

What NOT to do: Atlassian Best Practices

| Today's Presenters



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Praecipio Consulting
implements solutions utilizing
the Atlassian product suite to
streamline operations, drive
down costs and deliver quality.



Trusted by Industry Leaders

Automotive	World's largest auto maker
Manufacturing	Three of the world's top 5 manufacturers
Medical	World's largest medical equipment company
Financial Services	World's largest credit card company
Retail	Two largest US retailers
Technology	Five of the largest US chip makers
Travel	Top 5 and top 20 travel booking sites
Information Security	Top US software security company
Space Exploration	NASA and leading private spacecraft firm
Education	Pearson, largest publisher and private universities
Telephony	World's top two selling phone manufacturers
Energy & Utilities	Gigabit broadband provider; Largest energy company
Consumer Products	Major companies like Oakley and MasterLock
Electronic Payments	Top three global electronic payments system company
Small and Midsize	Small and Midsize businesses make up 75% of our client base



| Trusted by Agencies

We could tell you, but...



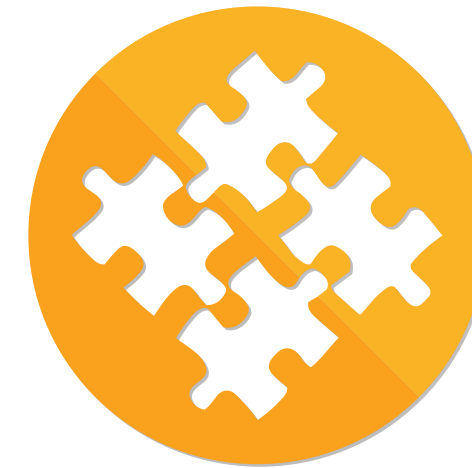
| Our Services



Licensing



Solutions



Integration



Add-on Development



Managed Services



Managed Hosting



Upgrades



Training

| Who are you?

Atlassian Administrators?

Project/Program Managers?

Technical Architects?

IT or Support?

Other?



| About this Workshop

- Concepts, Discussion, Exercises
- Ask questions! Interaction is key for learning!
- Provide good discussion points as appropriate.
- Parking Lot for “big picture” questions.



| What We'll Cover

Permissions and Compartmentalization

Governance

Jira Administration and Impacts to the Instance

Confluence Information Architecture

Open Discussion



1.0

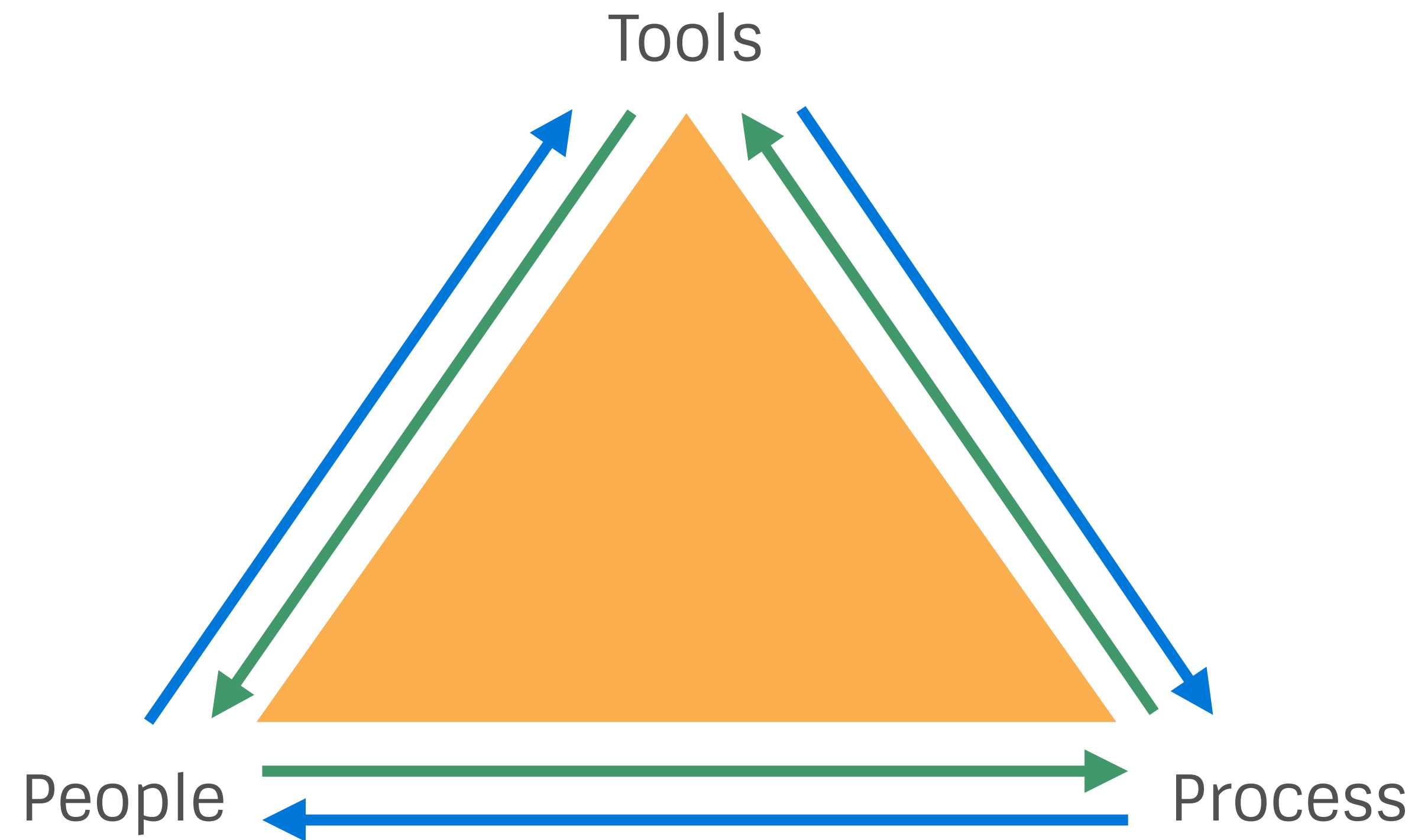
Permissions and Compartmentalization



“The Atlassian Tools don't exist
in a vacuum.”

–Amanda Babb,
Praecipio Consulting

| The Iron Triangle of Atlassian



Who are your Admins?

50K issues in “To Do”

A new workflow was added and Issues weren't mapped properly.

Security Projects Exposed

Permission Scheme updated to “Anyone” (doesn't require login).

Confluence Data Gone

Restore from Backup deleted 3 days of Confluence data.



What is your Change Process?

Shared Schemes

Changes to Work Processes may impact other constituents.

Change Requests

Tracking who is asking for what and why is critical.

Change Approvals

Approval matrix based on risk and requestor.



What do you do in Atlassian?

Projects, Data, Users

Work processes should be in Jira for the “right” users.

Collaboration is Key

Confluence fosters collaboration within and among teams.

Focus on Execution

Show users what they need, not everything all the time ever.



| Discussion

Who is using/will use Atlassian?

Which Products?

How will they request access?

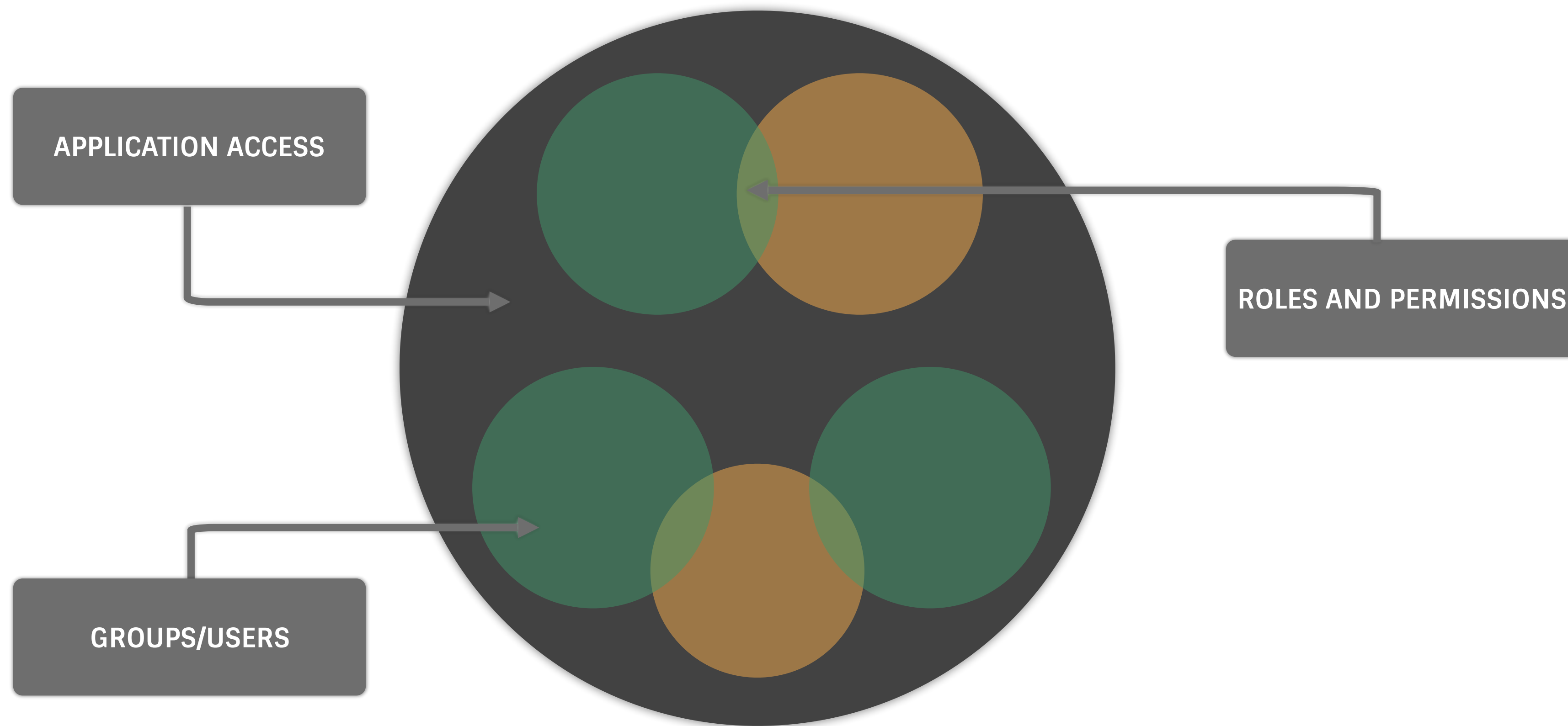


2.0

Governance



| People, Process, Tools



| User Management



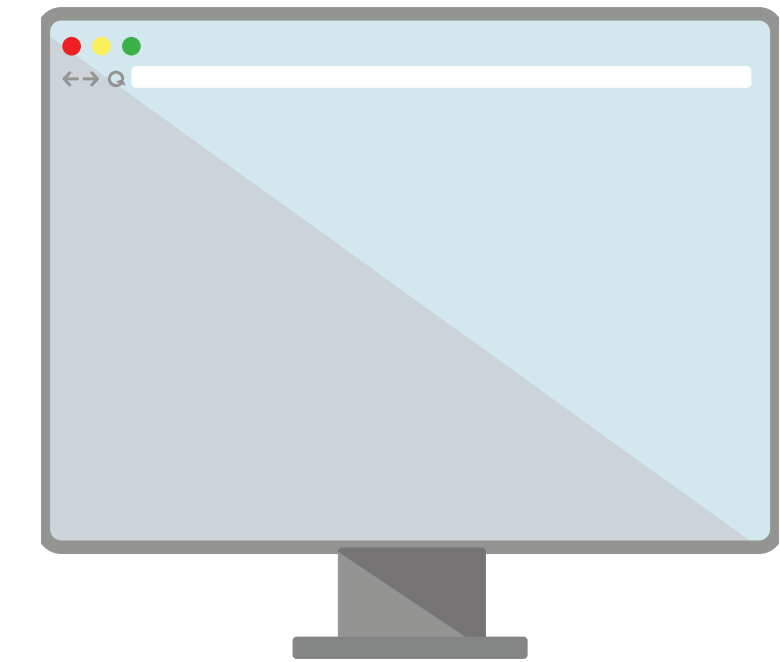
External Directory

Direct Application
Connection



Crowd

Connect to External
Directory or manage
access within Crowd



Internal Directory

Individual application
access

How are your users managed?

Groups

Who should be placed into the group and why?

Roles

Which Roles should users and groups be placed in?

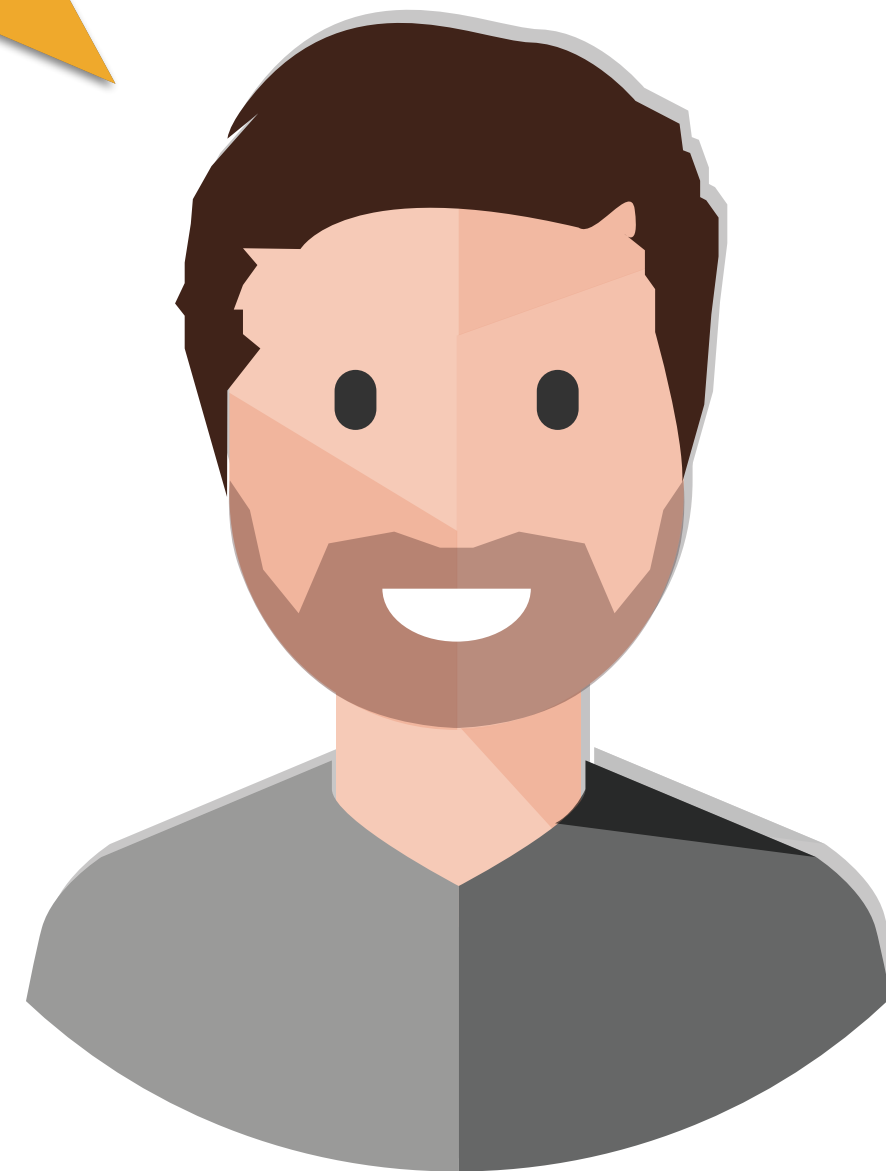
Permissions

Read-only? Read/Edit?
Administration?

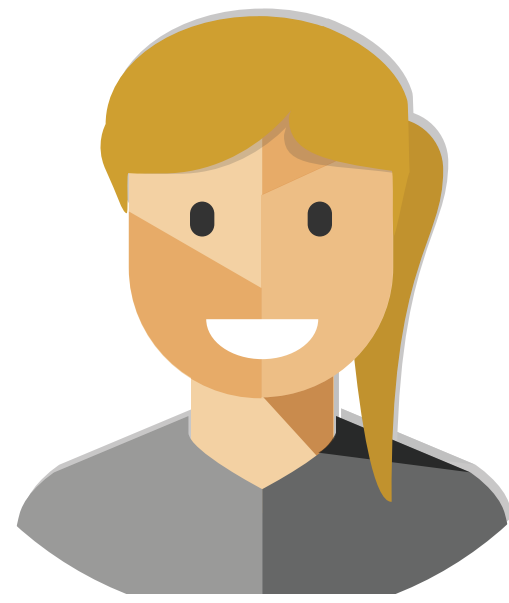


| Let's look at requirements

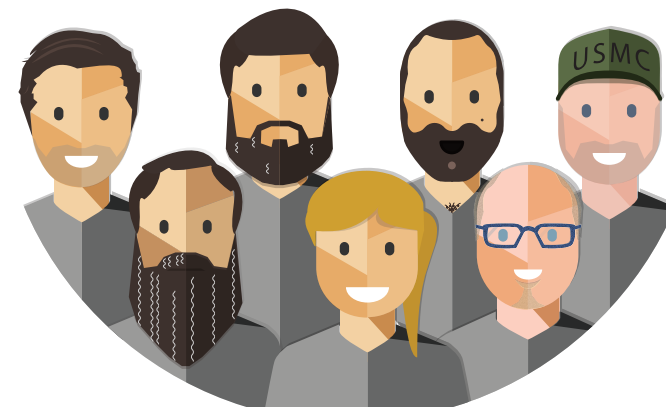
My new
developer needs
the same access as
the others.



| Onboarding Request



A User



Added to a Group

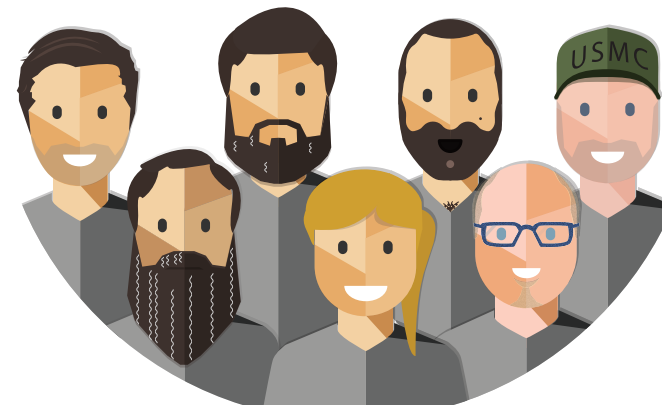


Granted
Permissions

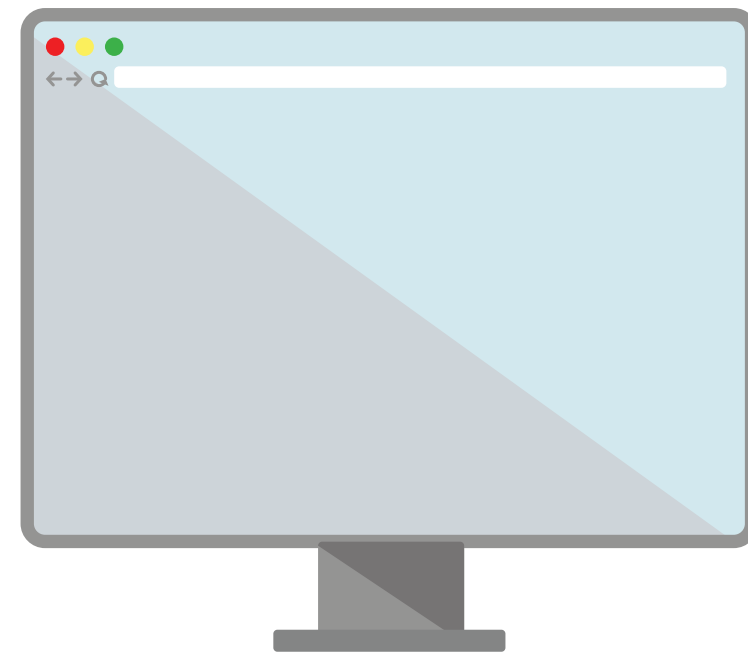
| Bad Governance



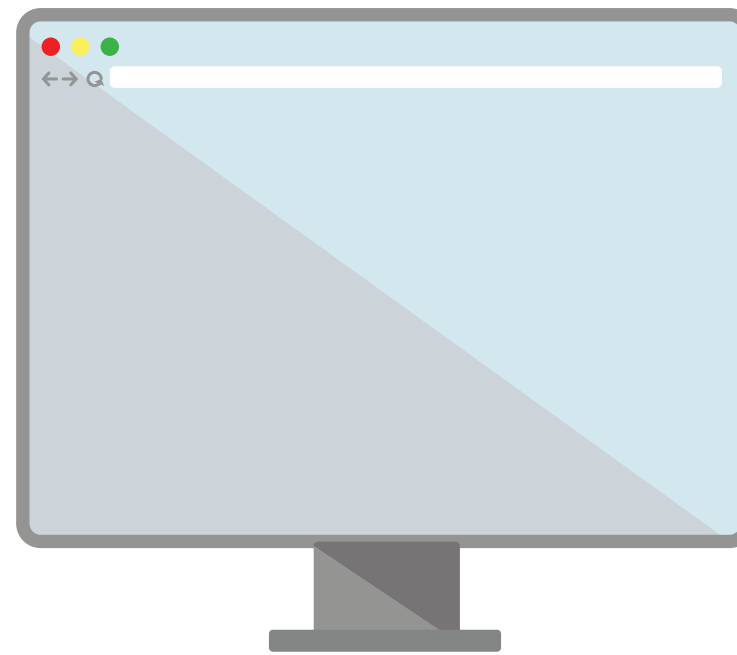
Amanda



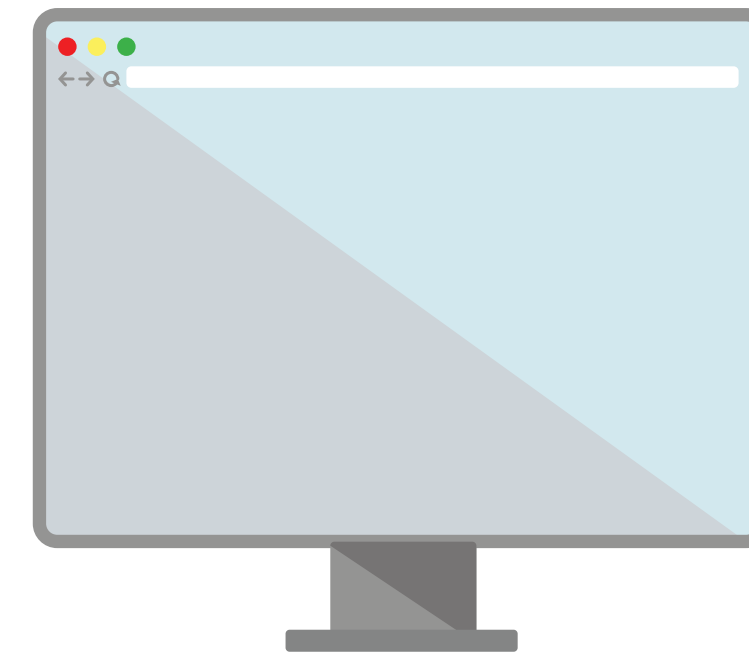
jira-software-users
confluence-users
bitbucket-users



Jira



Confluence



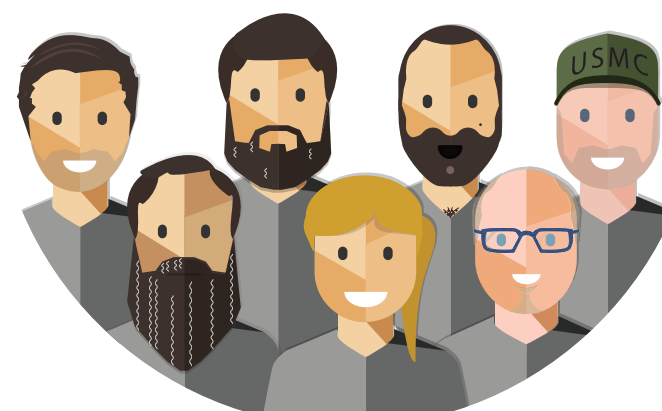
Bitbucket



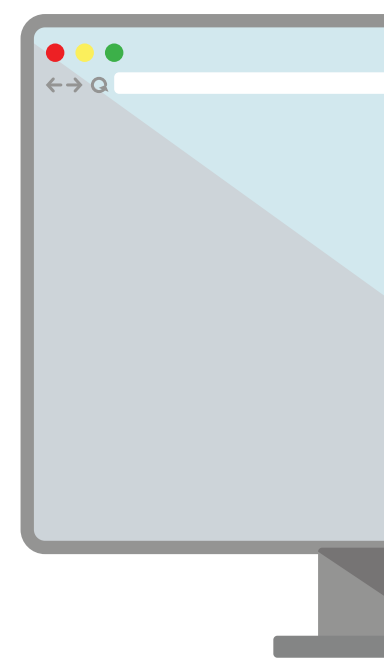
| Good Governance



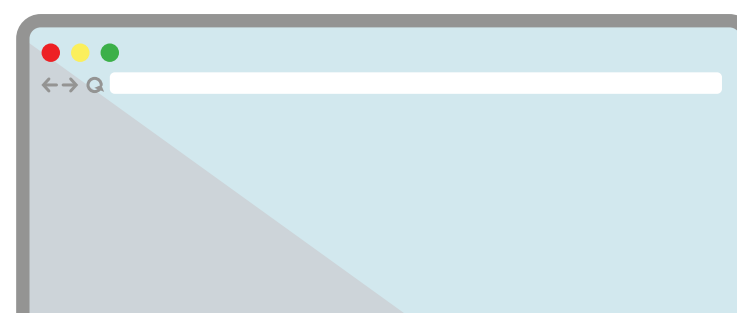
Amanda



jira-software-users
confluence-users
bitbucket-users



Jira



Confluence



Bitbucket



Good Governance

Which Applications?

Not all users need access to every application.

Projects/Spaces/Repos?

Not all users need access to all projects, spaces, or repos.

View, Edit, Admin

Once granted, not all users need to view or edit everything.



| An Example...



Core



Software



Service Desk

Jira

Confluence



Bitbucket

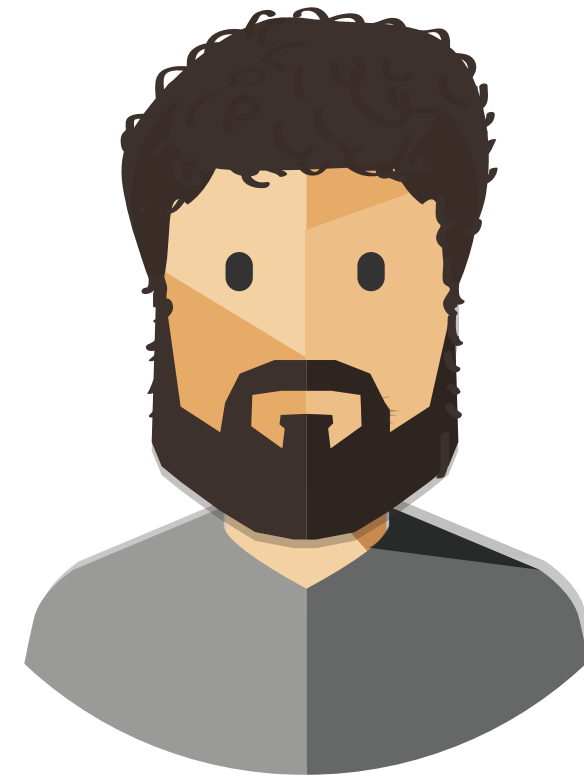


| People, Process, Tools

I'd like to know the status of the Office Move.



Is my team going to release on time?



Your system access has been granted.

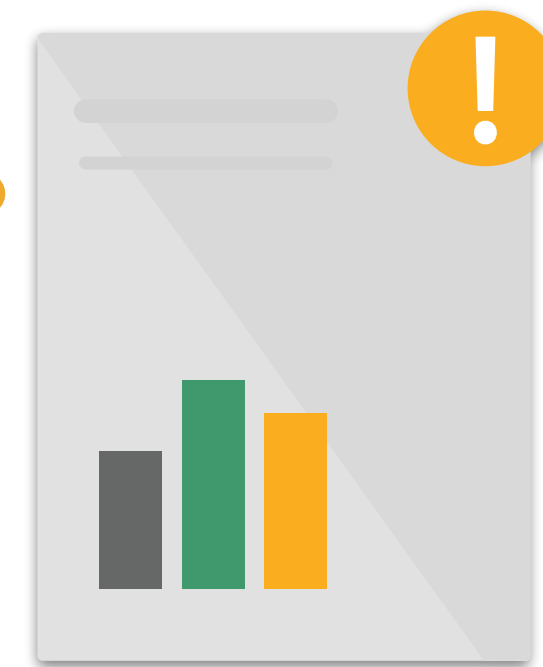


Meet Becky, Program Manager

I'd like to know the status of the Office Move.



View Tasks



Create Filter

Becky's Permissions

I'd like to know the status of the Office Move.

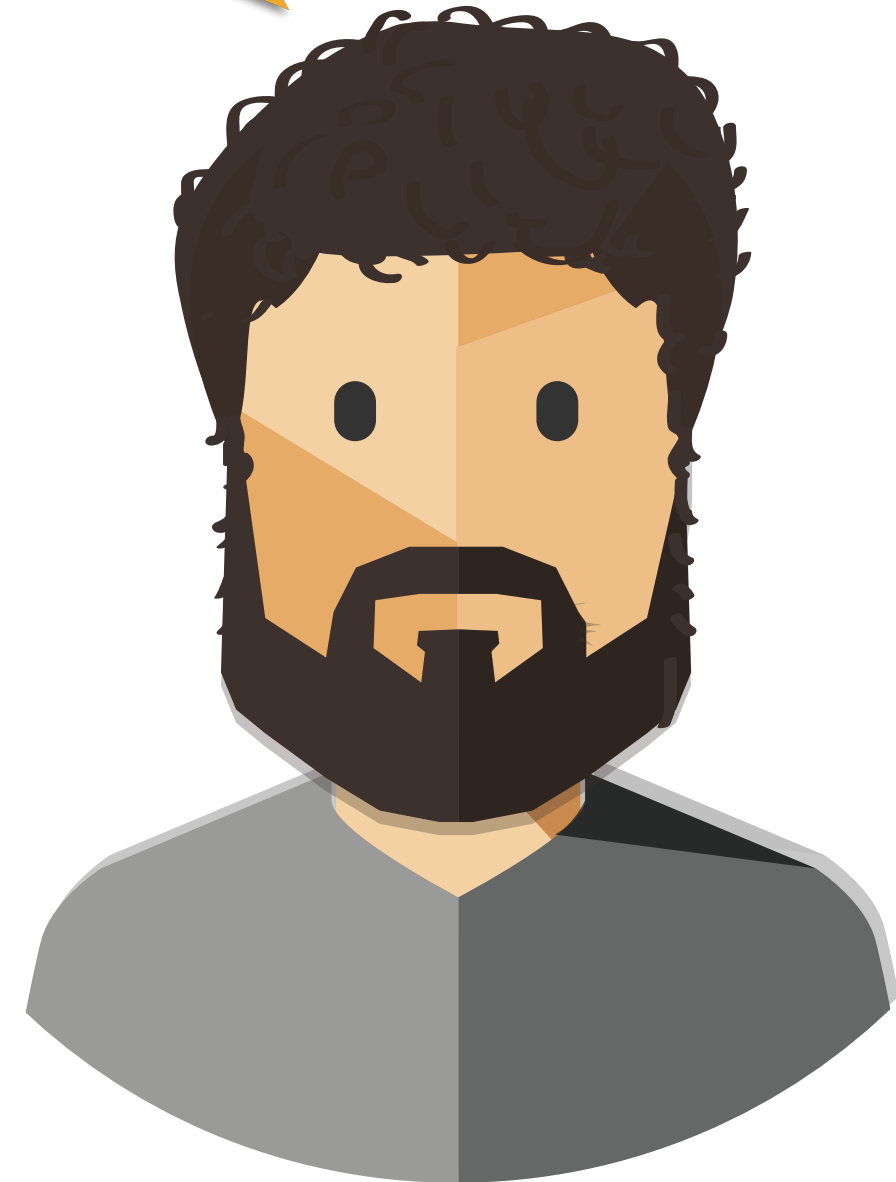


- Jira Core Application Access
 - Browse Projects
 - Create Issues
 - Assign Users
 - Add/Edit Comments
 - Create/Delete Attachments
- Confluence Application Access
 - Office Move Project Space



Meet Roger, Scrum Master

Is my team going to release on time?



Manage Backlog



Manage Board

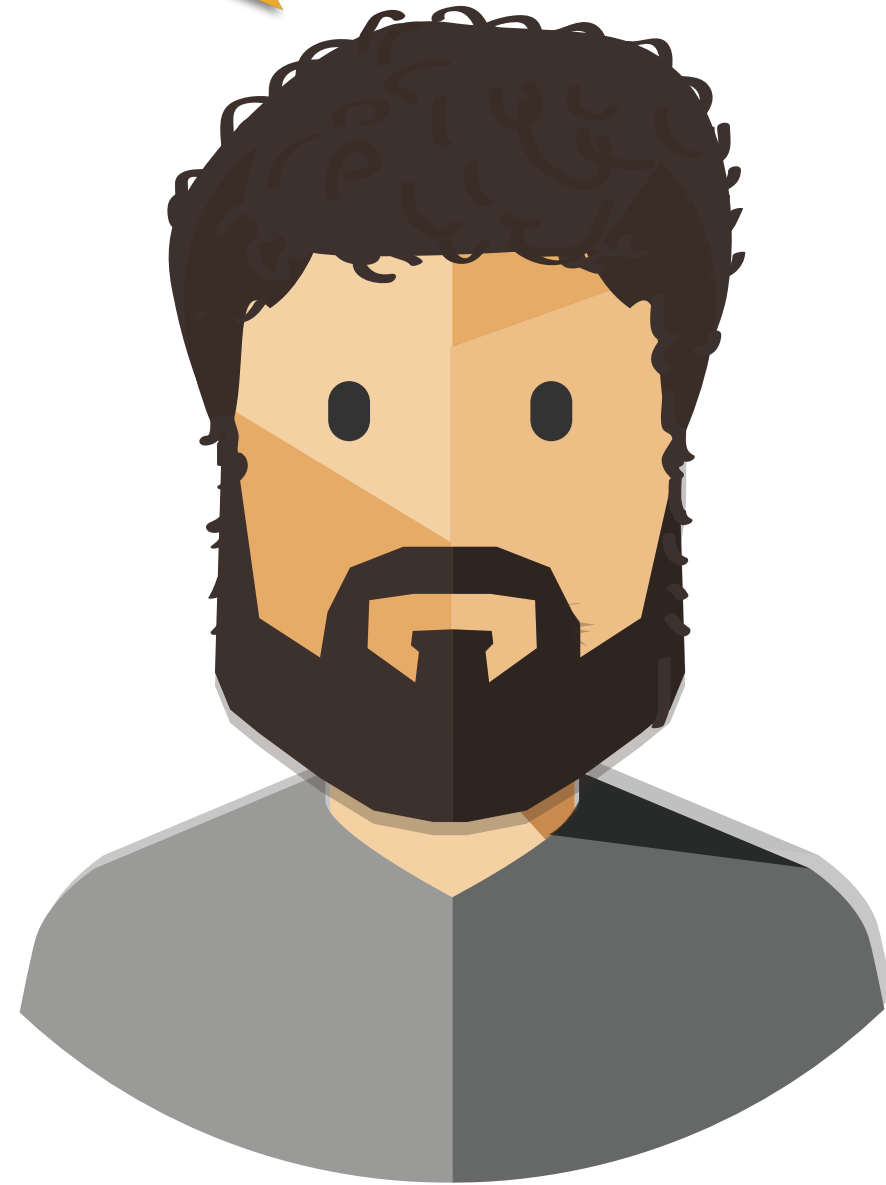


Monitor Progress



Roger's Permissions

Is my team
going to release
on time?



- Jira Software Application Access
 - Administer Project
 - Manage Sprints
 - Schedule Issues
- Confluence Application Access
 - Software Project Space
 - Team Space
- Bitbucket Application Access
 - Software Project - Read Only



Meet Anna, System Support

Your System Access has been granted.



Manage Queue



Resolve Requests



Anna's Permissions

Your System
Access has been
granted.



- Jira Service Desk Application Access
 - Browse Projects
 - Resolve Issues
 - Close Issues
- Confluence Application Access
 - Knowledge Base
 - Team Space



| Are you getting it?

A new developer is starting on Monday and needs access to Jira, Confluence and Bitbucket. You add them to the Confluence Users group. What will they have access to on Monday?

1. Jira Only
2. Jira and Bitbucket
3. Confluence and Jira
4. Confluence Only





Exercise

| Lab 2.0

- Exercise 1 - Add a User to a Group
- Exercise 2 - Validate User Access
- Exercise 3 - Troubleshoot and Fix Access

15 min



2.0

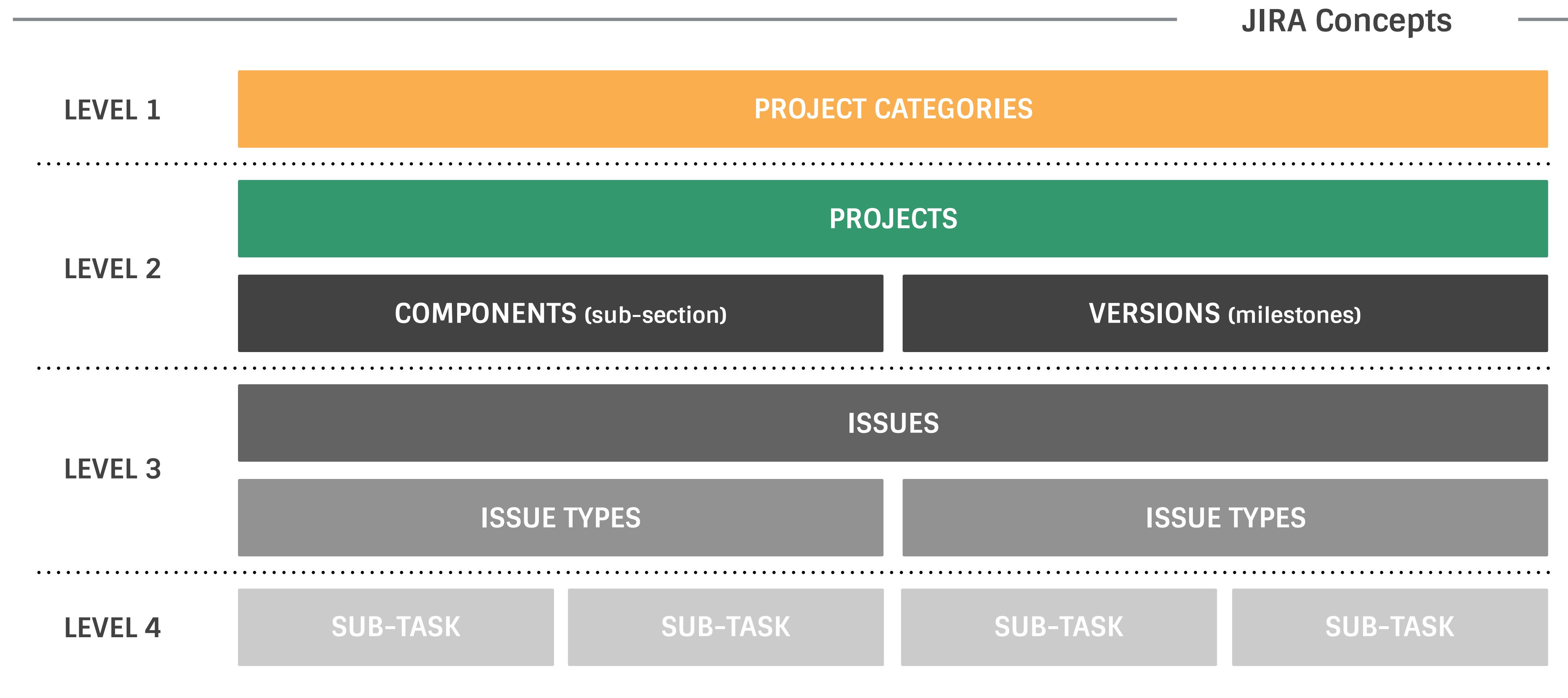
Questions?

3.0

Jira Administration and Impacts to the Instance



Jira Applications use Projects

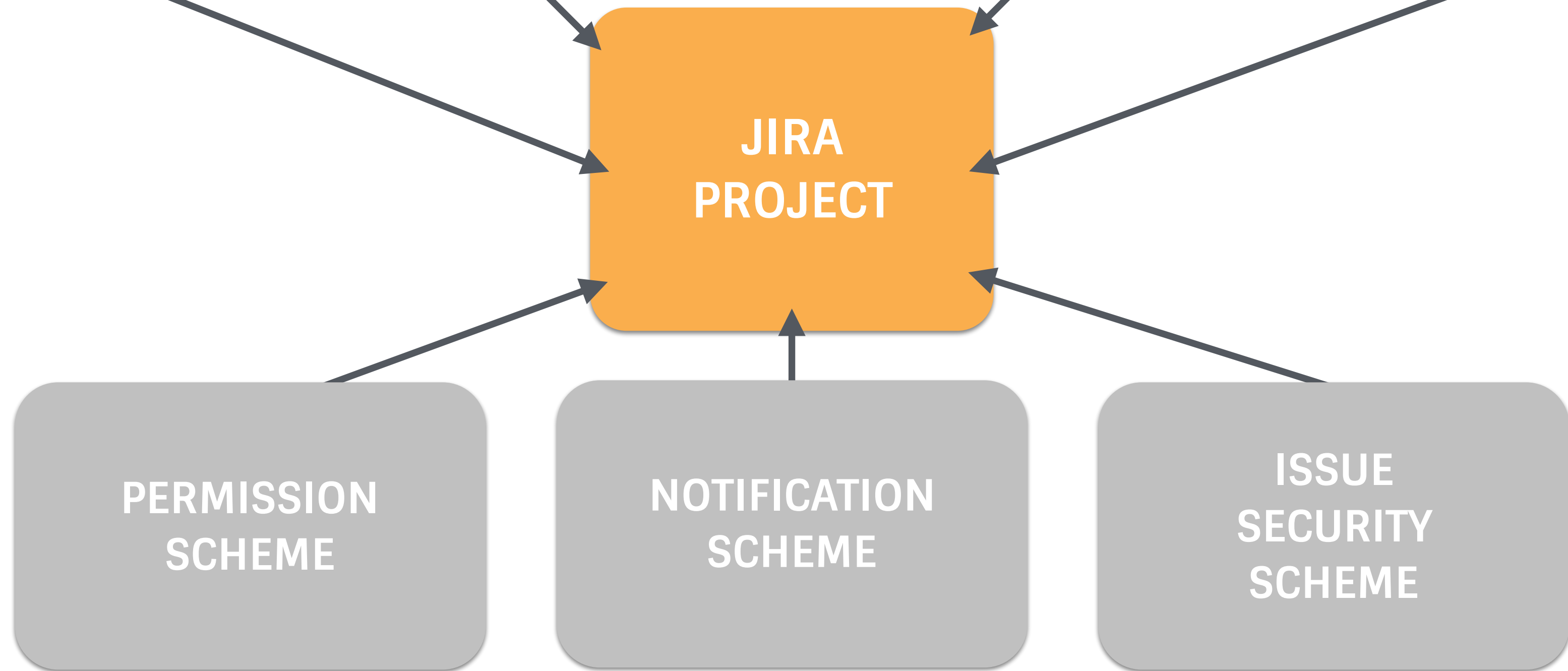


Jira Project Structure

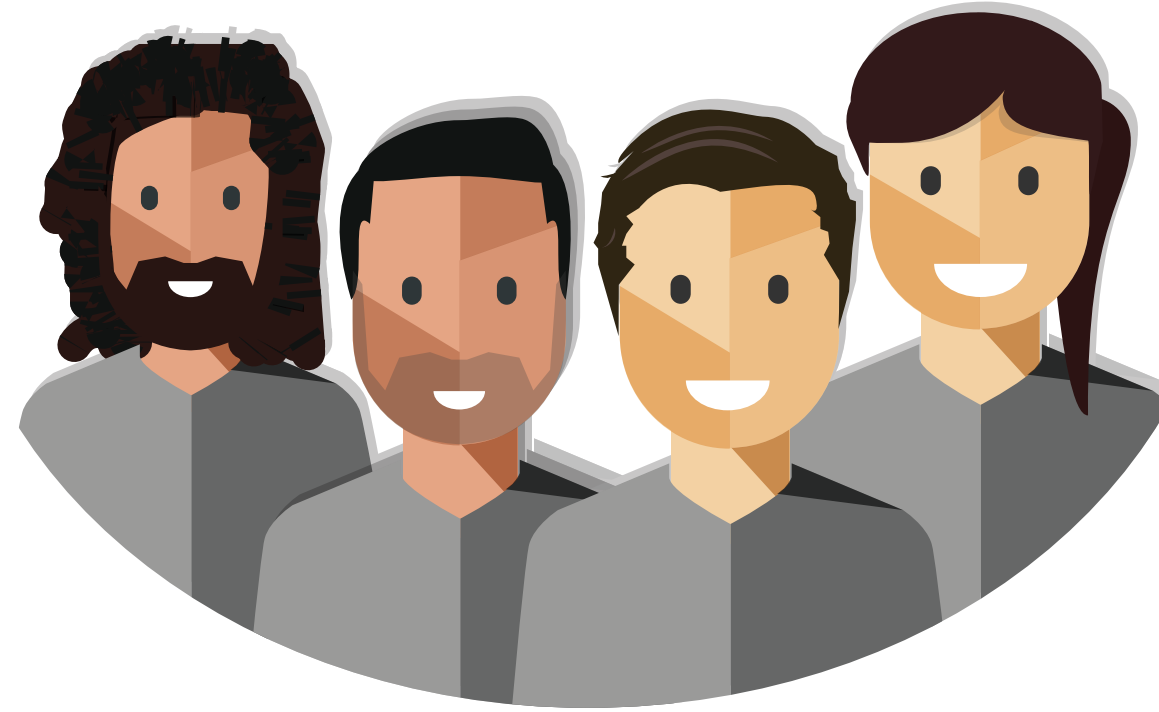
ISSUE TYPE
RELATED



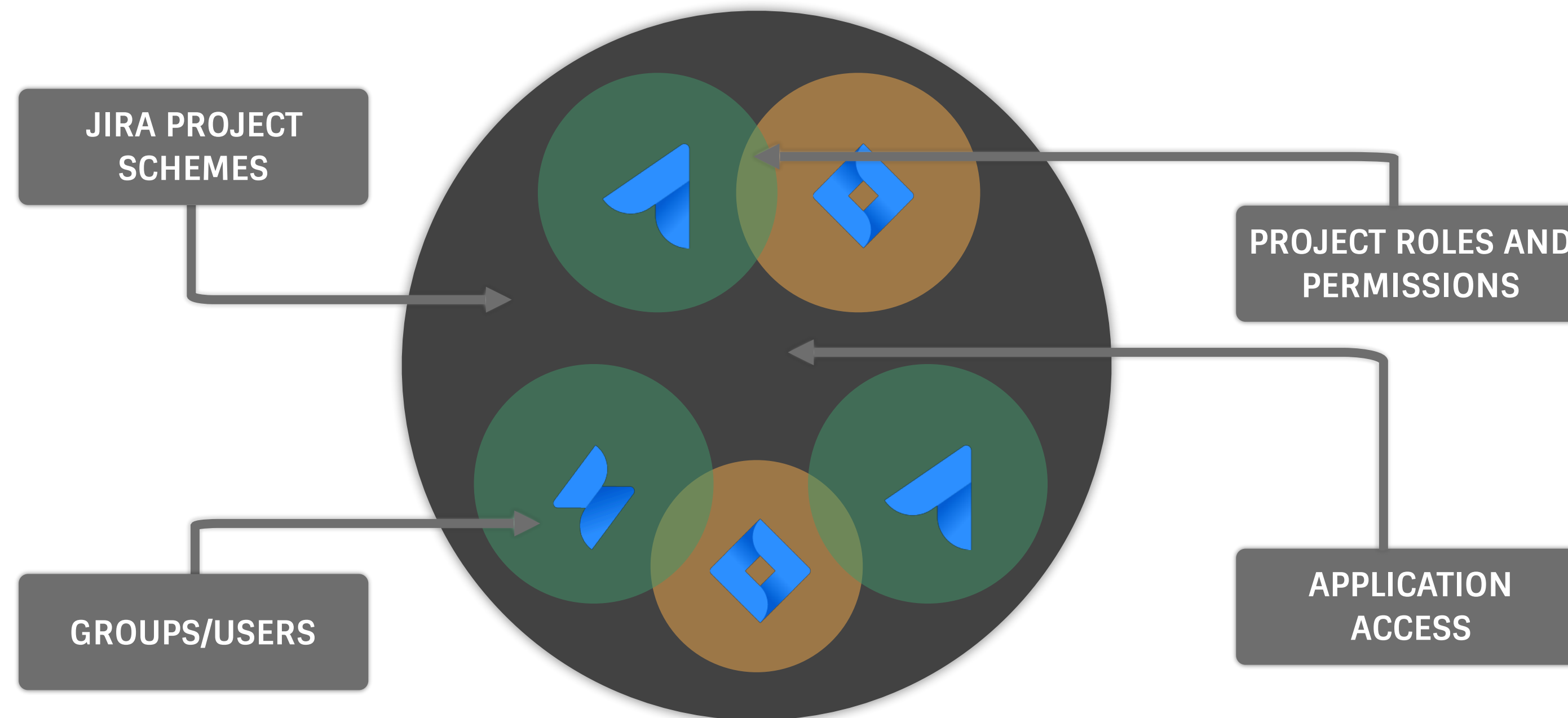
INDEPENDENT,
PROJECT WIDE



Jira Administration



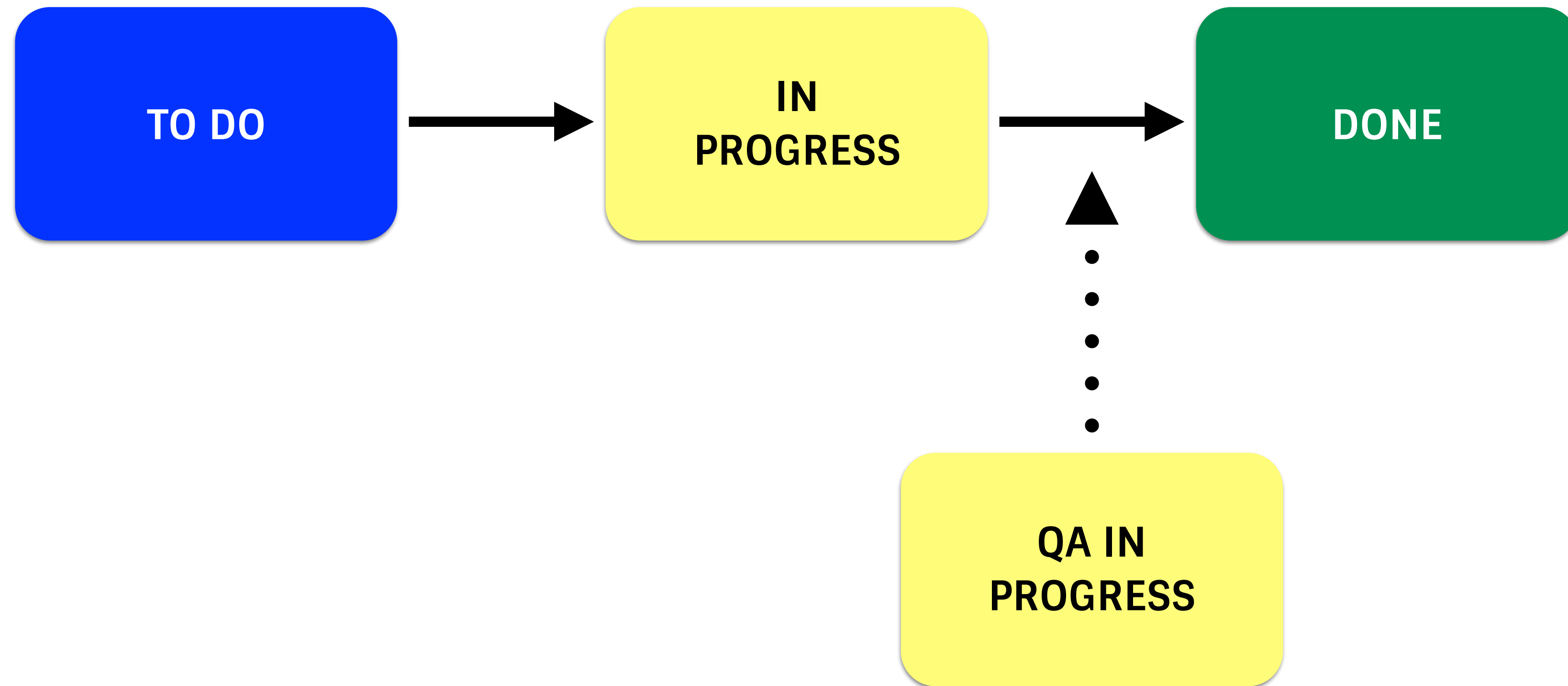
jira-administrators



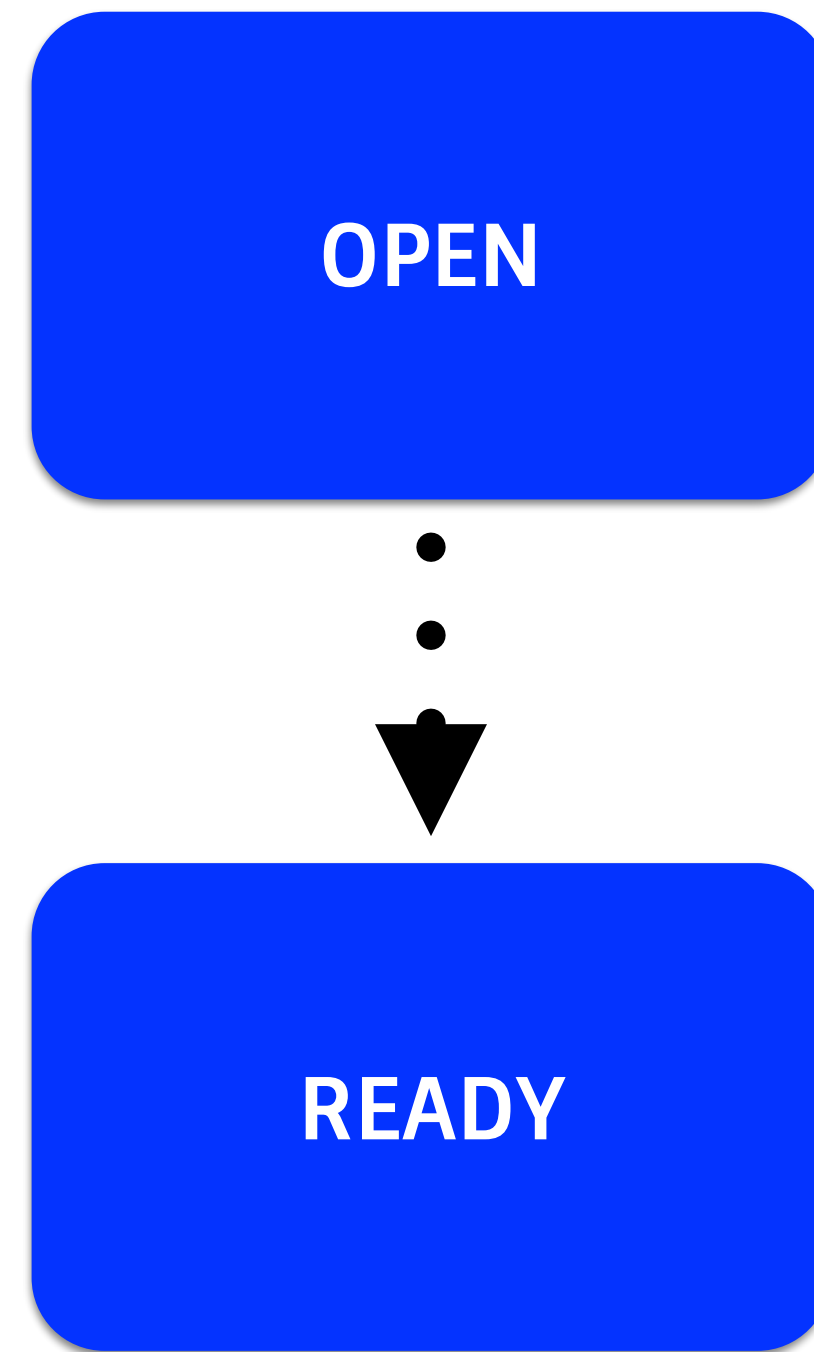
Workflow Change

Standard Workflow

SHARED WITH 25 PROJECTS



| Status Name Change



Name

Open

This status indicates that no work has started on the issue.

Workflows

150 associated workflows

Permission Scheme Change

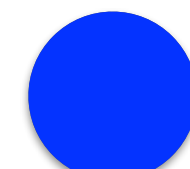
Standard Permission Scheme

USED BY 35 PROJECTS

Permission

Browse Projects

Granted to



Project Role



Application Access



Group



Anyone

User custom field value

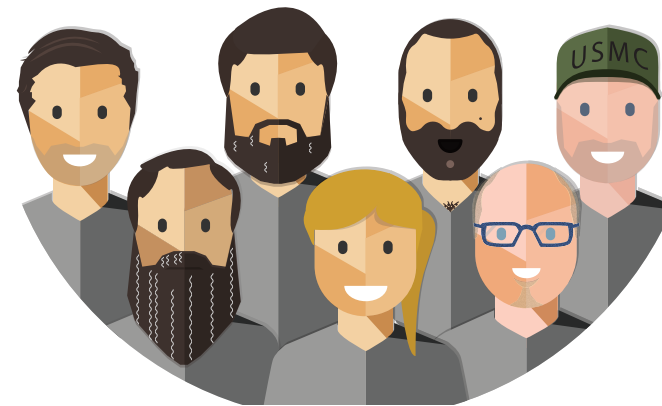
Service Desk Customer

...

Remember: Good Governance



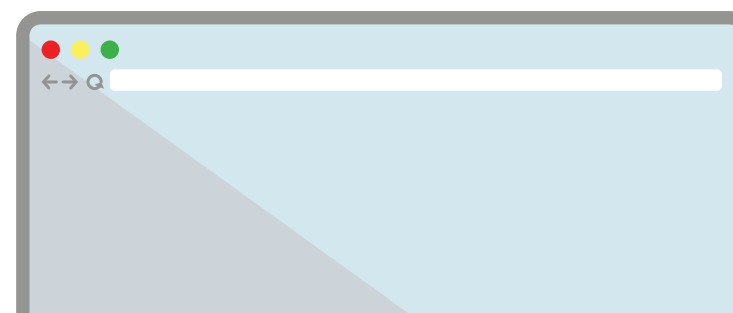
Amanda



jira-software-users
confluence-users
bitbucket-users



Jira



Confluence



Bitbucket





Exercise

| Lab 3.0

- Exercise 1 - Workflow Status Change
- Exercise 2 - Permission Scheme Change

20 min  

3.0

Questions?

4.0

Confluence Information Architecture



| Confluence Structure



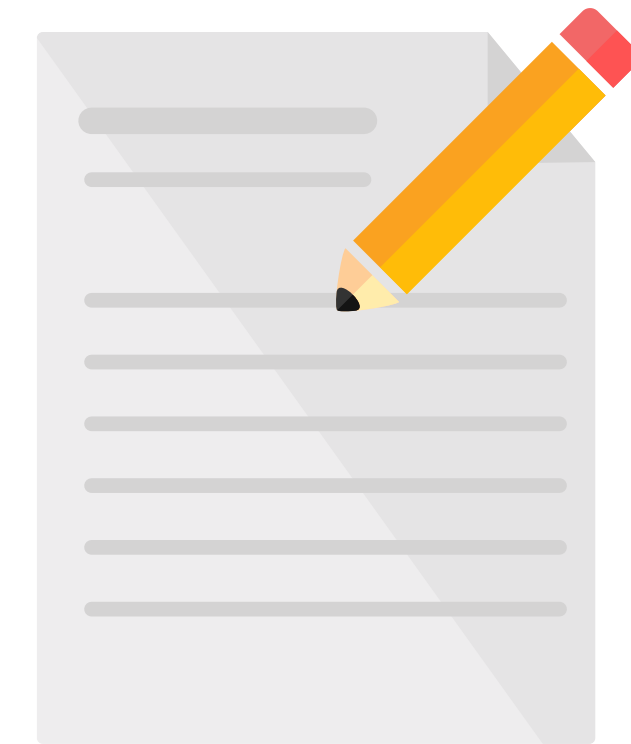
Space

Grouping of “like” information



Page Tree

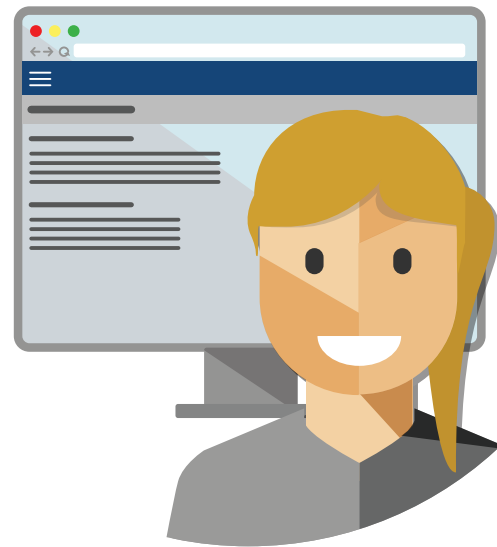
Navigation of the Space



Page

Actual Content

| Confluence Global Permissions



Personal Space

Create
Personal Spaces



Create Space

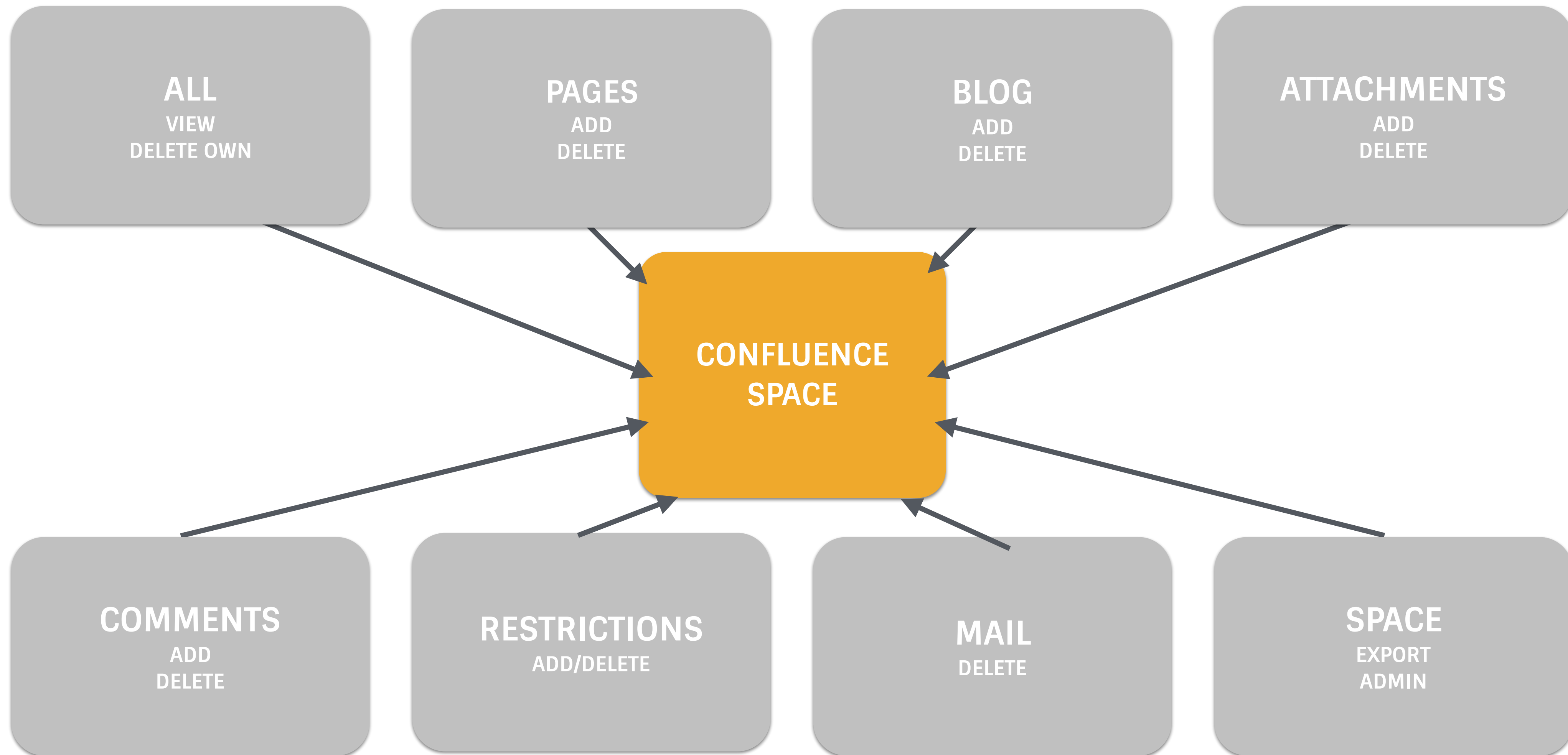
Create All Other
types of Spaces



Administrator

Administer Confluence

Confluence Space Permissions



| Good Information Architecture

ROCKET ENGINEERING

- Propulsion
 - Design
 - Next Gen Fuel
- Flight Systems
 - Navigation
- Communication

LEADERSHIP

- Strategy
 - OKR
- Meeting Notes
- Recruiting

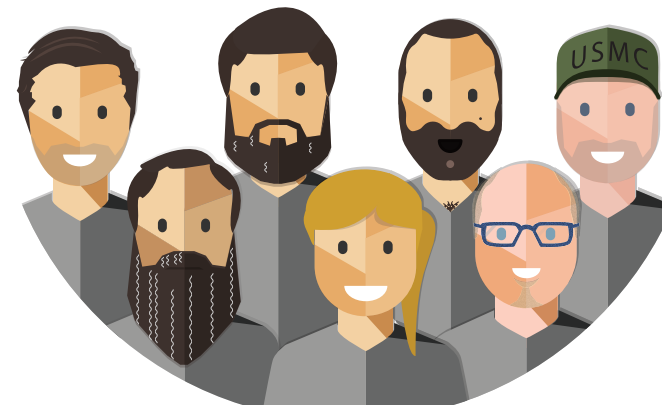
POLICIES AND STANDARDS

- HR
- Finance
- Audit Requirements
 - Internal
 - External

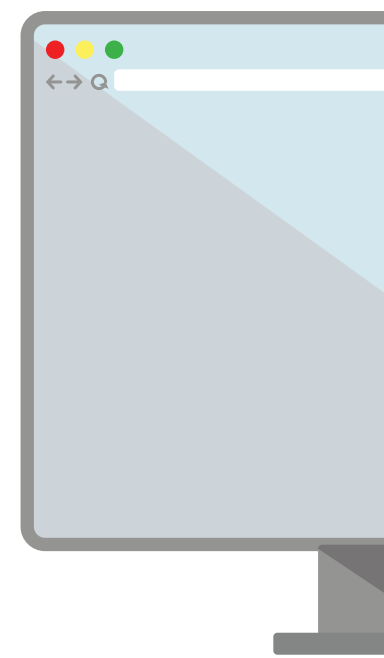
Remember: Good Governance



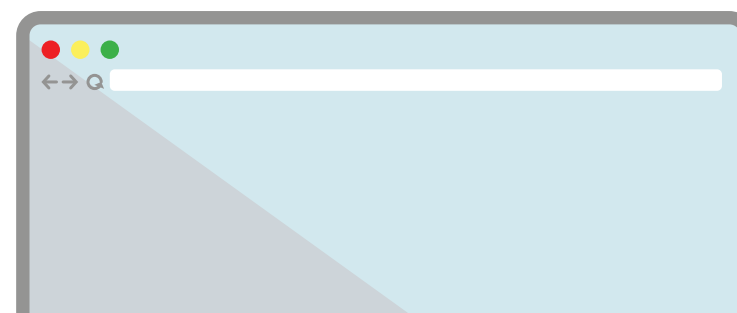
Amanda



jira-software-users
confluence-users
bitbucket-users



Jira



Confluence

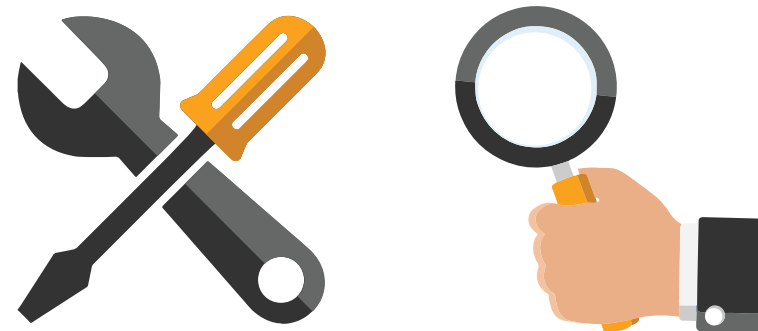
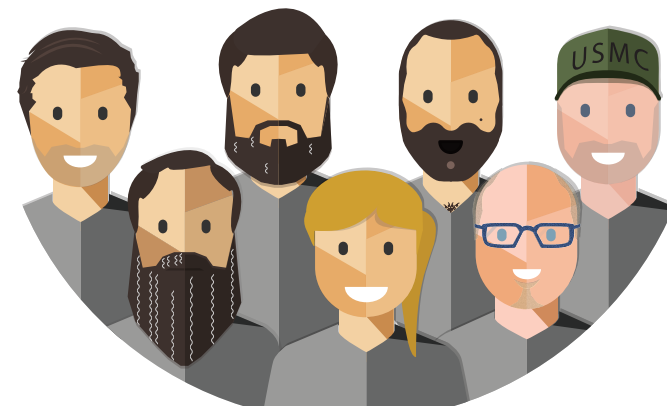


Bitbucket



Good Governance and Information Architecture

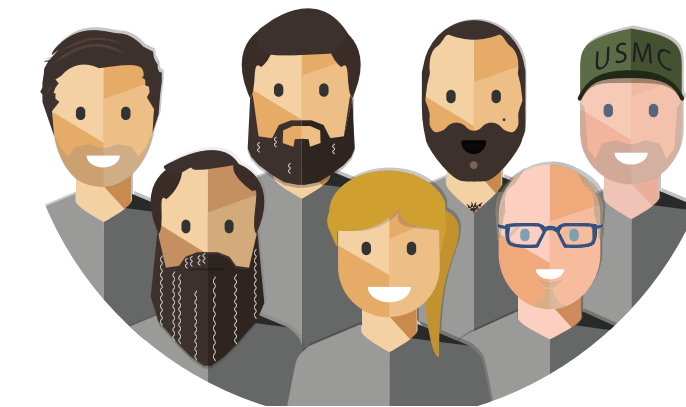
ROCKET
ENGINEERING



LEADERSHIP



POLICIES AND
STANDARDS



Who can create Spaces?

Wild West

Creating Spaces instead of Pages in a Space.

Space Administration

EACH SPACE is administered separately.

Unrestricted Content

Simplified permissions means delegating restrictions.



What goes into a Space?

Think Big

Spaces should contain all information for a work stream.

Simplify Page Trees

Create the “right” hierarchy in the Space with clear Parent Pages.

Templates and Blueprints

Streamline content creation with applicable context.



When do we create a Space?

“Publishing” Model

Only when we're ready to share it with all users (or a large sub-set).

Big New Thing

New division, unit, work stream, strategy, etc.

Vendor Contracts

Vendors should not know of each others existence.





Exercise

| Lab 4.0

- Exercise 1 - Create a Space
- Exercise 2 - Configure Permissions
- Exercise 3 - Restrict Pages

20 min  

4.0

Questions?

| What We've Covered

Permissions and Compartmentalization Protections

Governance

Jira Administration and Impacts to the Instance

Confluence Information Architecture



5.0

Open Discussion





Praecipio Consulting

Good process, well practiced. TM



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