Compare Jira Service Management Cloud and Data Center

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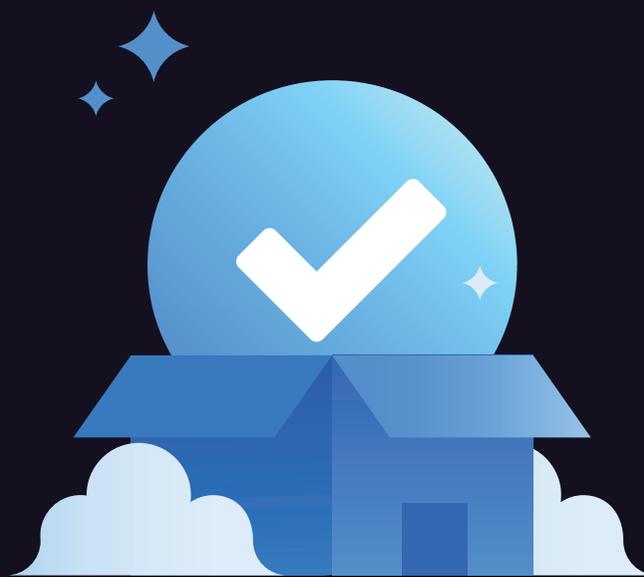
Get more with Jira Service Management Cloud

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.
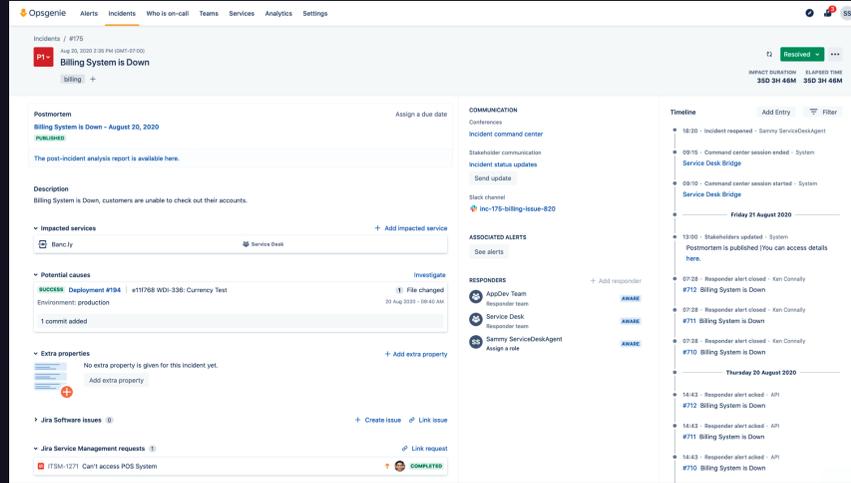
Seamless change management

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.
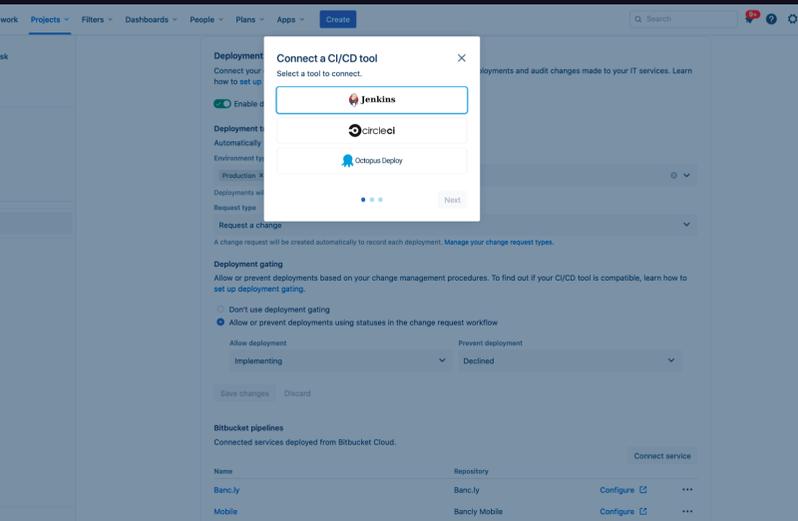
Service request management

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.

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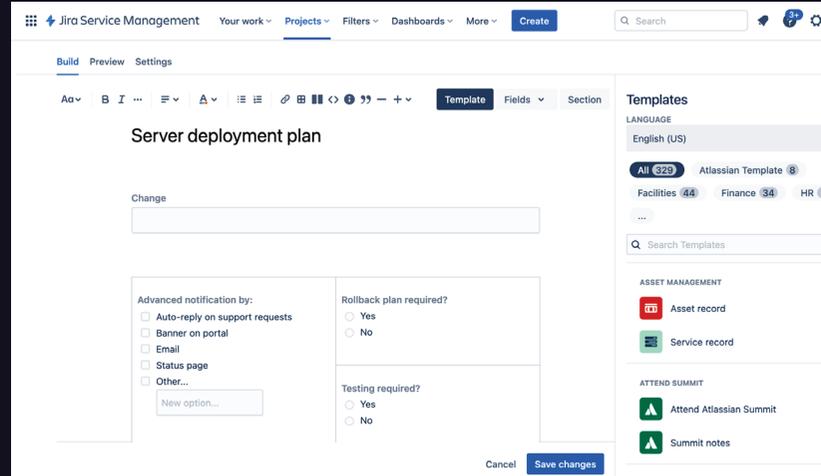
Compare features side by side

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
General service management		
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	✓	/
Incident and problem management		
Incident management	✓	✓
Alerts and notifications	✓	Via opsgenie

Feature	Cloud	Data Center
Incident and problem management		
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
Change management		
Change management	✅	Limited functionality
Asset and service configuration management		
Change management	Premium & Enterprise	✅
Service-based organization		
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	⊘
Deployment and administration		
Release tracks	Premium & Enterprise	✅

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

ATLASSIAN

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Elegant Solutions, Tangible Benefits

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We are an ITSM-specialised, global award-winning
Atlassian Platinum Solution Partner

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