IT Architecture Atlassian Platform

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Background

IT Architecture has a need to quickly on-board and off-board consultants from mobile and web app projects. Historically it has proven impossible to accomplish provisioning, access management, and deprovisioning with Emory resources due to a lack of automation or efficient manual processes. Additionally, Emory has not traditionally maintained contemporary development and project management infrastructure that current software development practices use. Emory IT Architecture implemented Atlassian to provide a common platform for consultants, Emory IT Architecture, and Emory project participants to collaborate quickly and efficiently on a contemporary integrated work management platform.

Similar Infrastructure at Emory

Emory implemented a central build and package infrastructure that also had capabilities to automatically re-commit and deploy build products using Subversion and Subversion's commit hooks and Emory's Subversion push scripts about ten years ago. This infrastructure is a set of scripts and conventions implemented on package.cc.emory.edu. This is still in use for many things at Emory today. In the intervening years a number of build, test, package, and deploy or continuous integration and continuous delivery tools have emerged and now there are cloud-based platforms for doing this that one can acquire on a subscription basis. UIT has experimented with Jenkins and IT Architecture has been using Bitbucket Pipelines. We prefer Bitbucket Pipelines, because it is fully integrated with Atlassian Bitbucket and the rest of the Atlassian suite we prefer and that most of the consultants we work with already use: Confluence, JIRA, JIRA Portfolio, JIRA Service Desk, Bitbucket, and Bitbucket Pipelines. Beyond that the additional value is that it is available as a cloud-based, subscription service including all of the Docker infrastructure one needs to implement build and packaging. So this deeply integrated suite of software development tools and compute platform requires no setup or administration at Emory and no planning and scaling to support any required number of build, package, and test pipelines with virtual compute resources. That is all simply available on demand and all just works. Additionally, Bitbucket and Bitbucket Pipelines has a large number of pre-built and maintained sample integrations with many deployment targets (see integ rations). This type of (much simpler) infrastructure implemented and operated by LITS has been plagued by administrative issues like running out of disk space, users mysteriously losing access to version control, commits and pushes to deployment targets not working reliably, etc. Additionally, parts of the Atlassian suite that Emory does maintain locally like Confluence lag significantly behind the SaaS service offering in features. It seems unrealistic to expect that Emory can continue to deploy, operate, scale, and maintain this increasingly complex infrastructure or even that we could agree on what that infrastructure should be. At the end of the day we need to be working on the software and infrastructure patterns we are building with these tools and not trying to keep the infrastructure itself running with the limited internal resources we have.

Access

The Emory IT Architecture Atlassian platform is available at: https://servicetake.atlassian.net. To request access, you can complete the form at: https://serv icetake.atlassian.net/servicedesk/customer/portal/7/create/105

Platform Uses

Project and Issue Management

JIRA is an issue management platform that allows teams to easily manage their issues throughout their entire lifecycle. It is highly customizable, and can be tailored to fit any workflow you need. It is primarily used in software development as a way to manage and track development efforts.

Source Code Version Control

Distributed version control system (GIT) that enables team development. Flexible deployment models for teams of all sizes and needs. Unlimited private and public repositories.

CI/CD

Bitbucket Pipelines facilitate continuous integration and delivery—build, package, test, and deploy (or deploy and test, depending on the type of software).

Time Reporting
Atlassian has a marketplace of plugins for their platform. We are evaluating several time reporting tools, so that billable time can be reported within the same platform. Time reporting against project tasks and invoicing was one of the best features of our previous work management system WorkETC, and we would like to find a plugin with comparable features for Atlassian.

Wiki

The Confluence wiki is the same product as we use on premise for a wiki, but the cloud version is the most current and automatically updated. It’s users and features are deeply integrated with JIRA mentioned above, so one can reference issues and content between JIRA and Confluence easily and users with access to JIRA have access to Confluence and vice-versa.

Service Requests

JIRA Service Desk will allow us to handle requests from our preferred vendors, consultants, and customers and integrate those requests with the appropriate Atlassian resources. Most of these requests will be for access, deprovisioning, and project initiation.

Platform Security References

Provide links to Atlassian security attestations and security checklists they have completed.

- [Atlassian Trust](#) (high-level overview and starting point for security related topics)
- [Atlassian's Cloud Security Statement](#)
- [Atlassian Cloud: SOS Compliance](#)
- [Security Related FAQ](#)