elttam Pty Ltd
Suite 15/Mezzanine, 388 George St
Sydney NSW 2000
AUSTRALIA

14-Dec-2023

Atlassian Pty Ltd
Level 6, 341 George Street
Sydney NSW 2000
AUSTRALIA

To Whom It May Concern,

Letter of Assessment

From 19-Oct-2023 to 10-Nov-2023, pursuant to our agreement with Atlassian Pty Ltd, elttam conducted a review of Jira Service Management Data Center (JSM DC). The scope of work included all currently released features of JSM DC v5.11.2 and the mobile applications for iOS (v1.44.0.1) and Android (v2.1.4).

The engagement commenced with a detailed briefing and walk-through by Atlassian Pty Ltd. The assessment was performed by a team of three consultants over the assessment period following a code-assisted penetration testing methodology and focused on the agent and server components.

The following components were prioritised during the assessment:

- JSM Customer Portal
- Anonymous Customer Portal
- JSM Legacy Automation
- Service Level Agreement (SLA)
- Email channels
- Knowledge base
- Assets Objects and Schemas
- Assets Discovery
- Assets AWS Integration
- Assets Azure Integration
- Assets SCCM Integration
- Assets Automation
- Insight Import Module Tools Library

The engagement was wrapped up with a close-down meeting and a report was issued to Atlassian Pty Ltd. elttam is an independent information security company providing research-driven security assessment services to leading organisations around the world. We combine pragmatism and deep technical insight to help our customers secure their most important assets.

Sincerely,

Matt Jones
Director
elttam