Security, Support & Compatibility

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

Compatability

Workzone is tightly aligned with Bitbucket Data Center's release cycle to ensure smooth integration and long-term stability:

- **Version Alignment**: Each Workzone release is pegged to the corresponding Bitbucket Data Center major version. For example:
  - Bitbucket 9.x → Workzone 9.x
  - Bitbucket 10.x → Workzone 10.x
- **Current & Previous Support**: We guarantee full support, updates, and fixes for:
  - The current Bitbucket DC major version (e.g., Bitbucket 9.x)
  - The immediately previous major version (e.g., Bitbucket 8.x)
- **Future Readiness**: Workzone is available on or before the release date of each upcoming Bitbucket DC major version, ensuring zero downtime when you upgrade.
- **Extended Support (On Request)**: For customers running older environments, we can backport critical security patches and bug fixes to earlier versions beyond our standard support window (e.g., Bitbucket 7.x with Workzone 7.x).

Performance Impact

- Workzone 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**: Workzone (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**: Workzone (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**: Workzone (Data Center) is developed and maintained following secure coding practices, with regular internal reviews and continuous monitoring to protect your environment.