Requesting Add-ons for Jira, Confluence, or Slack

Atlassian (Jira/Confluence) and Slack have expansive app marketplaces which include software having varying degrees of stability, support, cost, and security; as such, not all add-ons are suitable for Yale SOM's computing environment. We encourage to to explore the marketplace and request add-ons which meet business requirements; however, these requests will be vetted and only suitable add-ons will be implemented.

Step-by-step guide

1. Search the marketplace for Slack or Atlassian products:
   - Atlassian Marketplace
   - Slack Marketplace
2. Email somit@yale.edu to request the app
   Include:
   1. Business purpose for use of the application
   2. Who will use it? (could be individuals or departments)
   3. Why is it required?
   4. When is it needed by?
   5. Link to the marketplace listing for the app
   6. Who will act as the business lead for the application? This person will be the lead for the application within a department.

The app will be vetted by SOM IT using the following factors if available.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Description</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traction</td>
<td>How long has the app been available?</td>
<td>1 year and &gt;=10 versions</td>
</tr>
<tr>
<td>Support</td>
<td>Does the vendor offer support and when is support available?</td>
<td>Minimum M-F, 8 hours/day</td>
</tr>
<tr>
<td>Installations</td>
<td>How many instances of the app are installed in active environments?</td>
<td>&gt;100</td>
</tr>
<tr>
<td>Verified</td>
<td>Is the app verified by the host application vendor?</td>
<td>Preferred</td>
</tr>
<tr>
<td>Duplication</td>
<td>Does this app duplicate functionality we already have?</td>
<td>If the request app duplicates functionality of an existing app; it will not be installed.</td>
</tr>
<tr>
<td>Rating</td>
<td>What is the rating of the app?</td>
<td>&gt;= 3/5 Stars for Atlassian apps; &gt;=4/5 for free apps.</td>
</tr>
<tr>
<td>Cost</td>
<td>What is the cost of the app and will SOM IT purchase it?</td>
<td>For apps required by individuals and single departments, the department might need to cover the cost.</td>
</tr>
<tr>
<td>Security</td>
<td>Does the app adhere to privacy and security standards required by the University?</td>
<td>Required</td>
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</tbody>
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Your Rating: ★★★★★
Results: ★★★★★ 3 rates

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