

Moving Operations from Opsgenie to Jira Service Management:

Why, How, & What Does This Mean for You?

Moving from Opsgenie to JSM

Why make the shift from Opsgenie to JSM

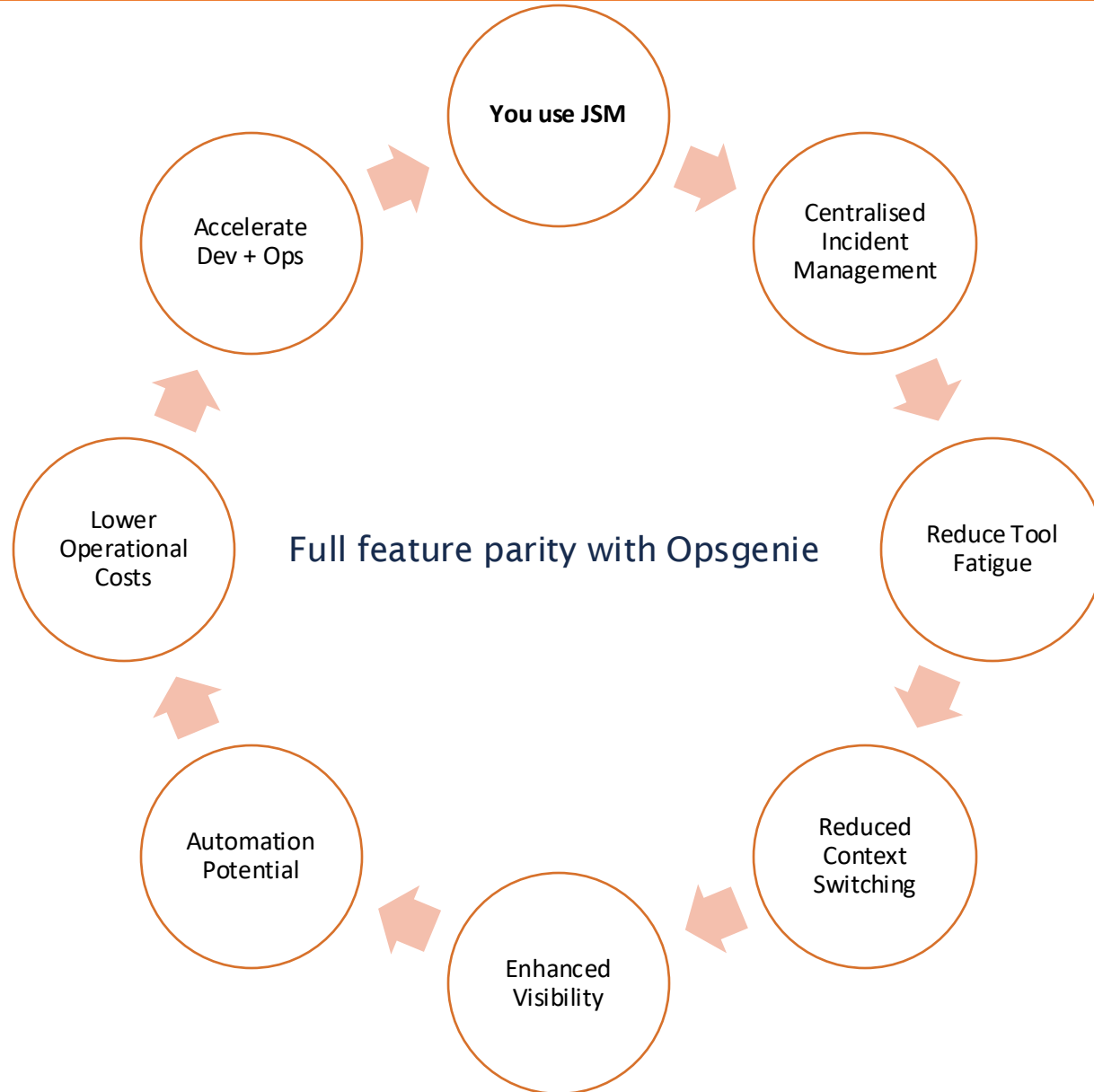
How to migrate operations / launch operations

What do you need to know about changes

??? mystery



Why Move Your Operations



Never used Opsgenie before?

What you can do with on-call teams:

- assign teams as a responder to alerts
- create on-call schedules for teams
- build team-based policies, integrations, automation, maintenance, and more.



Why Move Your Operations

- If you are using Opsgenie as a part of your JSM subscription, you will eventually **lose access** to Opsgenie and your operations will be moved to JSM UI.
- Why move your operations? if you fit the case above **this will happen automatically** when your instance migration date is reached.
- Opsgenie is not going away as far as we can tell!
Standalone Opsgenie / JSM users do not need to do anything!



How to Migrate Operations

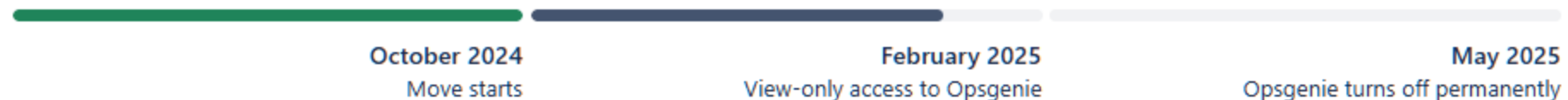
Are you Eligible?

In your Jira Service Management go to **Settings > Products > Move from Opsgenie** to see if moving from Opsgenie to Jira Service Management is available for your site yet.

Set up operations and complete your move

Follow the [guide](#) to set up operations and complete your move, so your organization is all set to do its operations work in Jira Service Management.

From **February 16, 2025** Opsgenie will no longer support create, update, and delete operations, as you've now moved your operations work to Jira Service Management.



[Open guide](#)

[Turn off Opsgenie](#)






[Give feedback](#)

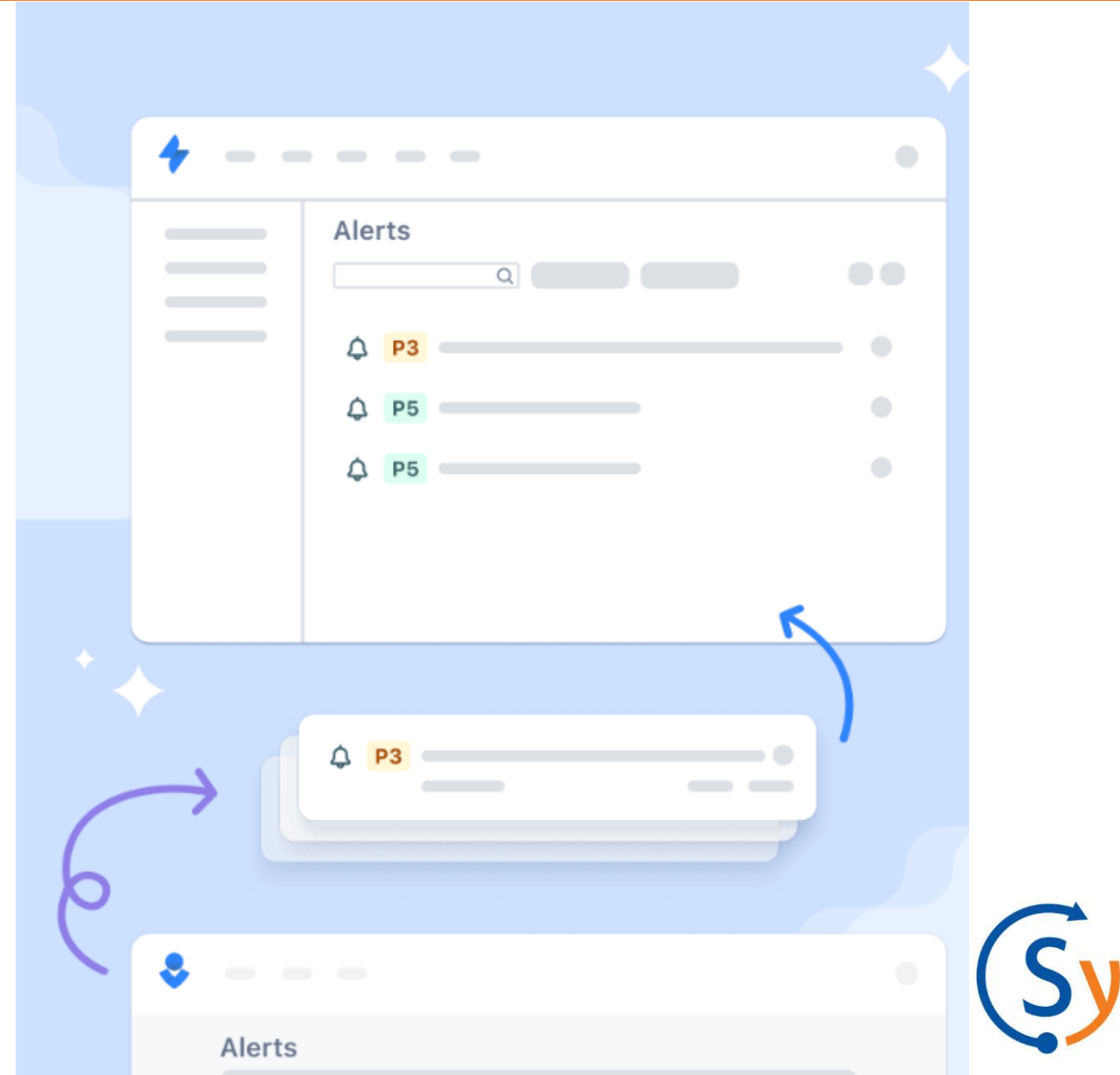


How to Migrate Operations

Move your work from Opsgenie to Jira Service Management

Make Jira Service Management your team's central place to do all the operations work that they do with Opsgenie.

-  **Respond to alerts**
Access all your alerts natively from Jira Service Management's Your work page.
-  **Manage operations**
Find your integrations, custom roles, maintenance, notifications, policies, audit logs, and more in Jira settings.
-  **Get mobile notifications**
Stay notified of alerts, check on-call schedules, and manage notification rules on the go with Jira Cloud mobile.
-  **Build efficient on-call teams**
Your Opsgenie teams will become Atlassian teams, so you can manage all your teams, including on-call, from Jira.
-  **Streamlined incident management**
Detect and resolve incidents collaboratively in Jira Service Management.



How to Migrate Operations

What is not migrated, these will have to be manually configured

- Actions and incident rules
- Heartbeats

Let's start moving will begin the automatic component of migration.








Teams API in Opsgenie

Opsgenie's API for team management won't work anymore. It will have to be done through the alternative Jira Cloud Platform API.

Ready to move from Opsgenie?

Here's a summary of what happens once you move:

-  Your Opsgenie data and settings will be copied to Jira Service Management, without any changes
-  You'll get a guide to finish setting up configurations that need your involvement
-  Your Opsgenie site will continue to be accessible, until it's turned off on 09 April, 2025
-  Some of your data, including teams and team members, might change residency location from your selected server in Opsgenie. [Read more about data residency](#)
-  Inform your organization admin about this change as after the move, your teams and team members will become visible across all sites within your Atlassian account.

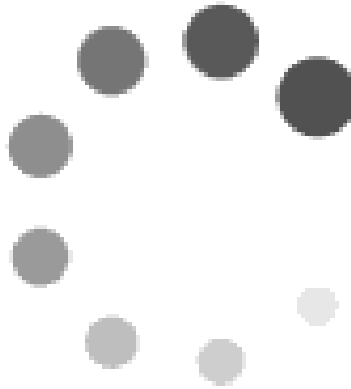
Don't feel ready yet? [Read more about moving from Opsgenie](#)

Step 4 of 4

Back

Let's start moving





How to Migrate Operations


Migration Guide (Post Migration)

Information on the implications of changes, **manual steps in orange**

- **Users and roles**
- Alerts and on-call
- Notifications
- How to launch operations for your team
- **Chat tools**
- **Automate your alert and incident response**
- **Integrations**
- Incidents
- Find what you're looking for
- What's left behind in Opsgenie

Moving from Opsgenie to Jira Service Management


Here's a guide with everything that you must know and do to complete your move from Opsgenie to Jira Service Management. [Get more help with the move](#)



Users and roles

Learn how to manage users and roles, and resolve any detected errors to ensure your team members have access to Jira Service Management.


- How to manage users and roles
- 1 Opsgenie admin doesn't have the product admin role
- All Opsgenie users now have a product role



Alerts and on-call

Check out what's new in the redesigned alerting experience in Jira Service Management.

- Meet the redesigned alerts on Jira
- Where to find your alerts
- What happens to Opsgenie alerts
- How to check and manage your on-call schedules



Notifications

Learn about the changes to your notifications, and set up Jira Cloud as your primary



How to Migrate Operations

Users and roles

- Users are now managed in **Atlassian Administration**
- You must be a **product admin** to configure operations in JSM
- Any missing administrators from Opsgenie are displayed in the guide
- Users with custom roles in Opsgenie will be assigned the 'User' Role in JSM

1 Opsgenie admin doesn't have the product admin role

They are an admin in Opsgenie but aren't a product admin in Jira Service Management.

You can give them the **product admin** role in Jira Service Management so they can continue to have the access to configure operations. [Read how to make someone a product admin](#)

[Go to Atlassian Administration](#) →

Opsgenie admins who don't have the product admin role:

User ▾

TG

Tim Grey

View profile ↗



How to Migrate Operations



Chat Tools

- Chat tools will need to be connected with JSM, this will enable your on-call teams to work on alerts from their existing chat channels.
- Existing chat integrations are available to be copied to JSM.

Connect your chat tools with Jira Service Management

Your chat tools are currently connected with Opsgenie. Connect them with Jira Service Management to let your on-call teams work on alerts from their existing chat channels.

Manage chat tools in Jira

Workspace or tenant	Product	Status
Systemology - internal	 Slack	 Connected



Copy your Opsgenie chat integrations to Jira Service Management

Select the Opsgenie chat integrations that you want to copy to Jira Service Management. The integration will be copied without any changes, but the status will be **OFF** by default. You can make any changes to the integration's settings and then turn it on.

Make sure you're a member of the channel connected to the chat integration, else you won't be able to copy it to Jira Service Management.



Manage chat integrations in Jira

Chat integration	Connected to	Responder team	Status
 Slack (Systemology - internal#opsg...	#opsgenie-alerts, Systemology - inte...	Infrastructure O...	 Give permission





How to Migrate Operations


Automate your alert and incident response


- Recreate Opsgenie alert actions and incident rules in Jira.
 - These need to be recreated manually with Jira automation
- To avoid conflict, delete incident rules, actions and channels from opsgenie when automation is configured in Jira.


 Run script using Jira Edge Connector


 Delay until an alert event occurs


 Change alert status

 Alert created

 Alert note added

 Alert status changed

 Alert updated

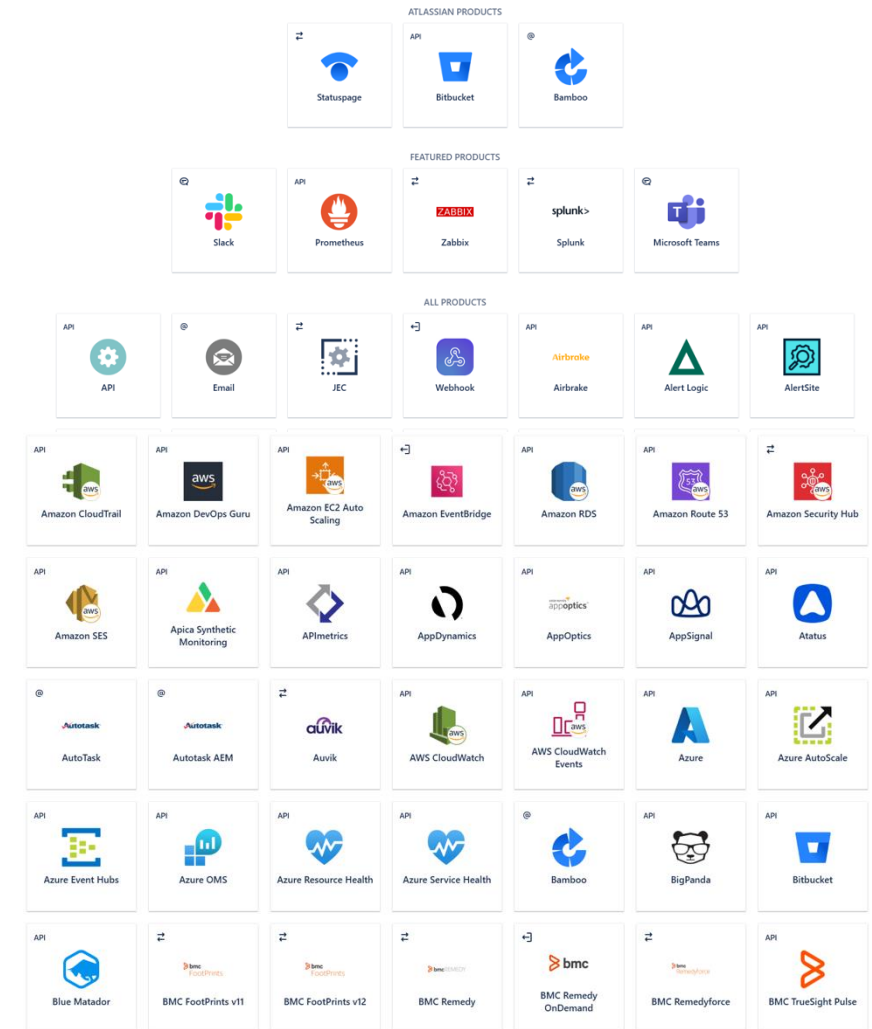
 Manual trigger from alert



How to Migrate Operations

Integrations

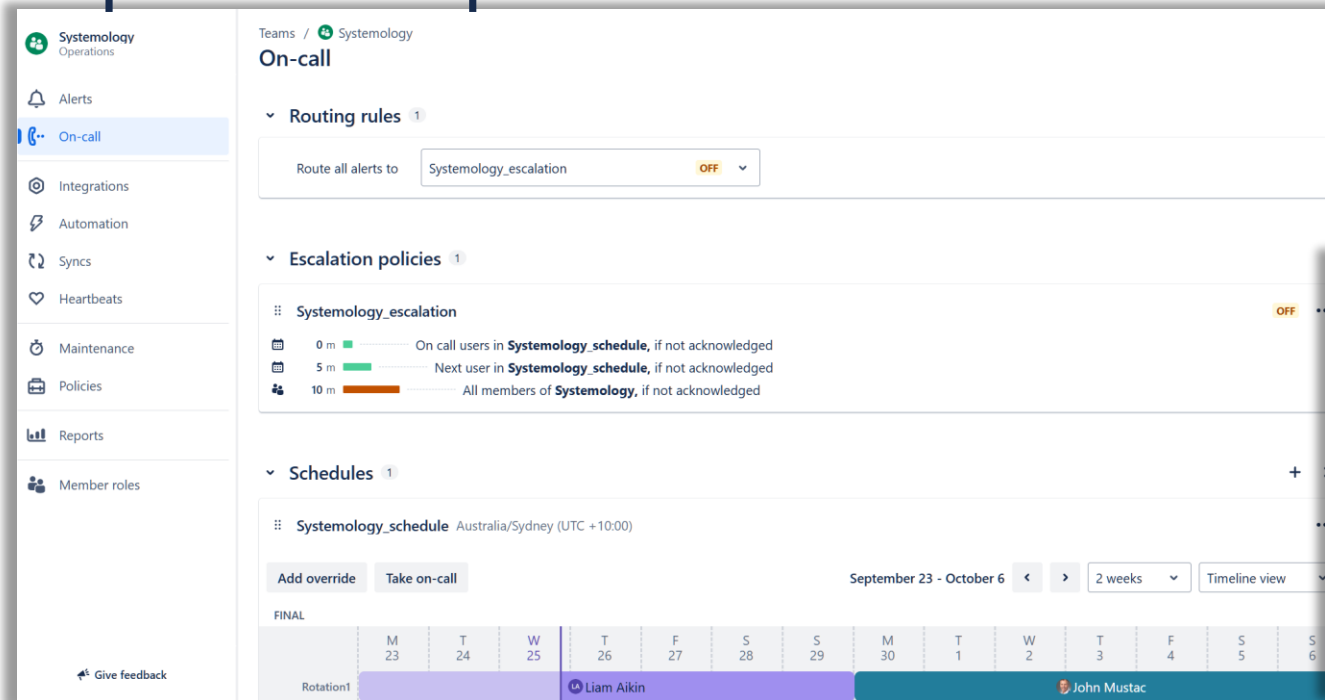
- All integrations should fully sync with JSM. Unless they are chat integrations, which need to be configured manually.
 - There are unsupported integrations that may also be blocked.
- Your existing Opsgenie integrations with Jira and JSM are available as Sync in **Settings > Products > Syncs**.
 - You can now set up more syncs with your projects on the same or different sites.



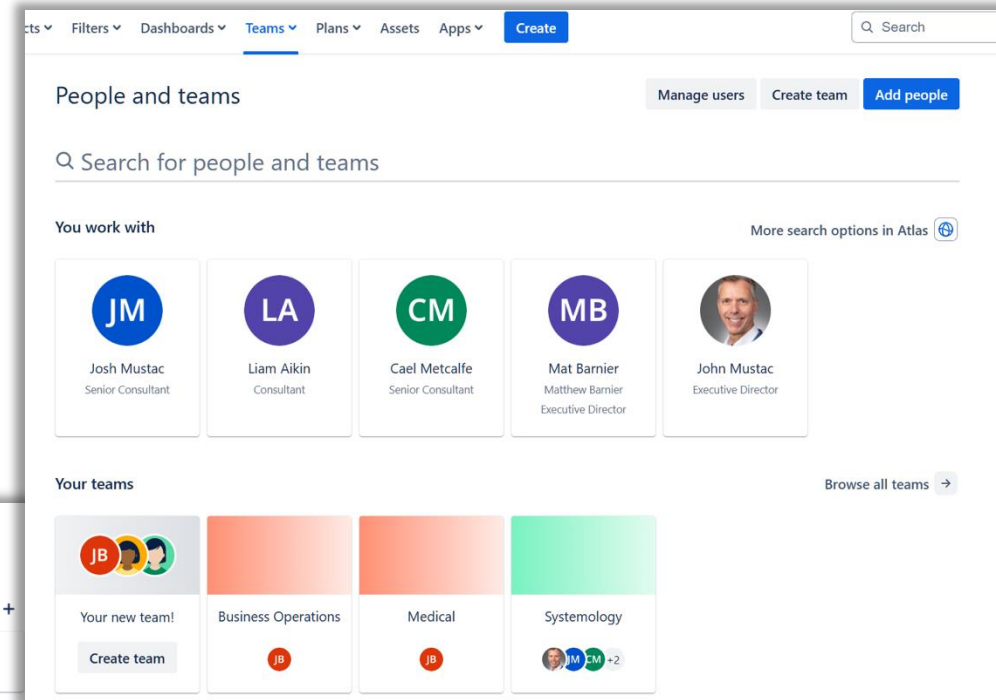
How to Launch Operations

How to Launch Operations for your team

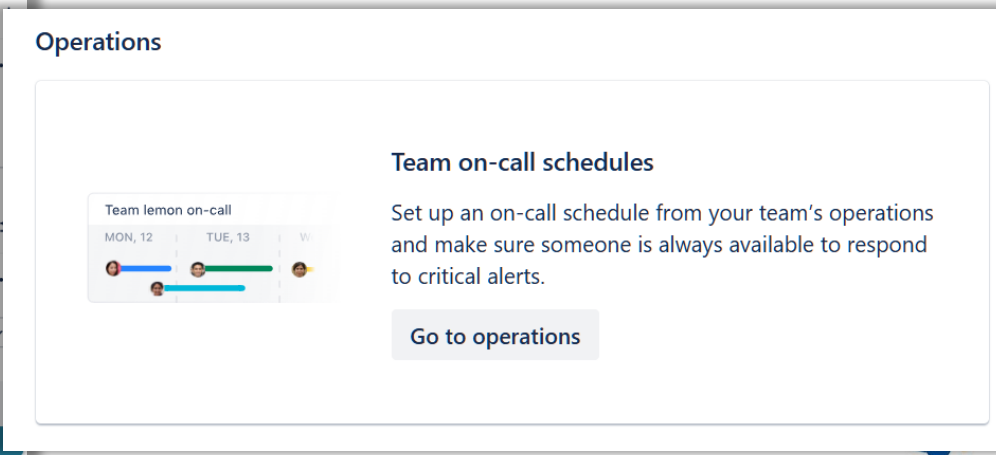
- Create a team
- Select your team, and find the operations panel



The screenshot shows the 'Systemology Operations' interface. The left sidebar contains navigation links: Alerts, On-call (selected), Integrations, Automation, Syncs, Heartbeats, Maintenance, Policies, Reports, and Member roles. The main content area is titled 'Teams / Systemology On-call'. It features three sections: 'Routing rules' with a dropdown set to 'Systemology_escalation' and a toggle set to 'OFF'; 'Escalation policies' showing a policy for 'Systemology_escalation' with three steps (0m, 5m, 10m) and a toggle set to 'OFF'; and 'Schedules' showing a schedule for 'Systemology_schedule' for 'Australia/Sydney (UTC +10:00)'. At the bottom, a timeline view shows a rotation for 'Liam Aikin' and 'John Mustac' from September 23 to October 6.



The screenshot shows the 'People and teams' management interface. The top navigation bar includes 'Filters', 'Dashboards', 'Teams' (selected), 'Plans', 'Assets', 'Apps', and a 'Create' button. A search bar is present. The main content area is titled 'People and teams' and includes buttons for 'Manage users', 'Create team', and 'Add people'. Below the search bar, there is a section 'You work with' displaying five team cards for 'Josh Mustac', 'Liam Aikin', 'Cael Metcalfe', 'Mat Barnier', and 'John Mustac'. A 'More search options in Atlas' link is also visible. Below this, the 'Your teams' section displays four team cards: 'Your new team!', 'Business Operations', 'Medical', and 'Systemology'. A 'Browse all teams' link is at the bottom right.



The screenshot shows the 'Operations' panel. It features a section titled 'Team on-call schedules' with the text: 'Set up an on-call schedule from your team's operations and make sure someone is always available to respond to critical alerts.' Below this text is a 'Go to operations' button. To the left of the text, there is a visual representation of an on-call schedule for 'Team lemon on-call' showing a timeline for 'MON, 12' and 'TUE, 13' with colored bars indicating on-call periods for different team members.

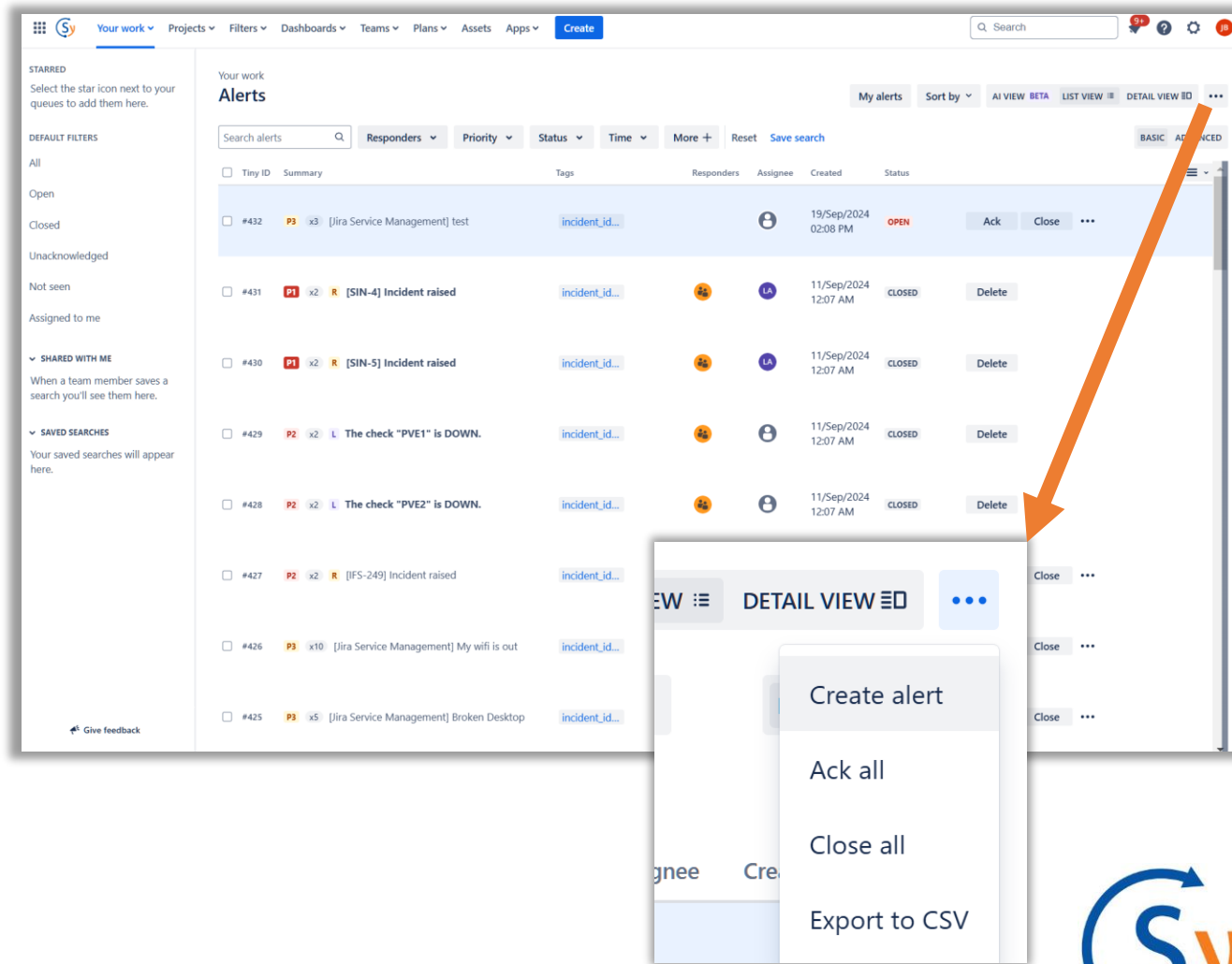
What do you need to know about changes?

Alerts and on-call

To view your alerts, select **Your work** from Jira navigation and select **Alerts**.

You can also access your alerts from the **Alerts widget** on the **Your work** page.

- Want to create alerts yourself? Select **Create alert** from **More actions** on the **Alerts** page.

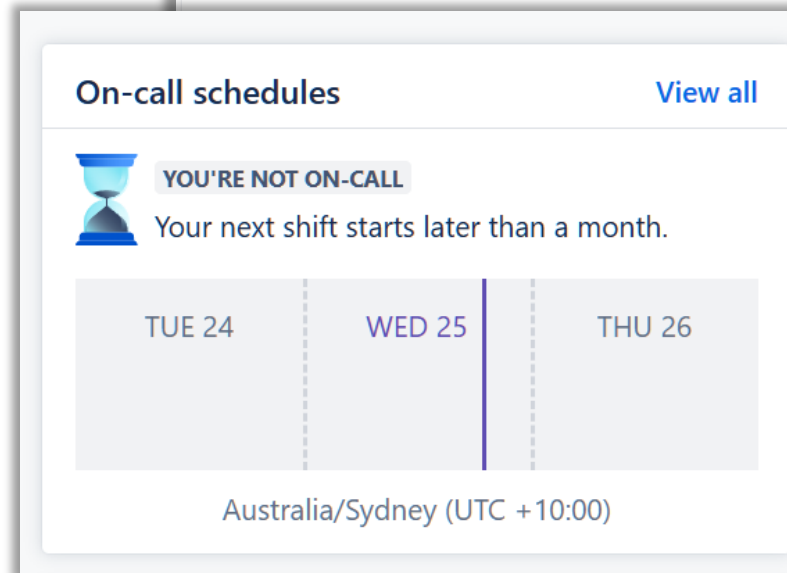
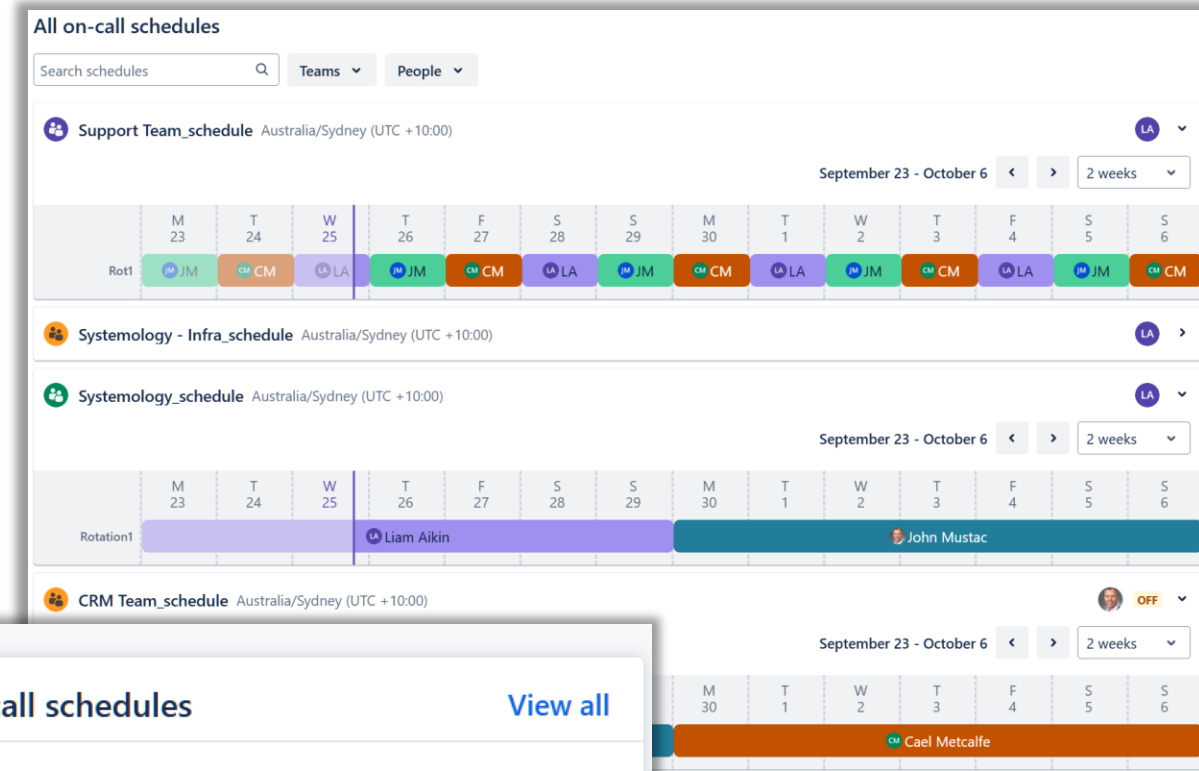


What do you need to know about changes?

Alerts and on-call

What happens to Opsgenie alerts

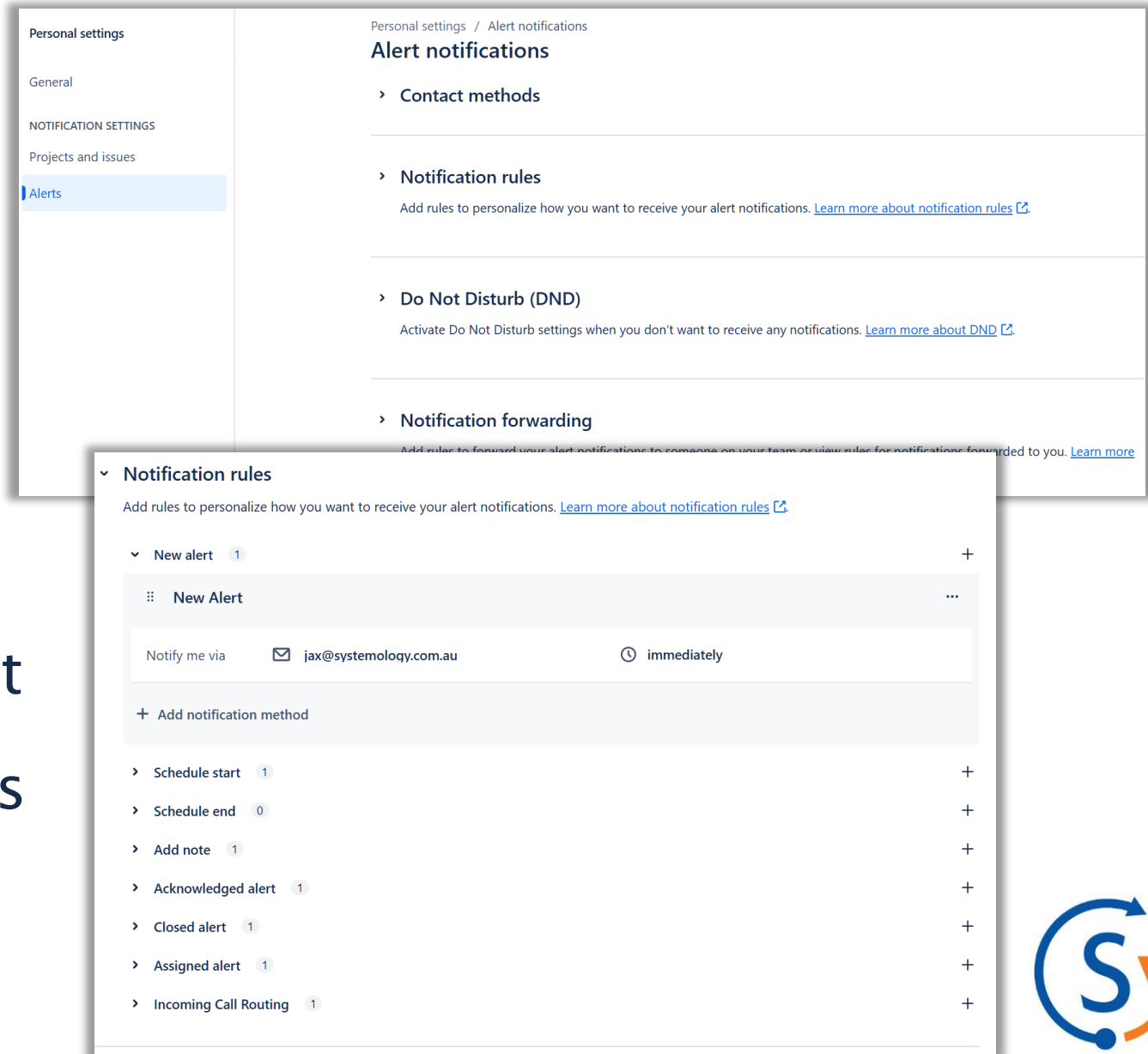
- All of your alert, on-call, and incident response data from Opsgenie are now natively available on Jira Service Management, so you won't have to log in to Opsgenie anymore.



What do you need to know about changes?

Notifications

- Contact methods, notification and forwarding rules are synced without manual changes.
- Manage alert notification settings, in **personal settings**
- Update your filters and blocklist in your email client to ensure that you have access to email notifications from no-reply@j-sm-notifications.atlassian.net.



What do you need to know about changes?

Incidents

These incident fields aren't copied from Opsgenie to Jira Service Management:

- Actions
- Responder roles
- Stakeholder filters
- Stakeholder templates

The screenshot displays the Jira Service Management interface for a project named 'Opsgenie Migrated Incidents'. The left sidebar shows a 'Back to project' button and a 'STARRED' section with instructions to select the star icon. Below this is a 'PRIORITY GROUP' dropdown menu set to 'Team Priority' with '4 queues'. The main content area is titled 'Open incidents' and shows a search bar and a list of 5 issues. The issues are listed in a table with columns 'Key' and 'Summary'. The issues are: OMI0020-5 (Another incident!), OMI0020-4 (Incident with our service), OMI0020-3 (website is down), and two others partially visible. A modal window is open in the foreground, mapping 'Priority in Opsgenie' to 'Priority in Jira'. The mapping is: P1 to Highest, P2 to High, P3 to Medium, P4 to Low, and P5 to Lowest.

Priority in Opsgenie	Priority in Jira
P1	Highest
P2	High
P3	Medium
P4	Low
P5	Lowest



What do you need to know about changes?

7 features are left behind in Opsgenie

Teams API

The Teams Opsgenie API doesn't work with Jira Service Management. You can use the alternative Jira Cloud Platform API.



Incident templates

Incident templates aren't supported by Jira Service Management, so they weren't moved. You can use incident request types instead.



Incident Command Center and Conference Bridges

The Incident Command Center and Conference Bridges aren't supported by Jira Service Management. You can use the Slack, Microsoft Teams, and Zoom apps instead.



Actions and incident rules

Opsgenie actions and incident rules weren't moved. You can recreate actions and rules using Jira automation.



Some reports

A few reports are not available in Jira Service Management as there are either not supported or are replaced by new reports.



Opsgenie Edge Connector

Your existing OEC integrations will continue to work in Jira. You can create new integrations and actions with the new Jira Edge Connector.



External services

It's not possible to create an external service in Jira. You can simply add stakeholders to your services or incidents instead.



Moving from Opsgenie to JSM

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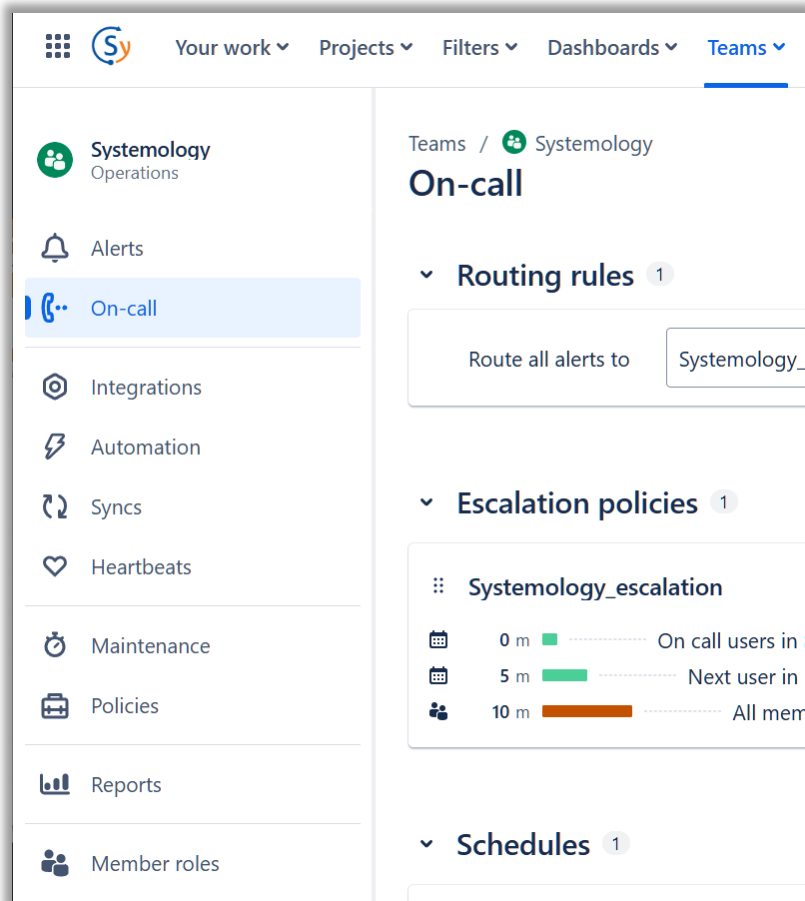
What do you need to know about changes

Where did my ??? move



WHERE did my ??? move

Within the Migration Guide there is a link tree to navigate to each component's new location



Navigate to your work quickly	
Your teams from Opsgenie Where to find it: Jira navigation > Teams > Go to operations	↗
On-call schedules Where to find it: Your work > On-call	↗
Alerts Where to find it: Your work > Alerts	↗
Personal notification settings Where to find it: Your profile and settings > Personal settings > Alerts	↗
Reports Where to find it: Teams > Go to operations > Reports	↗
Audit logs Where to find it: Settings > Products > Audit logs	↗
Role-based notifications Where to find it: Settings > Products > Role-based notifications	↗
Custom team roles Where to find it: Teams > Go to operations > Member roles	↗
Automation Where to find it: Teams > Go to operations > Automation	↗
Sync Where to find it: Teams > Go to operations > Sync	↗

