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WEBINAR

The Modern Approach for Cloud Resilience

Christopher Pepe // SVP, Head of Digital Technology, Praecipio

Vish Reddy // CEO, Revyz

Oscar Hernandez // IT Manager, Backroads

INTRODUCTIONS

Who We Are



Christopher Pepe

SVP, Head of Digital Technology
Praecipio



Vish Reddy

Chief Executive Officer
Revyz



Oscar Hernandez

IT Manager
Backroads



AGENDA

1. The State of Cloud in 2023
2. Fireside Chat on Cloud Resilience
3. Live Cloud Resilience Story: Backroads
4. Your Cloud Resilience Journey & Resources
5. Q&A



SECTION 01

The State of the Cloud in 2023

Cloud is Now the Norm.



1. Cloud is the new normal
2. The drivers have not changed;
 - a. Reduced risk
 - b. Reduced complexity and cost of management
 - c. Higher perceived speed, resilience, and reliability of cloud
3. McKinsey states that....



“Vigorous SaaS Adoption Creates A Widening Gap in Technology Resilience”

55%

Already using SaaS

35%

Expected to be using within next 12 months
(from Feb 23)

The Shift To The Cloud Has Exposed New Challenges

1. Each SaaS vendor is different
2. The Shared Responsibility model has emerged
3. Cloud apps still fail, with catastrophic results



“Inconsistent native resilience and configuration leaves unseen gaps in resilience”

Figure 1

Mind The Gap: Identifying The Range Of Risks To SaaS Resilience

Service-related issues:

- Dependence on external networks and services
- Exposure to cyberthreats (DDoS, hacking)
- Obscuring the physical and virtual supply chain
- Automation and operations opacity
- Inconsistent identity management and configuration across platforms (directory system, policies around SSO, MFA, RBAC, etc.)

Data resilience issues:

- Accidental deletions (including “save as” issues, unnoticed deletions)
- Malicious changes
- Data exfiltration
- Return time objective (RTO)/return point objective (RPO) concerns
- Compliance needs (SOX, HIPAA, GDPR, CCPA, etc.)

The Average Cost of Downtime

\$9,000

Average Downtime Cost Ponemon Institute

-\$150MM

Delta's 5-Hour Power Outage

29%

Startups Fail: Cash Shortage
Increases Incident Vulnerability

76%

Firms Link Downtime To Security &
Data Breaches

-\$90MM

Facebook's 14-Hour Outage

\$427/min

Small Business Downtime Per Minute

What Does This Mean For Atlassian Customers?

1. Atlassian Cloud is typical of major SaaS vendors with shared responsibility
2. Customers have to develop new capabilities
3. Hard deadline
4. Important to work with experts for planning and migrations



“The total number of Jira Cloud migrations currently totals only...”

12k

Yet to migrate to Jira Cloud (April 23')





SECTION 02

Fireside Chat on Cloud Resilience

FIRESIDE CHAT

When We Talk About the Term Resilience, What Does That Mean in the Cloud?



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Oscar Hernandez

IT Manager, Backroads

FIRESIDE CHAT

What Are We Seeing in the Real World in Terms of Risks?



Christopher Pepe

SVP, Head of Digital Technology, Praecipio



Vish Reddy

Chief Executive Office, Revyz



Oscar Hernandez

IT Manager, Backroads

Data Risk

	INCREASING PROBABILITY							
Disaster Type	Data Center Disaster	Data Center Data Breach	Data Breach	3rd Party Errors	Malicious Deletion	Data Import	Human Error	
Frequency of Occurrence	Rare			Occasional			Frequent	
Responsibility	SaaS Vendor			Customer				
Data Recovery	Complete (Full Recovery)				Selective (Granular)			

FIRESIDE CHAT

Where are The Knowledge Gaps for Jira Admins?



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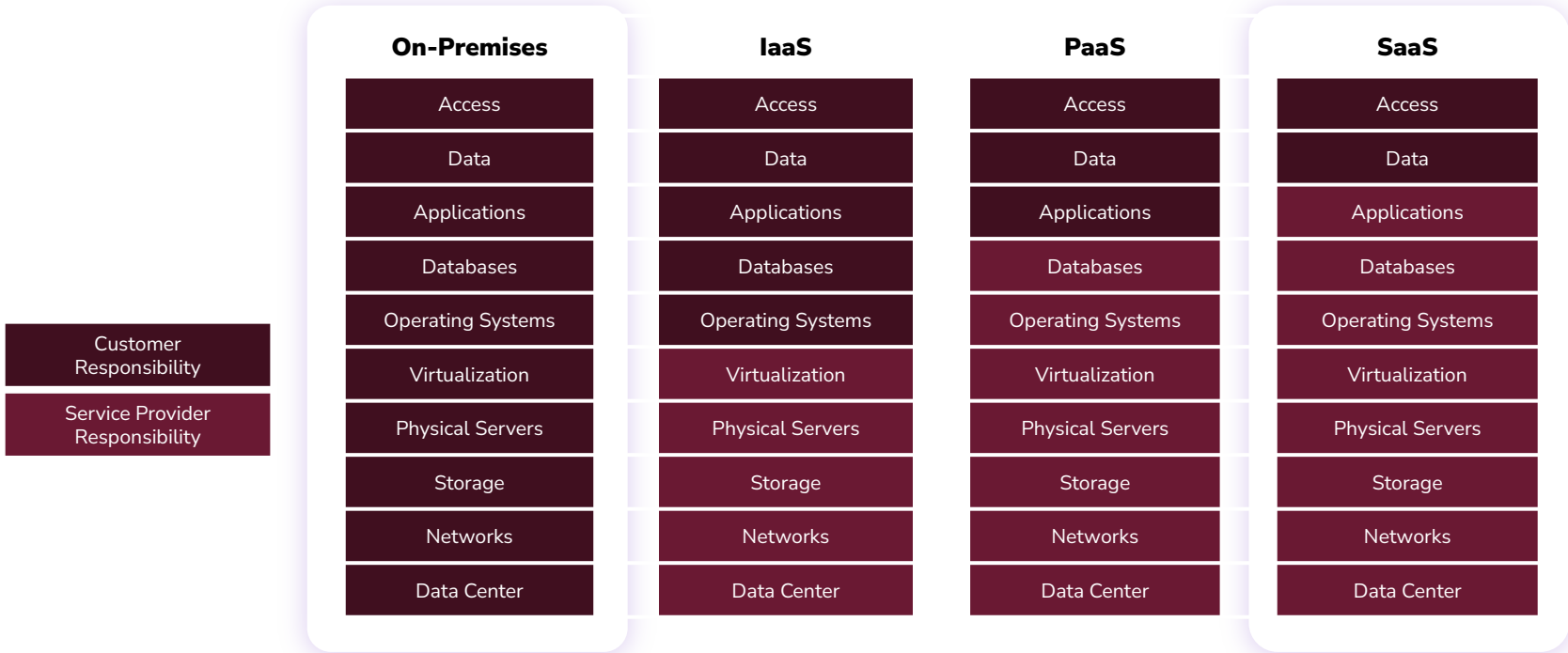


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Shared Responsibilities



In the SaaS model customers are responsible for Access & Data

Data Protection Gaps

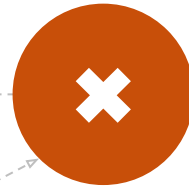
CUSTOMER TENANT



DATA RISKS

- Insider attack
- Account takeover
- Configuration changes
- Bulk changes
- Accidental deletion

PERMANENT DATA LOSS



Immediate Deletion

60 days



Projects Only

- Only projects are sent to trash can
- Issues, attachments, comments, config objects - deletion is immediate



FIRESIDE CHAT

When People Are Migrating to Jira Cloud, What Are the Biggest Hurdles?



Christopher Pepe

SVP, Head of Digital Technology, Praecipio



Vish Reddy

Chief Executive Office, Revyz



Oscar Hernandez

IT Manager, Backroads

FIRESIDE CHAT

Any Security & Compliance Considerations?



Christopher Pepe

SVP, Head of Digital Technology, Praecio



Vish Reddy

Chief Executive Office, Revyz



Oscar Hernandez

IT Manager, Backroads



SECTION 03

Cloud Resilience Story



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Protecting Backroads Jira Cloud Data



INDUSTRY: Travel & Leisure

LOCATION: Berkeley, CA

SOLUTIONS: Jira Software, Jira Service Management, Confluence

MIGRATION DATE: 1 Jan 2022



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> THE CHALLENGE

- No easy way to recover Jira data in the inevitable event of accidental or malicious data deletion

> THE SOLUTION

- Automatic daily backups with granular data recovery from Revyz

> THE RESULTS

- Almost instantaneous recovery of any deleted Jira Issue or configurations - protecting the business and saving time for administrators

Data Protection Strategies

	Process	Data Management	Data Coverage	Export Limits	Granular Restore	Restore data loss	Restore System downtime	Data Loss Risk
Do Nothing								Extreme
Access Management Controls								High
CSV Exports	Manual	Manual Hard to Catalog	Limited	Limited	Manual Yes	None	None	High
Database Exports	Manual	Manual Hard to Catalog	Mostly covered	48 Hr Cycle	Not Possible	Yes	Yes	Medium
Backup As A Service	Automatic	Automatic	Mostly covered	None	Yes	None	None	Low

Notes:

- Database Exports could be automated with some scripting, scripts have to be maintained, high dependency on data set size for scripts to work
- Data Management= Storage, Cataloging, Policy & Governance
- Granular restore includes the ability to search and restore in targeted manner
- Restore data loss depends on how old the last backup was
- Complete restore of the database leads to data loss and downtime of the overall system

Admin Toolbox

Manage, Protect, Analyze & Optimize Your Jira Site

1.	Jira Cloud Configuration Management
2.	Data Cloning
3.	Jira Site Analytics
4.	Jira Site Optimization
5.	Jira Data Protection - Backup & Restore
6.	JSM Assets Backup & Restore



Simplifies Admin Experience With A Single App
1 App vs 6+

Admin Toolbox



- Automatic daily backups & On-demand backups
- Easy, Granular data Restores
- End to End Native Atlassian Experience
- 1 yr data retention
- Unlimited backups & restores with upto 250GB in attachments
- Clone selective configuration from Sandbox to Production
- Easily identify & delete unused configuration
- Support for JSM Assets





SECTION 04

Your Cloud Resilience Journey

SaaS Data Resilience Checklist



Create a SaaS risk profile for your business



Identify Risk for each of the SaaS apps used in your business



Quantify the impact of SaaS data loss or service disruption to your business

Mitigate your risks by



1. Protecting your SaaS data
2. Build in legal protections with your vendors
3. Reduce security risk by limiting footprint where possible

Ready to Start Your Cloud Migration Journey?



Contact Praecipio for an assessment of your Atlassian infrastructure, including current applications, integrations, and customizations – to understand the complexity and level of effort required to migrate your instance to the cloud.

We'll also provide insight into any specific security considerations, including opportunities to utilize the Revyz applications to back up your data so you're prepared in case of an outage, deletion or cybersecurity event.

sales@praecipio.com



CLOUD RESILIENCE

Resources & Contacts

- [Atlassian Cloud Security Shared Responsibility](#)
- [Building a Resilience Strategy in Cloud](#)
- [Atlassian Security Practices](#)
- [6 Steps to a Successful Cloud Migration](#)
- [Case Study: Backroads Protects Atlassian Jira Software with Revyz](#)
- Revyz Website:
<https://www.revyz.io>
- Praecipio Website:
<https://www.praecipio.com>



Vish Reddy

Chief Executive Officer

Revyz

vish.reddy@revyz.io

Christopher Pepe

SVP, Head of Digital Technology


Praecipio


pepeca@praecipio.com







PRAECIPIO

 @Praecipio

 Praecipio

 Praecipio

 sales@praecipio.com