



Scale responsibly and collaborate efficiently with Jira Service Management Long Term Support release 5.4

Each year, Atlassian releases a Long Term Support release (LTS). These releases provide you with continued access to critical security, stability, data integrity, and performance fixes for the two-year support window before this version reaches its end of life. LTS releases are our most stable versions and therefore are preferred by teams who can only upgrade once per year.

Jira Service Management 5.4, the most recent LTS, was released in November 2022, and offers significant value since the previous LTS, 4.20, was released in October 2021. While this release includes a variety of exciting new features and value, this release focuses on the themes of improved performance and scale and a smoother user experience. The benefits of these themes can be seen in features like application monitoring, safeguards, emojis, and the login-free customer portal.

This document showcases the new benefits available to you since the last LTS shipped, such as performance improvements, user experience updates, security enhancements, and updated infrastructure.

Improved performance and stable scalability

Since the last LTS release, Jira Service Management has added several new features for powerful, reliable software you can count on. This includes guidance on how best to optimize environments and keep your instance running smoothly.

5.3 **Assets import offloading to the disk:**

Reduce memory consumption during imports and prevent process or machine crashes.

Database connectivity metrics:

Identify environmental or infrastructure performance issues.

5.2 **Background processing performance improvements:**

Increase instance stability and application scaling from PSMQ.

Optimized performance of Assets

(formerly Insight): Enjoy better indexing and memory changes of Asset's search and import features.

Diagnostic recording configuration with Java Flight Recorder Updates:

Choose the amount of recorded data allowed for the sake of easier problem diagnostics.

5.1 **Diagnostic recording configuration with Java Flight Recorder:**

Identify and resolve runtime problems as they occur.

Application Monitoring: Gain deeper insights into what 3rd party apps are doing in your instance, troubleshoot issues with a specific app, or determine if an app is negatively impacting instance performance or stability.

Exclude events from the audit log:

Exclude unneeded events in a coverage area to achieve faster load times.

Improved indexing management at Jira Service Management start-up:

Easily check if the connection with your email channels is active and make sure all incoming emails are being processed correctly.

5.0 **Safeguards for excessive activity:**

Prevent performance degradation by limiting the number of comments every account in a group can add to an issue.

Faster and more accurate SLA

calculation: Improve accuracy of SLA calculation based on Jira Service Management issue history.

4.22 **Login performance improvements:**

Increase performance and reduce resource strain by delaying the storage of user login counters and timestamps.

4.21 **Faster background processing:**

Enjoy faster background processing with an improved processor that's more resilient and cluster-efficient.

Improved user experience

Admins and end-users alike will find Jira Service Management 5.4 easier to use, with new features and capabilities designed to help you get work done without extra effort, including native automation to simplify your workday.

5.3 Login-free customer portal: Support help seekers resolve their issues quickly by allowing customer portal access to all of your customers, even those with no account.

Improved accessibility and UI in Assets (formerly Insight): Achieve higher usability and smoother integration within Jira Service Management.

5.1 Improved PSMQ information logging: Quickly troubleshoot PSMQ related issues.

Prioritized search results in the issue navigator: Quickly find the field you're looking for in the issue navigator.

Assets (formerly Insight) accessibility updates: Display Assets data with ease for all users with accessible object schema views and graphs.

5.0 Automation for Jira: Save time when you automate processes and workflows to cut down on manual, repetitive tasks.

4.22 Auto-populated request fields: Reuse data with auto-populated request fields. Generate URLs that will automatically populate selected request fields to save customers from filling it all out from scratch.

Better communication with multiple email channels: Configure as many dedicated email channels as you need for better communication with customers.

Insight accessibility updates: View updates to Insights custom fields and related dialogs in the Jira Service Management issue view and customer portal view.

4.21 Tailor the requests list: Simplify the request lists to draw focus on the important information.

Use emojis in comment reactions: Get your point across with an emoji. Comment reactions speed up and add flavor to the communication between agents and customers.



Enhanced security and increased compliance

When it comes to security, there's no such thing as too safe. That's why Jira Service Management 5.4 is our most secure offering yet, including end-to-end security features, data visibility, and more—all purpose-built for secure enterprise teams aiming to remain compliant and safe.

5.3 OAuth 2.0 Outgoing mail:

Tighten security around Jira Service Management integrations and connections with third-party apps when you set up both your incoming and outgoing mail servers to use OAuth 2.0.

5.0 Additions to auditing for Insight:

Identify changes being made to the system, such as the export of Insight data or changes in user permissions that could allow for unauthorized behavior.

4.22 **OAuth 2.0:** Configure Jira Service Management as an OAuth 2.0 client and provider, allowing it to exchange data with external applications in both directions.

Exclude projects from the data pipeline: Exclude unnecessary events to achieve faster load times.

Convenient Data and Insights

Understand how work is getting done across your organization, determine whether you're delivering on the correct outcomes, and discover insights quickly. Jira Service Management 5.4 unlocks actionable data insights to better inform your decision-making capabilities.

4.22 **Increased data pipeline export:** Export additional data points including approvals, canned responses, and knowledge base articles.

Apps and extensibility

Jira Service Management 5.4 partners with your Apps to enhance your work with an enterprise-grade ecosystem tested for performance, stability, and security.

4.21 **Use queues in the mobile app:** Give your team full control over when, and how they resolve issues from their mobile device.

Ready to upgrade?

[Get started here.](#)