⚡ Jira Service Management

	Free	Standard	Premium	Enterprise
Features				
Agent limit per site	3 agents	20,000 agents	20,000 agents	20,000 agents
Customer limit	Unlimited	Unlimited	Unlimited	Unlimited
Site limit	One	One	One	Upto 150
Support Team	Atlassian Community	Business hour suppor t	24/7 support for critical issues	24/7 dedicated senior support for all issues
Uptime SLA			99.9%	99.95%
Storage	2 GB file storage	250 GB file storage	Unlimited file storage	Unlimited file storage

Feature Name	Free	Standard	Premium	Enterprise
General Service Management (ITSM)				
Self-service portal	✅	✅	✅	✅
Email and embeddable widget support	✅	✅	✅	✅
Forms	✅	✅	✅	✅
Configurable workflows	✅	✅	✅	✅
Customizable queues	✅	✅	✅	✅
SLA Management	✅	✅	✅	✅
Reporting & analytics	✅	✅	✅	✅
Automation	✅	✅	✅	✅

Feature Name	Free	Standard	Premium	Enterprise
IT service management project template	✓	✓	✓	✓
Multi-language support	✓	✓	✓	✓
Apps and Integrations	✓	✓	✓	✓
Mobile app support	✓	✓	✓	✓
Global and multi-project automation			✓	✓
Knowledge base	Requires Confluence subscription	Requires Confluence subscription	Requires Confluence subscription	Requires Confluence subscription
Incident & Problem Management				
Alerts & notifications (per month)	Unlimited alerts, unlimited email notifications and 200 SMS	Unlimited alerts, unlimited email notifications and SMS	Unlimited alerts, unlimited email notifications, SMS, and voice	Unlimited alerts, unlimited email notifications, SMS, and voice
Incident creation	Manual	Manual	Manual, automatic, API, and template	Manual, automatic, API, and template
Internal stakeholders	✓	✓	✓	✓
Monitoring & ChatOps integrations	✓	✓	✓	✓
Major incident escalation	✓	✓	✓	✓
Post-incident reviews	✓	✓	✓	✓
On-call management		✓	✓	✓
Advanced alert integrations			✓	✓
Incident conference calls			✓	✓

Feature Name	Free	Standard	Premium	Enterprise
Incident investigation			✓	✓
Heartbeat monitoring			✓	✓
Service-based organization				
Service Registry	✓	✓	✓	✓
Service status pages		✓	✓	✓
Service dependency		✓	✓	✓
Service subscriptions			✓	✓
External services			✓	✓
Service & infrastructure health analysis			✓	✓
Change Management				
Multi-user/group approvals	✓	✓	✓	✓
Change risk assessment engine	✓	✓	✓	✓
Change calendar	✓	✓	✓	✓
Deployment tracking	✓	✓	✓	✓
Deployment gating			✓	✓
Asset & Service Configuration Management				
Asset and service repository			✓	✓
Asset discovery			✓	✓

Feature Name	Free	Standard	Premium	Enterprise
Dependency mapping			✅	✅
Dynamic object fields			✅	✅
Enterprise Service Management				
HR service management template	✅	✅	✅	✅
Facility service management template	✅	✅	✅	✅
Legal service management template	✅	✅	✅	✅
General service management template	✅	✅	✅	✅
Customer service management template	✅	✅	✅	✅
Knowledge Management				
Embedded knowledge base	EARLY ACCESS ✅	✅	✅	✅
Knowledge base reports	✅	✅	✅	✅
Smart article suggestion	✅	✅	✅	✅
Featured articles	✅	✅	✅	✅
Security & Controls				
SSO, SCIM, Active Directory Sync	Requires Atlassian Access subscription	Requires Atlassian Access subscription	Requires Atlassian Access subscription	Included
Password policies	✅	✅	✅	✅
Domain verification & account capture	✅	✅	✅	✅

Feature Name	Free	Standard	Premium	Enterprise
Session duration management (desktop)	✓	✓	✓	✓
Encryption in transit & at rest	✓	✓	✓	✓
Business continuity & disaster recovery	✓	✓	✓	✓
Mobile Device Management	✓	✓	✓	✓
Audit logs		✓	✓	✓
Data residency		✓	✓	✓
Admin insights			✓	✓
IP allowlisting			✓	✓
Sandbox			✓	✓
Release tracks			✓	✓
Mobile Application Management				✓

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