



**STRONG
SECURITY**

Whitepaper | Secure Login

Secure Login meets Mobility

Strong Security for Working with Atlassian Tools on Mobile Devices

Background

Jira users from various companies and industries have been and still are interacting with the software via internet browsers on their desktop computers or notebooks to manage their projects, processes, and software development.

Recently, Atlassian changed how their software is accessed by offering native apps for Jira and their other products in the Google Play Store for Android and in the App Store for iOS. The advantages of using mobile apps are obvious: Users can access projects, processes, and issues more easily and spontaneously via their handheld devices (smartphones, tablets) than with classic, comparatively rigid, desktop devices - while still making use of a large variety of functionalities.



Jira for Smartphones and Tablets

Atlassian offers their native mobile apps free of charge. The mobile app for Jira includes basic features such as:

- Viewing, creating, and editing issues
- Viewing boards and transition issues
- Collaborating by commenting and mentioning your teammates
- Seeing favourite filters and showing recently viewed issues
- Getting real-time notifications about activity in the projects

This set of features is without a doubt convenient, but some users might miss special features such as searching, editing boards, or deleting comments.

Mobility for Jira

MobilityStream LLC addressed those lacking features by developing **Mobility for Jira**. Like Atlassian's native Jira app, **Mobility for Jira** is an app for Android as well as iOS that brings most of the Jira functionality to users' phones and tablets.

Mobility for Jira includes all basic functionalities offered in the native Jira app but comes with **additional useful features that make working with the app much more efficient** than with the native Atlassian mobile apps. These additional functionalities are offered in Mobility for Jira:

- Viewing, creating, editing, **watching, deleting**, or transitioning issues,
- Adding, **editing, deleting comments, and changing their visibility**
- Viewing and **editing boards and release versions**
- Adding and viewing attachments
- Receiving push notifications
- **Conducting basic or advanced search**
- **Time logging** and issue history
- Initiating Jira Service Desk queues and SLAs
- Viewing Jira Dashboard



Necessary Security for Mobile Apps



There are a few things to consider when using any native Jira app on smartphones or tablets. One major drawback accompanies this amplified usage of mobile apps: an *additional* software environment on *additional* electronic devices implies *additional* possible weak points in terms of information security. This aspect is aggravated by the global pandemic, which has shifted many workplaces from rather secure company environments to tendentially more insecure, remote and/or private workplaces. Other topics to consider are IT security regulations and data protection requirements by GDPR that substantially impact and intensify companies' IT security efforts. Against this background it is in every business' interest to ensure that sensitive company data is not accessible to unauthorized individuals. One aspect of data protection and IT security when working with mobile devices is to put in place two-factor authentication (2FA).

Secure Login (2FA) for Jira – by syracom

syracom AG recognized this increased need for security. As an Atlassian Solution Partner, The business and IT consultancy company developed *Secure Login*, a two-factor authentication (2FA) functionality for **Jira**, **Confluence**, and other Atlassian product lines on the desktop. *Secure Login* is an app offered on the Atlassian marketplace for Data Center and Server Editions and is used by large customers worldwide. Now, it is not only available for Jira mobile but also for Confluence.

Secure Login provides enhanced security by connecting an authenticator device in addition to the traditional approach of entering just a username and password – with values that can be easily passed, copied, combined, or guessed. The authenticator device, for example a mobile phone with an authenticator app, is used to frequently generate a new PIN code. Thus, a user needs the knowledge (username/password as first factor) as well as the physical device with the authenticator (second factor) to login. Various mobile authenticators are supported – e.g. TOTP, hardware tokens or FIDO2/webauthN. A major advantage of the app is its seamless integration into existing Atlassian applications without the need to communicate with any third-party system to reduce security attacks.



Secure Mobility

It becomes evident that the combination of both apps optimally allows Jira users to work with and profit from the technologies. **Mobility for Jira has implemented the provided API of Secure Login (2FA) within their app to cooperate!** Knowing that mobile working in Jira can be safeguarded by the *Secure Login* application, Jira users do not have to think twice about working on their mobile phone or tablet. Advantages for Jira Users and Businesses include:

- Accessing Jira more easily and spontaneously
- Advanced security through multi-factor authentication
- Effective and safeguarded Jira use



business efficiency engineering

digital transformation – safe, sustainable, efficient

syracom is an owner-operated consultancy company being an official Atlassian solution partner since 2012, specialized in development and design of efficient business processes. As business efficiency engineers syracom accompanies customers in the digital transformation of their business processes along the entire value-added chain. With solid business knowledge and expertise in IT implementations, the company develops tailored solutions for large and medium-sized customers in various industries. The company covers a broad spectrum of consulting tasks, aiming at fully integrating client business strategies and business processes through flexible and demand-driven IT solutions: business efficiency engineering for excellent business processes.

syracom was founded 1998 and is part of Consileon Group.



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