. At their most

basic, you can automatically update the status of the related Jira issues, but these new automations also allow more complex rules like reassigning Jira issues for QA or code review, or even sending a message to your team's Slack channel about new PRs. These automation rules work with Bitbucket Cloud, GitHub, GitLab, and any other code repository that integrates with Jira Software Cloud.





**BUILD**



## Review, test, and deploy code without losing your place

Every team wants the best possible tools for writing and reviewing code, and with Bitbucket Cloud, Atlassian has you covered. Maximize your developers' productivity on the most important tasks they do each day – writing and reviewing code.



Whether you prefer working in Bitbucket or your IDE, the goal is to keep you in the flow, and reduce unnecessary bounces between your tools.



### New Pull Request Experience

Bitbucket Cloud's new Pull Request Experience delivers an innovative design that makes it easier and faster to review your code changes. New features like a consolidated list of tasks, integrated Jira issue creation, and activity feed filters mean developers can complete their code reviews faster, and efficiently juggle multiple pull requests at once.



### VS Code integration

The Atlassian VS Code integration brings your entire dev pipeline into your editor, with your task list from Jira Software Cloud, a complete code review experience, and CI/CD tracking from Bitbucket Pipelines.



CI/CD



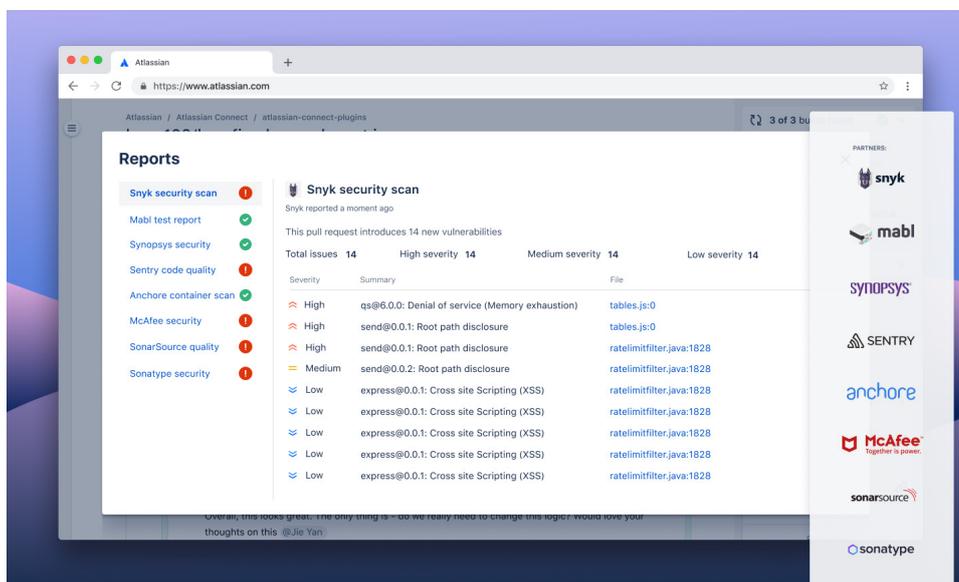
## Ship fast without breaking things

DevOps teams are trying to accelerate their pipeline through automation and “shifting left” of manual checks into the CI/CD process. To help with this, the Bitbucket Cloud code review experience now integrates with code scanning and quality reports, so reviewers are alerted of potential issues before anything gets pushed through to production. You can also try out the new automated change management feature, which connects your CI/CD pipeline with painless change approvals in Jira Service Desk Cloud.



### Code Insights

Code Insights in Bitbucket Cloud lets you bring the best DevOps scanning, testing and analysis tools into your code review process, including Mabl for test automation and Sentry for automated monitoring. Atlassian’s new DevSecOps integration with Snyk is especially important, as Snyk can scan and highlight critical security vulnerabilities early – before they turn into a Sev-1 security incident. All these integrations are also built on an [open API](#), so you can extend Bitbucket Cloud with additional code reports for your own tools.

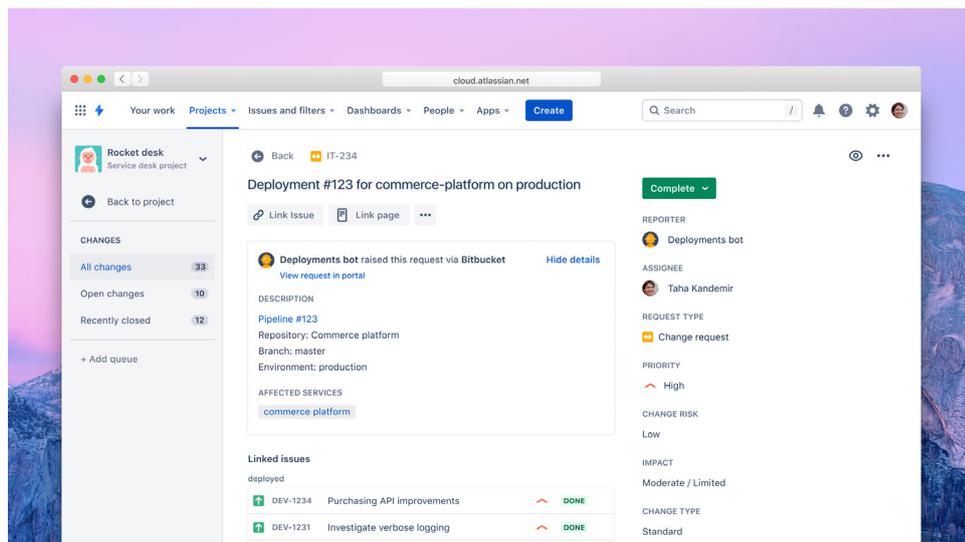


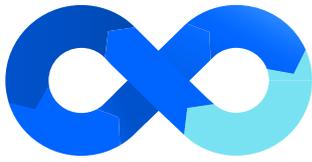


## Automated change management

Automated change management with Jira Service Desk Cloud and Bitbucket Pipelines (currently in early access) will pause your CI/CD process, create a change request in Jira Service Desk, and then trigger the deployment once it is approved:

- **Risk Assessment Engine in Jira Service Desk Cloud** quickly scores the risk of a change and auto-approves and deploys low-risk changes.
- **Change Management View in Jira Service Desk Cloud** streamlines the approval process for high-risk changes by pulling all of the information together in traceable change requests the team can review and manually approve if necessary.
- **Automated change management** supports Bitbucket Pipelines, Jenkins, Circle CI, and Octopus Deploy.





## OPERATE & MONITOR



# Mitigate alert fatigue and resolve incidents faster

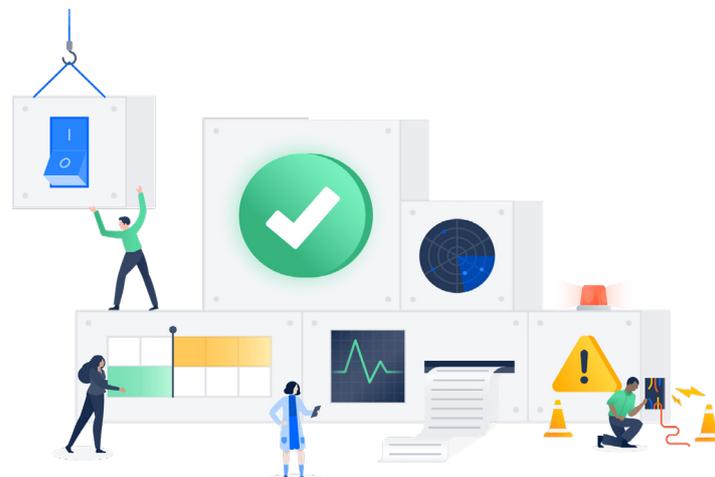
When incidents happen, the key to fast resolution is determining the cause of the problem quickly. And as your teams adopt DevOps and automate their deployment processes, change-related failures become increasingly common. When you're woken up to deal with an outage, wouldn't it be great to know whether a recent code change caused the issue, and immediately be able to get help from the right developer?

For most teams today, this requires advanced detective work, trawling through Git history and Jira tickets. Opsgenie's brand new, deep integration into Jira Software Cloud and Bitbucket Cloud helps teams shortcut this whole process, giving the first responders an audit trail for recent deployments and their related Jira tickets.



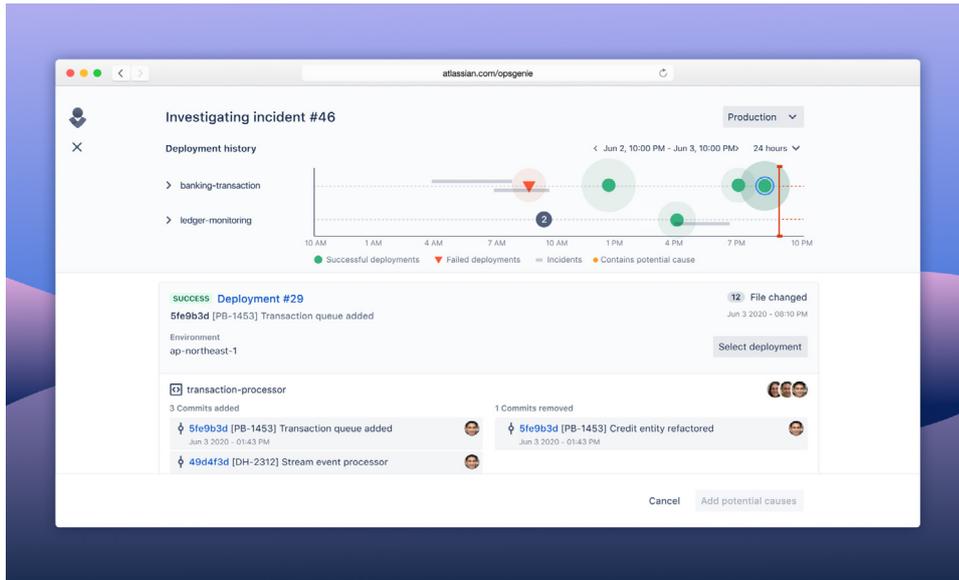
### Opsgenie and Bitbucket Cloud integration

The Opsgenie and Bitbucket Cloud integration centralizes all alerts and filters out the noise to make sure the right issues are being picked up, the right people are being alerted, and the right action is taken.



## ! Incident Investigation Dashboard

With the Incident Investigation Dashboard, teams can look at the deployment that happened right before the incident, add it as a potential cause, and contact the developer who made the change so that they can roll it back and resolve the incident.



## Best practices can smooth the cloud migration path.

Before beginning a migration journey, organizations may want to consider these five best practices:

- 1. Things move quickly in the cloud.** Don't assume yesterday's headline is today's news. In response to customer feedback, Atlassian is making rapid improvements across the cloud, migrations, the marketplace, and support. A great place to start is the Atlassian Cloud [roadmap overview](#).
- 2. Apps early, apps often.** If your organization has apps, start your assessment and identify migration paths earlier, rather than later. This will prevent problems from arising later in the migration.
- 3. Help us help you.** By connecting early with your Atlassian Solution Partner, organizations find that their migrations go more smoothly.
- 4. Use your Extended Cloud Trial.** This is designed for migrators and simplifies migration planning, as standard cloud trials only last 7 days – not long enough to fully explore, plan, and test your migration.
- 5. If you test, you'll get some rest.** Test, test, and test again. With proper testing, production migrations run smoothly. During User Acceptance Testing, take note of where users have questions. Be sure to factor that information into your onboarding and training materials.



Contact Know Business, your Atlassian Solution Partner, today.

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- ▶ Software development (Jira, Bitbucket, Bamboo, etc)
- ▶ Secure hosting (Official, PROTECTED and Atlassian Cloud)
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Procuring your Atlassian licenses through **Know Business** has many benefits, with no downside. Here's a comparison between procuring through **Know Business** versus procuring through Atlassian:

Agency Benefit	KNOW BUSINESS	ATLASSIAN
Direct contact with Atlassian for support	✓	✓
Access to full suite of Atlassian products	✓	✓
Atlassian Cloud Hosting	✓	✓
90-day quotes validity (locks in pricing, hedging Atlassian price increases)	✓	30 day quotes available ✗
Quotes in USD or AUD	✓	Quotes for marketplace apps in USD only. ✗
90-day evaluation licenses	✓	Up to 30 day evaluation licenses available ✗
Atlassian training courses and tailored courses to meet your organisation's context and needs	Atlassian and tailored courses ✓	Atlassian training courses only ✗
Payment due 20 days <u>after</u> license keys supplied	✓	Payment required before licenses supplied ✗
Helps achieve SME purchase targets	✓	✗
Included consultancy hours	✓	✗
Dedicated Account Manager	✓	✗
Secure Australian Hosting (PROTECTED and OFFICIAL)	✓	✗



**Dedicated Account Manager**  
Supply and renew licenses, advise of upcoming changes (eg. pricing) and how to lock-in current prices.



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Consultancy bonus hours depend on the spend. A minimum of four hours is offered.



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