06 July 2023

Atlassian Pty Ltd

Level 6, 341 George St

Sydney NSW 2000

AUSTRALIA

To Whom It May Concern,

The Missing Link was engaged by Atlassian to perform a code-assisted web application penetration test of the Halp web application, JSM Chat UI components and its integration with Microsoft Teams and Slack via the Assist app. Halp is a conversation ticketing solution which can also be used to create and manage requests directly in Slack and Microsoft Teams, with Jira Service Management Chat.

The objectives of the engagement were to identify exploitable vulnerabilities, subvert standard workflows, gain unauthorised access to the application, sensitive information, or user generated content, and attempt an underlying server compromise.

Automated and manual penetration testing was performed by three security consultants between the 13th of June and the 30th of June 2023 in instant and cloud staging environments. A white-box methodology was followed, with full access to all source code, development guides, and the Halp engineering team to ask questions of.

Sincerely,

The Missing Link Security Pty Ltd