⚡ Jira Service Management

[bytesource]

	Free	Standard	Premium	Enterprise
User limit (per site)	3 agents *For small teams starting with a service desk*	5,000 agents *For teams standardizing their service management*	5,000 agents *For organizations scaling high-velocity ITSM*	5,000 agents *For large, mission-critical ITSM implementations*
Features				
Site limit	One	One	One	Unlimited
Customer limit	Unlimited	Unlimited	Unlimited	Unlimited
Support team	Atlassian Community (Self-help forum)	Cloud support team (Regional business hours)	Cloud support team (24/7 Premium support)	Dedicated senior team (24/7 Enterprise support)
IT service management (ITSM)				
Service request management	✅	✅	✅	✅
Incident management	✅	✅	✅	✅
Change management	✅	✅	✅	✅
Problem management	✅	✅	✅	✅
Insight asset & configuration management			✅	✅
Self-service portal	✅	✅	✅	✅
Automation	✅	✅	✅	✅
Global and multi-project automation			✅	✅
Email and embeddable widget support	✅	✅	✅	✅
Reporting & analytics	✅	✅	✅	✅
SLA management	✅	✅	✅	✅
Multi-language support	✅	✅	✅	✅

	Free	Standard	Premium	Enterprise
Configurable workflows	✓	✓	✓	✓
Apps and integrations	✓	✓	✓	✓
Knowledge base	Requires Confluence subscription	Requires Confluence subscription	Requires Confluence subscription	Requires Confluence subscription
IT operations management (ITOM)				
Alerts & notifications (per month)	Unlimited alerts, unlimited email and 200 SMS	Unlimited alerts, unlimited email and SMS	Unlimited alerts, unlimited email, SMS, and voice	Unlimited alerts, unlimited email, SMS, and voice
Monitoring & ChatOps integrations	✓	✓	✓	✓
Major incidents per month	Five	100	Unlimited	Unlimited
Incident creation	Manual	Manual	Manual, automatic, API, and template	Manual, automatic, API, and template
Post-mortems	Five	Five	Unlimited	Unlimited
Incident command center			✓	✓
Incident investigation			✓	✓
Alerts/major incidents data visualization & analytics			✓	✓
Heartbeat monitoring			✓	✓
Service-based organization				
Service Registry	✓	✓	✓	✓
Service status pages		✓	✓	✓
Service dependency		✓	✓	✓
Service subscriptions			✓	✓

	Free	Standard	Premium	Enterprise
External services			✓	✓
Service & infrastructure health analysis			✓	✓
Enterprise service management				
HR, legal & facilities templates	✓	✓	✓	✓
Security & controls				
Password policies	✓	✓	✓	✓
Domain verification & account capture	✓	✓	✓	✓
Session duration management (desktop)	✓	✓	✓	✓
Encryption in transit & at rest	✓	✓	✓	✓
Business continuity & disaster recovery	✓	✓	✓	✓
Mobile Device Management COMING SOON	✓	✓	✓	✓
Audit logs		✓	✓	✓
Anonymous access		✓	✓	✓
Admin insights			✓	✓
IP allowlisting			✓	✓
Sandbox			✓	✓
Release tracks			✓	✓
Data residency		✓	✓	✓
SSO, SCIM, Active Directory sync	Requires Atlassian Access subscription	Requires Atlassian Access subscription	Requires Atlassian Access subscription	Included

	Free	Standard	Premium	Enterprise
Storage & invoicing				
Storage	2 GB file storage	250 GB file storage	Unlimited storage	Unlimited storage
Uptime SLA			99.9%	99.95%
Org-level billing				✓

Click here for detailed monthly and annual pricing

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