

10 Best Practices to Avoid Common Cloud Migration Pitfalls

The clock is ticking: Atlassian's 2024 end-of-life for the server-based versions of Jira and Confluence is coming fast! Now is the time to act. But, cloud migrations can be complicated and time-consuming. And if you don't get it right, one misstep can break critical processes for product development, software engineering, customer service and more.

But cloud migration challenges don't end there.

More advanced Jira and Confluence users have invested considerable time and expense into tailoring the server version to their specific needs, including:

Customizations

Specialized middleware

Proprietary apps

Unfortunately, much of this technology can't make the transition to the cloud. The server end-of-life deadline will require companies to not only plan a migration to the cloud but also rethink how they are using Jira and Confluence in their everyday business.

This is a good opportunity to assess what's essential to your business now and in the future.

ServiceRocket's cloud experts team can help you determine what's critical to your work and success in the long run.

To get started, let's dive into some statistics about cloud migration:

Cloud Migration by the Numbers

THE TRUTH ABOUT CLOUD MIGRATIONS

A Velostrata and Dimensional Research report showed how complex cloud migrations were for respondents:

62%

say cloud migrations are more challenging than expected.

56%

say a lack of expertise increased migration time.

73%

say cloud migrations take a year or longer to complete.

TOP CLOUD MIGRATION RISKS

GOING OVER BUDGET

75%

of cloud migrations ran over budget.

RUNNING BEHIND SCHEDULE

37%

of cloud migrations ran behind schedule.

WASTING CLOUD COSTS

70%

of cloud costs are misused.

THE TRUTH ABOUT CLOUD MIGRATIONS

\$3.86 million

is the average global data breach cost.

\$7.9 million

is the average U.S. data breach cost.

\$148

is the average amount per compromised record.

Improve Your Chance of Successful Migration

A successful migration doesn't happen overnight. It's a result of careful planning and expertise. Whether or not you choose to work with a partner or migrate yourself, these ten best practices will help improve your chances of a successful migration:

10 BEST PRACTICES FOR A SUCCESSFUL CLOUD MIGRATION

THE BEST PRACTICE

1 Take Inventory

Document everything that needs to be migrated, including configuration settings and data, processes, plug-ins, third-party apps and workflows.

THE PROBLEM

Without a complete understanding of all migration pieces, surprises may arise, costing more time and money.

HOW A PARTNER CAN HELP

When you work with a partner experienced in migrating Jira and Confluence to Atlassian Cloud, you minimize the risk of unwanted surprises and increasing costs.

2 Identify the Stakeholders and Get Buy-In

Create a cross-functional team to align and manage the migration, including roles like IT, PM and corporate communications.

Migration projects often mean different things to people throughout the organization. Misaligned expectations can cause interruptions, resulting in low adoption or a derailed migration.

An experienced partner can ensure clear communication and input from stakeholders throughout the project.

3 Treat the Migration Like a Modern Software Product Launch

Run the migration as a series of components (using an agile methodology) rather than one long milestone (typical waterfall methodology).

When technology projects are executed within a cloak of mystery, the result may not be what was expected. Users may find it unusable or harder to use than the original version.

A partner experienced with agile development methods and how they apply to cloud migrations can help ensure your plan for getting Jira and Confluence into Atlassian Cloud involves frequent input from end users and other stakeholders.

4 Migrate, Test, Improve, Repeat

Migrate components continually throughout the project and allow users to interact with the new cloud environment to provide feedback.

If you've made customizations to Jira and Confluence, you can't migrate them directly; you'll need to find alternatives in the Atlassian Marketplace. And if you don't consult users before mapping custom code to cloud functionality, it can cause unhappy users.

An experienced Jira and Confluence partner can help you smoothly migrate to Atlassian Cloud by mapping customizations to available features, saving time and money and ensuring success.

5 Start With Security — Don't Finish With It

Start with a high-level security plan that addresses the overall configuration, then address how each functional component that needs to be migrated must be secured individually and within the larger environment.

Moving a mission-critical application to the cloud can create security issues due to improper configurations.

A skilled cloud migration partner can secure Jira and Confluence in the Atlassian Cloud and address security for customized third-party add-ons from the Atlassian Marketplace.

6 Embrace Parallel, Avoid Linear

Run the server and the cloud versions in parallel to allow time to ensure the cloud version operates as intended without compromising your users' ability to accomplish their jobs.

When everything is migrated to the cloud, you might think you're ready to go. But doing so would be a mistake without a post-migration run to check that each workflow, process, and functionality meets intended expectations.

A partner experienced with Jira and Confluence migrations to Atlassian Cloud can help manage the cut-over, document user concerns, and suggest ways to optimize and improve the cloud-based version.

7 Start Early

Don't wait until the last minute to start planning and executing your migration. Give yourself plenty of time for post-migration evaluation.

Starting early allows for better decision-making and agility in dealing with unexpected issues and addresses end-user requests for process improvements.

Experienced cloud migration partners can accurately estimate Jira and Confluence migration time and budget, reducing the risk of going over and allowing for testing and optimization buffers.

8 Build in a Buffer (AKA, No Surprises)

Ensure you have plenty of extra time built into your migration plan to address user feedback as well as to handle unexpected changes to priorities or requirements.

When your migration plan doesn't have any buffer, there's an increased likelihood that unexpected issues will cascade, extending the planned time of the migration and increasing costs.

When you have a partner who is experienced with migrations, you can be assured that the timelines will include buffers to account for potential issues in migrating Jira and Confluence to the cloud.

9 Plan To Get It Done The First Time

With proper planning and buy-in from stakeholders, ensure your migration efforts go smoothly the first time by including a realistic timeline with buffers to address unexpected issues.

When your plan isn't comprehensive enough, doesn't include buffers, or relies on staff who don't have the needed skills, there's an increased likelihood of cascading time and cost overruns.

A good Atlassian partner provides an expert team to help build and communicate your project plan, with skilled engineers to execute it.

10 Communicate, Communicate, and Then Communicate Some More

Create a communication strategy that keeps users and management informed about the expectations for the migration, timeline, testing and required involvement.

A lack of a communication plan for migration can lead to unawareness of timelines and expected launches, causing faltering adoption and increased project timelines.

A seasoned partner can guide you through Jira and Confluence migrations to Atlassian Cloud, freeing up your communication resources to focus on crafting effective messages for your employees.

Why You Need an Atlassian Partner

Regardless of whether your Jira and Confluence implementation is simple or complex, there are several reasons why you should consider using a partner like ServiceRocket. Here are just a few:

RESOURCES

The people you would have working on the migration are already tasked with enough. You just don't have the available people.

TIME

Even if some resources had extra cycles to tackle migration, it would compete with their other obligations, extending the migration time.

EXPERTISE

Let's say you have available resources and the time. But are those resources the right resources? Do they have experience migrating Jira and Confluence: the data, the configurations, the third-party apps and plugins?

An experienced migration partner provides the expert resources you need to plan for and navigate the unexpected and keep your cloud migration on time and budget.

The ServiceRocket Advantage

With the Atlassian server deadline for Jira and Confluence getting closer, now is the time to improve your business processes and workflows by switching to the cloud. But you don't have to do it alone.

At ServiceRocket, we've got your back.

WITH SERVICEROCKET, YOU'LL GET:

CERTAINTY BUILT-IN

You'll know that you are working with the most knowledgeable and experienced Atlassian partner. Not only have we seen all the mishaps that come with migrations, but we've also helped overcome them.

EXPERTISE BUILT-IN

We know Jira and Confluence. We know the cloud. We know what it takes to migrate. Work with us on an initial, free assessment, and we'll show you how quickly we can know your business.

SUCCESS BUILT-IN

Maybe the most important built-in assurance: we get it done right the first time. You won't need another partner or another engagement. We will get you migrated under budget and on time.

Want More Information on Migration Best Practices?

Download our white paper *Improving Your Journey to Cloud: 10 Best Practices for Ensuring a Successful Cloud Migration.*

LET'S TALK

ServiceRocket x ATlassian