



GovCollab

FedRAMP-Hosted Atlassian Solutions Provider



Silver Solution Partner



Confluence



Jira Software

ABOUT GOVCOLLAB

GovCollab is the only managed service provider (MSP) for FedRAMP-hosted Jira and Confluence solutions.

We provide access to the Atlassian tools that accelerate mission delivery for our Federal clients.

Your Federal Agency May Lose Access to Atlassian Services

On February 15, 2024, Atlassian will end support for Server, the most common Atlassian license in the Federal government. On that day, your agency could find itself without critical Atlassian support for Jira, Confluence, and other Atlassian tools

What does this mean?

If your agency uses Server licenses, Atlassian will no longer offer technical support, security updates, or bug fixes for critical vulnerabilities. Even if software is not FedRAMP-compliant, the government is still required by any ATO to use only software that is supported. This stance avoids zero-day vulnerabilities and potential loss of data or access.

This means your agency will find itself in an unsecured, unsupported, and unsustainable posture if a transition plan isn't identified and implemented prior to February 15, 2024.

Agencies will have a few "easy" options going forward, but the cost structure for those will shift dramatically. The three basic options are:

- Migration to Atlassian Cloud,
- Migration to Atlassian Data Center, or
- Partnering with an Atlassian Managed Service Provider (MSP) to accommodate your Atlassian requirements

Which agencies and products will be affected?

Because Server is the most common licensing arrangement in the Federal government, your agency will likely be affected. This includes any agency accessing Atlassian systems through MAX.gov. Contact your IT support or application admin to find out if your agency uses a Server license.

Atlassian Cloud is not a viable option for any agency requiring a FedRAMP-moderate or higher rating. For these customers, the end of Server will disrupt access to:

- Jira Software Server
- Jira Core Server
- Jira Service Management Server
- Confluence Server
- Bitbucket Server
- Crowd Server
- Bamboo Server
- Third-party plugins and Atlassian-built Server apps

Consider the cost of hosting and system maintenance

Agencies should take this opportunity to evaluate their total cost of ownership for Atlassian solutions. Typically the cost of the licenses is only 20% of the total cost, with the remainder comprising hardware (20%), the cost of maintenance of the server (20%), and the cost of customization (40%). Agencies that host on-prem should consider whether it's worth continuing that model. Those with IT staff dedicated to maintenance of the Atlassian system may find it budget-friendly to continue to host, while those with a more complicated relationship with their IT staff may elect to pursue other options.

Turn over for more details of each option.

What other options is Atlassian offering?

Atlassian Cloud

Atlassian is encouraging most of their customers to migrate to their Atlassian Cloud platform, and for companies in the private sector who meet the proper sizing requirements, this is a cost-effective and appropriate option. However, Atlassian Cloud is not a FedRAMP-compliant solution. Agencies may require an ATO to use Atlassian Cloud, and your organization's security may not permit use of a non-FedRAMP-hosted solution. You need to understand the security requirements of your organization to assess whether Cloud is the right solution for you. In general, however, if you require a FedRAMP moderate or higher rating, Atlassian Cloud will not be an appropriate replacement for Server.

Atlassian Data Center

Atlassian will continue to offer Data Center, a software product very similar - but more powerful in some ways - to Server. Switching to this product allows agencies to keep their Atlassian tools on hosted servers in secure facilities, whether on-prem or configured as IaaS. Very large agencies with 2,000 users or more should strongly consider Data Center.

However, small and mid-sized agencies with more limited budgets may find that acquiring, installing, hosting, and running Atlassian applications with Data Center licenses is not a realistic option due to cost and other resource constraints.

Managed Service Provider (MSP)

An MSP offers Atlassian hosted applications on a shared platform. This is essentially sharing a Data Center license across multiple agencies. This allows multiple organizations to operate across their own spaces within Jira, Confluence, or other Atlassian tools while sharing the costs across a single license provider.

Takeaway

With end of support for Atlassian Server, agencies using Atlassian Server Licenses will need to find new homes for their tools. Depending on the size of content and user base, special requirements, and other factors this process can take months. Agencies need to act now to have a seamless transition and avoid interruption of service.

Product Features



Compliance Readiness

- FedRAMP Moderate-Hosted



Secure Authentication

- Support for PIV/CAC
- Support for MAX Authentication
- Single sign-on support



Application Management

- Platform admin support
- Self-administered groups
- 3rd party tools and plug-ins



Responsive Service Support

- Best-Fit tech services
- Integrated staff options
- Customer engagement

**Contact us for more
information about your
agency's best options for
migrating Atlassian solutions.**

FAQs
govcollab.us/faq



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