FAQ: Support Center Migration to Atlassian Cloud

ⓘ We are relocating our customer portal from the Jira Service Management server solution to the cloud.
From April 8th, the Internet address support.scheer-pas.com/servicedesk will take you to our new customer portal.

On this page, we have compiled answers to the most frequent questions about the move.

PAS Support Availability

Will the PAS support address change?

No, the addresses will not change, only the look of the customer portal. You can still reach PAS support at the well known e-mail address support@scheer-pas.com. And **from April 8th, 2024 at noon**, the Internet address support.scheer-pas.com/servicedesk will take you to our new customer portal.

Is my old support center user still valid?

Your known customer portal users are still valid. When you log in to the new customer portal for the first time, you are asked to enter the e-mail address that has been registered for your customer portal user. On the next screens, click **Continue with Atlassian account** / **Continue**. You will receive a confirmation link to your registered e-mail address. Please use this link to create a new password.

How can I reach the PAS support in the transition phase?

Due to the relocation work, our online customer portal will **not be available from Friday, April 5th until Sunday, April 7th**. However, we will be available as usual for your support requests via mail to support@scheer-pas.com. From **Monday, April 8th at noon** you will have access to the **new customer portal**. Of course, you can still contact us at any time via our e-mail address.

Data Residency

Where is Atlassian hosting the servers?

Atlassian uses Amazon Web Services (AWS) as a cloud service provider and its highly available data center facilities in multiple regions worldwide. Each AWS region is a separate geographical location with multiple, isolated, and physically-separated groups of data centers known as Availability Zones (AZs). Detailed information about the Atlassian Cloud Hostig architecture can be found at Atlassian: Cloud Hosting Architecture.

Where is my data stored?

Atlassian customers can determine where their content and data is stored. Scheer PAS has opted for storage within the European Union. The location is Frankfurt am Main. Further information on data residency at Atlassian: Data Residency.

Data Security

Is my data safe in the cloud?

We are relocating our Support Center from the Jira Service Management server solution to the cloud. Atlassian remains as our service provider - as will the high security standard for your data. For more information about Atlasssian's data protection go to Atlassian: Data Protection.

What security standards apply in the Atlassian Cloud?

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Detailed Information from Atlassian:

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Atlassian participates in and certifies compliance with the EU-U.S. Data Privacy Framework, the UK Extension to the EU-U.S. Data Privacy Framework, and Swiss-U.S. Data Privacy Framework (together, the "Data Privacy Framework"). As required by the Data Privacy Framework, Atlassian will provide at least the same level of privacy protection as is required by the Data Privacy Framework Principles. For more detailed information go to Atlassian: Security Practices.

How does Atlassian back up the data?

Atlassian uses the snapshot feature of Amazon RDS (Relational database service) to create automated daily backups of each RDS instance. Amazon RDS snapshots are retained for 30 days with support for point-in time recovery and are encrypted using AES-256 encryption. Backup data is not stored offsite but is replicated to multiple data centers within a particular AWS region (see Where is my data stored?). Also quarterly testing of the backups is performed. Atlassion does not use these backups to revert customer-initiated destructive changes, such as fields overwritten using scripts, or deleted issues, projects, or sites. For more details got to Atlassian: Cloud Architecture and operational practices.

In addition to the Atlassian backups, Scheer PAS also performs backups on a regular basis.

What about Data encryption and pseudonymization?

Atlassian has and will maintain: an established method to encrypt customer data in transit and at rest; an established method to securely store passwords following industry standard practices; and use established key management methods. Any Customer Data is encrypted in transit over public networks using TLS 1.2 or greater, with Perfect Forward Secrecy (PFS) to protect it from unauthorized disclosure or modification. Data drives on servers holding Customer Data and attachments use full disk, industry-standard, AES-256 encryption at rest.

Atlassian has and will maintain: an established method to create pseudonymised data sets using industry standard practices; and appropriate technical and organisational measures governing the systems capable of remapping pseudonymous identifiers.
For more detailed information about compliance go to Atlassian: Data Protection > Compliance.