Building a cloud resilience strategy

Avoiding outages is nearly impossible. **82% of companies** have experienced at least one unplanned downtime incident (outage) over the past three years.

Outages happen and it’s more important than ever to shift your approach from a reactive strategy to a proactive one - focused on resilience. A resiliency strategy delivers reliable outcomes while also ensuring that in the face of an incident, your teams can recover quickly and without experiencing any data loss.

For many of you, building a resiliency strategy often includes choosing a cloud service provider that manages your infrastructure for you - allowing them to take on the burden of infrastructure while you maintain control over your data. In traditional on-premises environments, you’re responsible for it all. In cloud, your teams offload some of that responsibility to a cloud vendor, to reduce administrative overhead and enable your teams to focus on the strategic tasks that move your business forward.

Understanding the shared responsibility model

With the growth of software-as-a-service (SaaS) solutions, many organizations are taking advantage of the benefits of cloud computing to address their core business functions. This shift in services also requires a shift to a shared responsibility model that enables cloud service providers, like Atlassian to take on the burden of infrastructure while you maintain control over your data. In

Common challenges organizations are facing:

- **830 mins** of downtime on average
- **$5.6 mill** in downtime costs on average
However, choosing a trustworthy partner takes research. It requires that you do a comprehensive analysis of your cloud partner to ensure they have the tools you need to keep your data secure and available for your teams to get their work done efficiently.

In a successful shared responsibility model, you've chosen a partner you can trust to scale your infrastructure reliably and you'd work together to ensure that your data is protected.

**Data resilience in Atlassian Cloud**

Atlassian Cloud specializes in building resilient, reliable, and secure infrastructure that scales however you need it to. We have a number of programs, people, and technology that keep your data secure and ensure that it is recoverable in the case of infrastructure failure. We also have soft delete controls that suspend a product for 14 days before it is deleted in the event of human error. In addition to these controls, we offer a variety of tools that enable you to backup your data regularly and reliably.

**Backup CLI**

Use our command-line interface (CLI) to reliably and efficiently backup and restore your data! Currently available via our early access program (EAP).

[Check it out](#)

**Backup manager**

Import and export data seamlessly using our backup manager, which is available for Jira Software Cloud and Confluence Cloud.

[Jira](#) | [Confluence](#)

**Marketplace apps**

Flexibly store your data with any of our Marketplace partners that are purpose-fit for data storage.

[Take your pick](#)

Learn more about

Atlassian's approach to resilience and reliability