Security, Support & Compatibility

More Resources AI Insights · https://izymes.com/docs/security-support-compatibility-3/

Compatability

AI Insights is built for Jira and Jira Service Management (Cloud) and kept in step with Atlassian’s evolving Cloud standards:

- **Jira Cloud Alignment**: Guaranteed compatibility with the latest **Jira Cloud API** and **Jira/JSM UI**, ensuring insights and recommendations are delivered seamlessly within your projects and service desks.
- **Technology Stack**: Developed on **Atlassian Forge**, providing a stable, secure, and well-supported foundation for Cloud apps.

Performance Impact

- **Cloud Optimized**: AI Insights has no currently known performance issues or investigations. It is designed to operate seamlessly within Atlassian Cloud infrastructure without introducing measurable overhead.
- **Continuous Monitoring**: We actively monitor performance and user feedback to ensure the app remains lightweight, responsive, and reliable as Atlassian Cloud evolves.

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

- **Support SLAs**: We provide support under defined Service Level Agreements to ensure timely responses and resolutions.
- **Support Requests**: Bug reports, feature requests, and general support inquiries can be submitted directly through the **Izymes Support Portal**.
- **Seamless Updates**: AI Insights features and bug fixes are automatically deployed through Atlassian Connect Express and Atlassian Forge infrastructure. Customers always run the latest version without needing to manually update.
- **Permission Scopes**: When new functionality requires additional app-permission scopes, site administrators will be prompted to proactively approve the updated scopes.

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**: AI Insights is developed and maintained following secure coding practices, with regular internal reviews and continuous monitoring to protect your environment.