Security, Support & Compatibility

More Resources Organizr · https://izymes.com/docs/security-support-compatibility-2/

Compatability

Organizr is maintained in lockstep with Bitbucket Data Center's release cycle to ensure smooth adoption and reliable operation:

- **Version Alignment**: Each Organizr release is pegged to the corresponding Bitbucket Data Center major version. For example:
  - Bitbucket 9.x → Organizr 9.x
  - Bitbucket 10.x → Organizr 10.x
- **Current & Previous Support**: We provide guaranteed updates, fixes, and compatibility for:
  - The current Bitbucket DC major version (e.g., Bitbucket 9.x)
  - The immediately previous major version (e.g., Bitbucket 8.x)
- **Future Readiness**: Organizr is released on or before each upcoming Bitbucket DC major version, so you can upgrade with confidence.
- **Extended Support (On Request)**: For customers maintaining older environments, we can backport critical security fixes and bug patches to versions beyond the standard support window (e.g., Bitbucket 7.x with Organizr 7.x).

Performance Impact

- Organizr has no currently known performance issues and undergoes continuous internal testing to ensure stability at scale.
- **Independent Validation**: Atlassian's annual **Bitbucket Data Center performance accreditation** process has validated the app, confirming it meets Atlassian's performance and

scalability standards.

User Training

We provide a variety of training and learning resources to help your team get the most out of Workzone (Data Center):

- **Book a Training Session**: Schedule a live walkthrough or Q&A session with our product expert Ulrich Kuhnhardt.
- **Documentation**: Step-by-step Getting Started Guide → to help you configure and adopt Workzone quickly.
- **Knowledge Resources**: Explore our use cases and blogs for best practices and tips.

Support & Maintenance

1. **Support SLAs**: We provide support under defined Service Level Agreements to ensure timely responses and resolutions.
2. **Support Requests**: Bug reports, feature requests, and general support inquiries can be submitted directly through the **Izymes Support Portal**.
3. **Regular Updates**: Organizr (Data Center) bug fixes and new feature releases are delivered via the Atlassian Marketplace. Updates can be easily installed through the Bitbucket Data Center Plugin Manager.
4. **Maintenance Policy**: Organizr (DC) is actively maintained in alignment with Atlassian's Data Center release cycle. We provide guaranteed updates, fixes, and compatibility for the current and previous Bitbucket DC major versions, with extended support available on request.

Security Compliance

1. **Trust Center**: Our full security, privacy, and compliance posture is detailed in the Izymes Trust Center.
2. **Atlassian Security Programs**:
   - Participant in the **Atlassian Cloud Security Program**, following Atlassian's guidelines for secure development and app operation.
   - Enrolled in the **Atlassian Marketplace Bug Bounty Program**, which provides ongoing penetration testing by independent security researchers.
3. **Data Center Commitment**: Organizr (Data Center) is developed and maintained following secure coding practices, with regular internal reviews and continuous monitoring to protect your environment.