

THE PEAK CONSULTANCY

Service Definition

for

Atlassian Cloud Product Licensing

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Service Definition: Atlassian Cloud Product Licensing

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Service Definition: Atlassian Cloud Product Licensing

Introduction

Our Atlassian Cloud Product Licensing service provides a simple, fixed price procurement route for GCloud 14 customers who need Atlassian Cloud product licenses but are either unable to or do not want to buy them directly from Atlassian.

We act as a value added reseller to Atlassian. Our team members are Atlassian certified with many years of consultancy experience in a wide range of regulatory environments in both public and private sector. This means we can offer fair, impartial advice about all Atlassian products, tailored to suit your needs.

Description

Atlassian products can either be hosted by Atlassian using their “Cloud” product range, or they can be hosted on dedicated infrastructure (physical servers or private cloud) using their “Data Center” product range. It is possible to host “Data Center” products on public cloud but this offers few benefits over the Atlassian hosted “Cloud” products and we do not normally recommend it.

We recognise that HM Government departments and related organisations have unique security requirements and will often need to set up tooling on private cloud infrastructure, sometimes utilising existing Jira instances. We have extensive experience running Atlassian systems on physical and cloud infrastructure and can accommodate most hosting arrangements.

This service is specifically designed for customers who do not want to arrange hosting for Atlassian products themselves and want to purchase Cloud licenses.

This service works as a standalone product or as part of a fuller suite of services:

- **Atlassian Data Center Product Licensing**, offers similar benefits for Atlassian Data Center products. This can be found under GCloud 14 Lot 3.
- **Atlassian Marketplace Application Licensing**, offers similar benefits for Atlassian Marketplace applications, for both Cloud and Data Center. This can be found under GCloud 14 Lot 3.
- **Atlassian Jira Management as a Service (MaaS)**, provides managed Hosting and Setup, Configuration, Migration, Training, Maintenance and Support options, as well as in-depth consultancy services if you need additional guidance designing, building, running and supporting your Atlassian applications. There are two variants of this service for environments up to O/OS and for environments up to S: both can be found under GCloud 14 Lot 3.
- **Atlassian University Credits**, offering a fixed cost way to purchase Atlassian University credits that can be exchanged for Atlassian training courses and certifications. This can be found under GCloud 14 Lot 3.

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Service Scope

We will advise you on the best available Cloud licence and licencing model for your needs and procure licenses on your behalf. We will also maintain license records and give impartial advice for their full life, offering you peace of mind when it comes to support levels, license renewals and getting the best possible value.

In Scope

The following Atlassian Cloud products are in scope for this service:

- Jira Software
- Jira Service Management
- Jira Work Management
- Confluence
- Questions for Confluence

The list prices given in the Service Pricing Model document are inclusive of:

- Licensing guidance, providing impartial advice on the most cost-effective Cloud licences and licencing model for your circumstances.
- Licence procurement.
- Licence renewal reminders.
- Cataloguing and record-keeping of all Atlassian Support Entitlement Numbers (SENs) and other relevant license information on your behalf.

Out of Scope

The following are out of scope for this service:

- Detailed needs analysis and procurement consultancy. Please see our “Jira Management as a Service (Maas)” services for this, with options for environments accredited up to O/OS and up to S.
- Atlassian Data Center product licensing. Please see our related “Atlassian Data Center Product Licensing” service for Data Center product licenses.
- Atlassian Marketplace Applications, other than those bundled with the Atlassian Cloud product purchases as described in this Service Definition. Please see our “Atlassian Marketplace Application Licensing” service for this.
- Any hosting, setup, configuration, maintenance, training, support or any other customisation or consultancy work relating to the purchased licenses. Please see our “Jira Management as a Service (Maas)” services for this, with options for environments accredited up to O/OS and up to S.
- Atlassian University Credits. Please see our related “Atlassian University Credits” service for these.

Additional Services

Additional services may be procured under this service, using the SFIA Rate Card provided.