

# Compare Jira Service Management Cloud and Data Center

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Explore the differences between Jira Service Management Cloud and Data Center to help assess your deployment options.



# Get more with Jira Service Management Cloud

Accelerate your team's delivery with the latest, Cloud-only features for Jira Service Management.

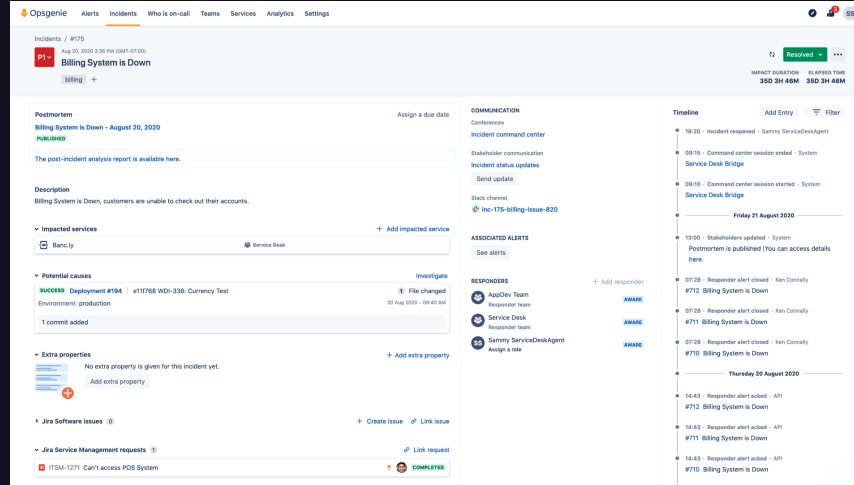
## Robust incident management

### Connected incident response teams

With best-in-class Jira integration and built-in CI/CD, Bitbucket Cloud is the native code tool in Atlassian's Open DevOps solution.

### Atlassian Open DevOps

Integrate Bitbucket with Jira Service Management and OpsGenie to automate change management and resolve incidents faster.



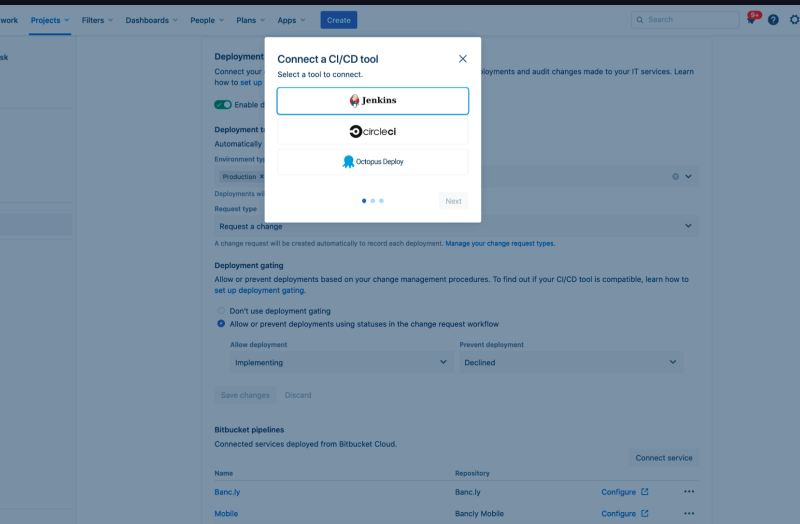
## Seamless change management

### Connected incident response teams

Minimize risk to your organization and speed up delivery by improving the flow of changes to infrastructure and services with an automated Risk assessment through Automation.

### Atlassian Open DevOps

Deployment gating lets you allow or prevent deployments at specific points in the change management process using select CI/CD tools such as Bitbucket or Jenkins.



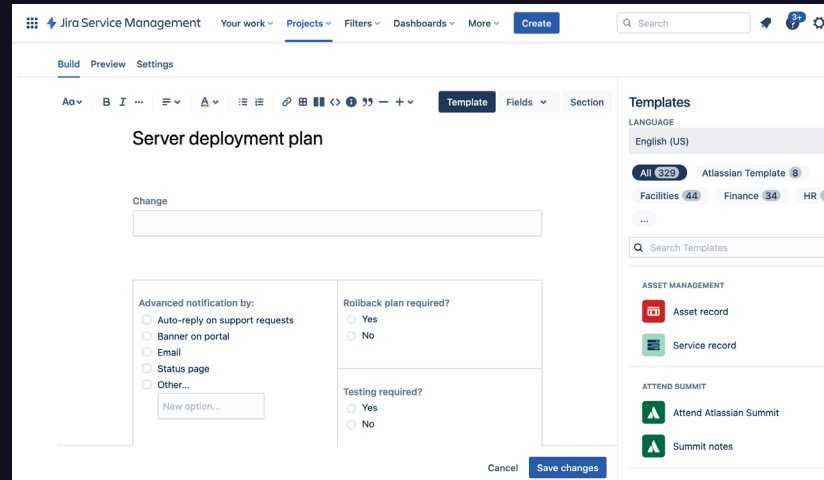
## Service request management

### HR, general service management, legal, and facilities templates

Get your business teams up and running with built-in templates for HR, facilities, and legal teams.

### Advanced forms

Advanced form validation helps quickly collect information and resolve tickets. With a no-code editor, support for 24 languages, and 300+ built-in templates, any team can deliver excellent service quickly.



# Compare features side by side

Get a high-level comparison for your deployment options, and find out how features vary across Jira Service Management Cloud and Data Center.



## Cloud

Atlassian is all-in on a Cloud-first future to help you manage requests, incidents, problems, change, and configuration management.

- ✓ Deliver value faster by making work more visible with built-in automation and templates, advanced forms, and tighter integrations across your toolchain.
- ✓ Reallocate infrastructure costs and IT resources to strategic business priorities.
- ✓ Get built-in security, privacy, compliance, and reliability.



## Data Center

If you need to stay behind the firewall, you can host Jira Data Center on IaaS or on-premise.

- ✓ Continued investment in the areas of performance & scale, security & compliance, and infrastructure & operations.
- ✓ Flexible deployment options including on-premise, infrastructure as a service, and Kubernetes.

Feature	Cloud	Data Center
<b>General service management</b>		
Reporting and analytics	✓	✓
SLA management	✓	✓
Multi-language support	✓	✓
Configurable workflows	✓	✓
Advanced forms	✓	Via Performa
Advanced conversational ticketing	✓	Via Halp
Email and embeddable widget support	✓	Limited functionality
HR, general service management, legal, and facilities templates	✓	/
Customer service management templates	✓	/
ITSM project template	✓	/
<b>Incident and problem management</b>		
Incident management	✓	✓
Alerts and notifications	✓	Via opsgenie

Feature	Cloud	Data Center
<b>Incident and problem management</b>		
Monitoring and ChatOps integrations	✓	Via opsgenie
Incident creation	✓	Via opsgenie
Post-incident reviews	✓	Via opsgenie
On-call management	✓	Via opsgenie
Problem management	✓	Via opsgenie
Incident command center	Premium & Enterprise	Via opsgenie
Incident investigation	Premium & Enterprise	Via opsgenie
Incident management reports	Premium & Enterprise	Via opsgenie
Heartbeat monitoring	Premium & Enterprise	Via opsgenie
<b>Change management</b>		
Change management	✓	Limited functionality
<b>Asset and service configuration management</b>		
Change management	Premium & Enterprise	✓
<b>Service-based organization</b>		
Service request management	✓	✓
Service registry	✓	⊘
Service status pages	✓	⊘
Service dependency	✓	⊘
Service subscriptions	Premium & Enterprise	Via opsgenie
External services	Premium & Enterprise	Via opsgenie
Service and infrastructure health analysis	Premium & Enterprise	⊘
<b>Deployment and administration</b>		
Release tracks	Premium & Enterprise	✓

Feature	Cloud	Data Center
<b>Deployment and administration</b>		
Sandbox	Premium & Enterprise	Limited functionality
IP allowlisting	Premium & Enterprise	⊘
Admin insights	Premium & Enterprise	⊘
<b>Security and data management</b>		
Audit logs	✓	✓
Data residency	✓	✓
Mobile Device Management	✓	Limited Functionality
Business continuity and disaster recovery	✓	⊘
Password policies	✓	⊘
Mobile application management	Enterprise	⊘
<b>Scale, performance and availability</b>		
Guaranteed uptime SLA	✓	✓
<b>Apps, integrations and customization</b>		
Jira mobile app	✓	✓
Atlassian Marketplace apps	✓	✓
Built-in automation	✓	Via marketplace
Advanced integrations	Premium & Enterprise	✓

 **ATLASSIAN**



# Elegant Solutions, Tangible Benefits

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Atlassian Platinum Solution Partner

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