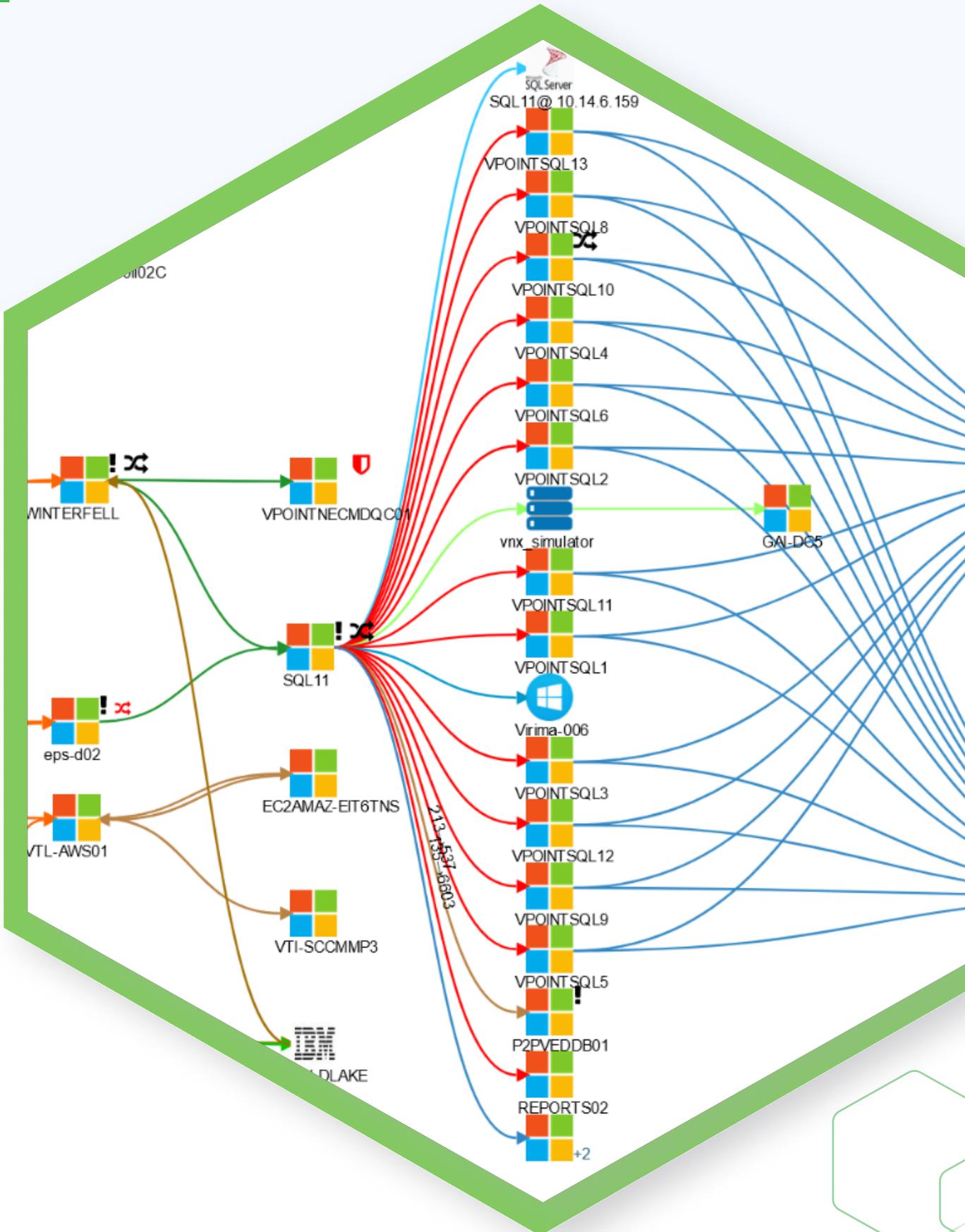# Atlassian Assets Discovery vs Virima Discovery
For Jira Service Management

◆VIRIMA

Highlights

1. Virima's multi-source CMDB integrates directly with Jira Service Management Assets

2. Comprehensive on-prem, cloud, and remote IT asset discovery

3. Advanced service mapping with Virima Visual Impact Display (ViVID™)

4. Flexible discovery options with agentless, agent-based, and API integration

5. Automatically replicate Virima's robust out-of-the-box and custom CMDB schemas in JSM Assets

6. Bi-directional integration for real-time data exchange and operational intelligence

7. Seamless scaling to handle the demands without compromising performance or reliability

8. Cost-effective with no additional licensing fees for Assets Data Manager

Atlassian Assets Discovery Limitations

Key Takeaways

- Limited IT asset coverage
- Complexities in cloud integrations
- Manual intensive and command line driven configurations
- Windows only agent support
- Complexity and scalability challenges with multiple-locations
- Lack of relationship and dependency mapping
- Prerequisite to build schemas in JSM assets

Atlassian Assets Discovery aims to help manage IT assets in modern IT environments. However, for hybrid and complex IT environments, users might not experience the full velocity of the Jira Service Management experience due to the limitations within the Atlassian Assets Discovery solution.

Its limited capabilities in the discovery process and discovery data migration to Jira Service Management Assets hinder the complete visibility needs for many dynamic IT environemts.

1. Limitations in breadth and depth of asset coverage

Atlassian Assets Discovery struggles **out-of-the-box** to identify and manage cloud resources, IoT devices, and network infrastructure like firewalls and load balancers, limiting its ability to provide a comprehensive IT asset inventory. Furthermore, it captures only basic asset information which lacks the detailed insights into hardware and virtual configurations, certificates, and multi-level relationships and interdependencies.

This gap results in building an incomplete CMDB that hinders comprehensive asset management, faster incident resolution, and effective change risk analysis.

2. Complexities in cloud integration

Atlassian Assets Discovery's integrations with AWS and Azure are limited in scope due to complex setup, delayed data synchronisation, restricted attribute mapping, and scalability challenges. All these reduce the efficiency to discover and manage large-scale cloud-based resources.

3. Command line driven configurations, complex setup and management

Atlassian Assets Discovery relies heavily on command-line driven configurations for initial setup and ongoing management.

This manual process, involving editing configuration files, executing scans, and importing data using command-line tools, increases complexity and introduces the potential for errors. Furthermore, the entire setup and management process, beyond command-line configurations, involves numerous manual steps, including downloading and unpacking installation files, configuring detection patterns, running discovery tools, and manually importing XML data into Jira Service Management. This adds further complexity and risk of errors.

4. Windows only agent support

Assets Discovery only offers installable agents for Windows operating systems. This means that any organization not willing to open Mac and Linux operating systems to remote scanning due to security concerns is out of luck. This also means that when non-Windows based devices go off network, they can no longer be discovered.

The lack of multi-OS support also restricts access to granular data and continuous change or software usage monitoring across devices for proactive hardware and software asset management. Furthermore, even with the Windows agent, real-time reporting remains unavailable, and the agent's limitations make it less effective for work-from-anywhere scenarios.

5. Lack of relationship and dependency discovery and mapping

Assets Discovery is limited in its ability to uncover intricate relationship data between assets, such as dependencies between applications, hardware connections, or network topology. While it may identify first-level relationships, it falls short of providing the depth required to produce a comprehensive map of asset interdependencies.

This limitation hinders a thorough understanding of asset relationships and could impact effective change and incident management leading to poor decision making.

6. Complexity and scalability challenges with multiple-locations

Using Atlassian Assets Discovery across multiple locations brings added complexity due to repeated asset-specific manual setups and delayed synchronization.

The Asset Discovery Collector, while somewhat helpful, struggles with offline assets, leading to incomplete data. In expansive, evolving enterprise environments with numerous networks, cloud deployments, or rapidly changing asset inventories, the tool faces performance and scalability challenges, resulting in slower discovery speeds, inaccurate data, and difficulties in maintaining a comprehensive and up-to-date asset inventory.

7. Prerequisite to build schemas in JSM assets

Asset Discovery requires predefined object schemas within JSM assets before data import. If object schemas do not exist they must be manually built from scratch.

Additionally, the import process involves detailed configuration within the schema, including mapping imported data, defining directories, and setting synchronization schedules, adding extra layers of complexity.

8. Syncing to JSM Assets complexity and limitations

Configuring synchronization between Assets Discovery and JSM Assets is complex due to lack of UI driven prompts and the reliance on XML file sharing. Plus there are many settings that must be made in both Discovery and Assets to allow the sync to occur. This creates an unnecessary burden on system administrators during initial set-up and ongoing maintenance.

Once properly configured, automatic synchronization is limited to pre-set schedules, not when new assets or updates to existing assets are discovered. Also remember, assets cannot be synced until every asset type is accounted for in the JSM Asset schemas.

Key Feature Comparison: Atlassian Assets Discovery vs Virima IT Asset Discovery

Feature	Atlassian Assets Discovery	Virima IT Asset Discovery
IT asset coverage	Limited; struggles with cloud resources, IoT, and network devices	Comprehensive coverage for physical, virtual, cloud, IoT, network infrastructure, and more
Configuration discovery capabilities	Basic asset data, lacks deep insights into virtual configurations, certificates & multi-level dependencies	Deep out-of-the-box probes for detailed configuration and dependency discovery
Cloud integration	Very complex command line driven resource import and server discovery setup, lacks automation	Seamless UI driven integrations with cloud providers, deep server discovery, and full import and sync automation
Configuration & setup automation	UI based but command-line driven, extensive manual steps, very labor intensive	Intuitive UI, out-of-the-box configurations, high degree of automation
Agent support	Windows-only	Multi-OS (Windows, Linux, macOS)
Off-network discovery	Limited to Windows only, complex to configure	Simple to set up, multi-OS support
Multi-location management and scalability	Manual setup, synchronization delays, performance issues in large environments	Automated multi-location discovery, enterprise-grade scalability, cloud-native architecture
Relationship & dependency mapping	Basic first-level relationships, lacks depth needed for service mapping	Advanced multi-level mapping of infrastructure, applications, services, and network relationships
Jira Service Management Assets sync	Complex setup, lacks automation, schema setup required	Automated sync with JSM Assets, no need for pre-defined schemas
Security & compliance	Adheres to strict security and compliance frameworks	Adheres to strict security and compliance frameworks
The ViVID™ difference	Lacks detailed dependency and relationship maps, no ITSM record or vulnerability overlays	Insightful maps with ITSM and vulnerability overlays, heads-up display for ITOps and service delivery teams

Overcome Asset Discovery's Limitations with Virima

Leveraging a flexible combination of agentless probes, API integrations, and optional agents for Windows, MacOS, and Linux, Virima Discovery repeatedly and automatically uncovers and maps a broad spectrum of IT assets, spanning data centres, networks, edge devices, and cloud resources.

The work-from-anywhere solution ensures off-network changes are captured, while its dynamic visualisations reveal intricate interdependencies and communications, empowering IT teams with actionable insights and improved operational control.

1. Comprehensive and granular IT asset coverage

Virima's IT Discovery excels in providing comprehensive coverage and deep, granular insights across a wide range of assets, including physical, cloud resources, peripheral devices, and network infrastructure. Leveraging both agent-based and agentless scanning, Virima captures essential details such as hardware and software configurations, virtual environments, certificates, and multi-layered interdependencies.

Additionally, its robust multi-source discovery via built-in, configuration-free API capabilities seamlessly integrates with hypervisors, storage solutions, wireless controllers, and third-party asset management systems. This multi-layered approach not only ensures complete visibility and eliminates blind spots in asset inventory management but also maintains a continuously updated and accurate CMDB for comprehensive asset management, faster incident resolution, and effective change risk analysis.

2. Seamless cloud integration

Virima's seamless UI-driven integrations with major cloud providers ensures comprehensive visibility across hybrid and multi-cloud environments. Its import and sync automation through built-in connectors eliminate manual configurations and enable automated discovery of cloud resources. This results in a complete and well-maintained CMDB for all asset types, regardless of location.

3. User-friendly configurations and management

Virima offers an intuitive, web-based user experience with no-code set up for discovery and business rule automation workflows that starkly contrasts with the cumbersome, error-prone command-line process in Atlassian. The elimination of complex command-line configurations and importing of XML files greatly reduces the effort and potential for human errors while ensuring an automated, always up-to-date CMDB in JSM Assets.

### 4. Multi-OS agent support and off-network discovery

Virima supports agents for Windows, Linux, and macOS, eliminating the need for persistent network connectivity, remote probes or credentials. Having agents installed also enables software usage monitoring and more frequent discovery options. Add-on Virima's Work From Anywhere hosted-discovery for up to daily reporting even while the devices roam away from the corporate network.

This board coverage ensures comprehensive asset discovery across all environments for better IT governance and cybersecurity insights.

5. Relationship, dependency, and service mapping

Virima Discovery uncovers intricate relationship and dependency data between applications, services, hardware, and network components. These relationships are displayed on dynamic, colourful maps that can be rearranged, filtered, saved and shared.

Add in ViVID™ (more on that later) and the maps become a heads-up display for IT operations, Cybersecurity, and DevOps teams.
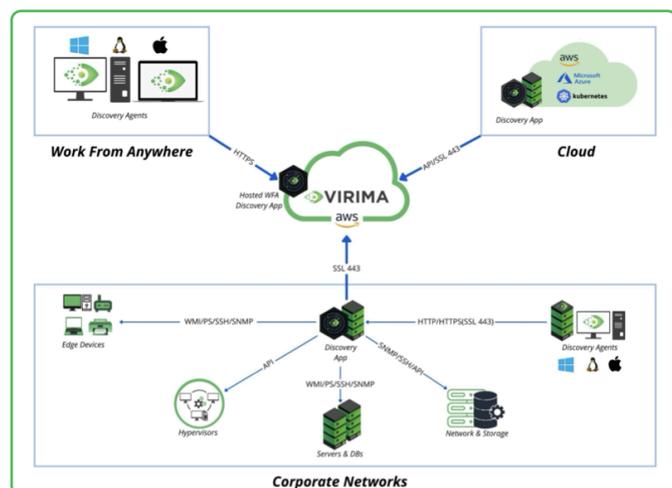
6. Effortless multi-location management and scalability

Virima's hybrid-SaaS architecture easily scales across multi-site, hybrid, and complex IT environments. With time of scan data synchronisation, offline data collection, and location-based discovery, IT teams can easily manage assets across geographies with minimal effort. Furthermore, Virima's ease of cloud architecture scaling and optimised data handling ensure fast performance even in expansive enterprise IT environments with millions of assets, providing enterprise-grade scalability.

7. No need for pre-built schemas in JSM Assets

Virima eliminates the need to manually create schemas in JSM Assets for each and every device type. This is easily accomplished in the Virima UI by choosing which Virima-discovered blueprints (and their individual attributes) are to be recreated in Assets. If schemas do exist for some asset types, Virima blueprints can easily be mapped to them as well. With hundreds of out-of-the-box blueprints and flexible options for how they are represented in JSM, administrators have the best of both worlds when it comes to building and maintaining an accurate CMDB.

8. JSM Assets synchronization ease and flexibility

Virima simplifies the synchronisation process with JSM

Assets by offering seamless, UI-driven options that allow discovery data to automatically sync on a flexible schedule or per tailored triggers. This capability ensures an up-to-date CMDB without the burdensome manual exports, schema creations, or authentication configurations required by Assets Discovery. Unlike the setup required in Atlassian, where configuring synchronisation is complicated due to reliance on XML file sharing and numerous settings adjustments, Virima's straightforward approach reduces both the complexity and time involved in initial setup and ongoing management of hosts, applications, and virtual assets.

This flexibility ensures that assets are always current, bypassing the rigid, preset schedules and schema dependencies that hinder timely updates.

Additional Benefits of Virima Discovery

1. Intelligent data correlators

Virima's intelligent data correlation feature helps prevent asset duplication by leveraging customisable correlation rules. These rules match assets based on user-defined or present criteria. The accuracy of these correlations can be confirmed through Virima's built-in deduplication checks. Additionally, Virima provides user-friendly tools to easily identify and merge any remaining duplicates.

2. Secure and scalable discovery

Built on AWS, Virima ensures secure discovery with encryption, multi-tenancy, and SOC 2 Type II certification. Its scalability supports large enterprises and dynamic IT environments, maintaining speed and accuracy without additional software deployments.

3. Robust features without breaking the bank

Virima integrates directly with Jira Service Management Assets eliminating the need for additional products. Virima's discovery licensing model is transparent, easy to understand and reasonably priced. Plus there are no additional costs for discovering multiple locations or using advanced features like service mapping and

ViVID™. Virima's faster time to value and lower total cost of ownership make it an ideal, feature-rich solution for budget-conscious organizations seeking high ROI.

4. Enhanced automation and bi-directional integration

Automation simplifies discovery, data collection, normalization, and CMDB updates, while bi-directional integration with Jira Service Management enables real-time syncing of operational data, such as incident tickets and change requests, for actionable insights.

Features only Virima offers

1. Dynamic visual service maps

Virima Discovery produces the data to automatically create dynamic visual representations of business service dependencies, infrastructure relationships, application dependencies, network topologies, and system communications. Links to these dynamic service maps become available for every Virima-discovered asset in JSM.

These overlays help to improve collaboration and decision making for change approvers and incident responders by providing unprecedented impact analysis for proposed changes and root cause identification of service disruptions.

This means ViVID™ can act as a heads up display to improve MTBF and lower the MTTR. ViVID™ also overlays NVD vulnerability data to help set remediation priorities for cybersecurity team.

ViVID™ maps eliminate the guesswork of how your infrastructure, major applications, websites, and enterprise services interrelate and function.

3. Autonomic Social Discovery™

Autonomic Social Discovery is an innovative feature that automates human intelligence gathering and provides a deeper understanding of your IT and cyber asset inventory by ensuring completeness of the Virima assets synced to JSM.
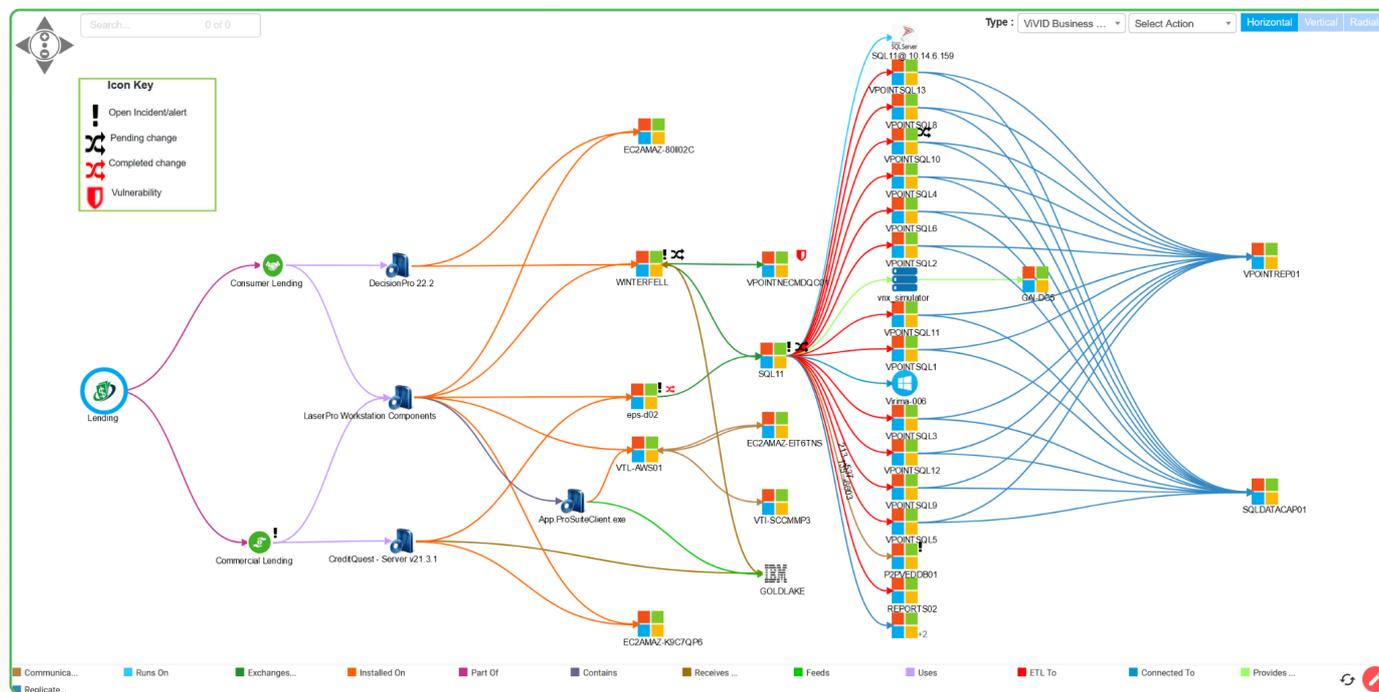
2. Virima Visual Impact Display (ViVID™) for JSM users (pictured above)

On top of the service maps, ViVID™ utilizes the bi-directional nature of Virima's integration with JSM to overlay change and incident records.

ASD provides the intelligence that can't be learned through available IT discovery methods.

Autonomic Social Discovery Capability Highlights

1. Human discovery for things like SLAs, contracts, ownership, status, EOL, and policies
2. Ensure CMDB and ITAM completeness
3. Multi-channel task assignment
4. System adapts and learns who best to provide missing data

Why is Virima Discovery the clear choice?

While Atlassian Assets Discovery may meet some basic discovery requirements, it has notable limitations for complex IT environments, including restricted asset visibility, cumbersome configuration, limited (Windows-only) agent support, weak relationship mapping, and complex synchronization with Jira Service Management.

Virima Discovery addresses these gaps and more with comprehensive, automated, and scalable discovery across physical, cloud, IoT, and network assets through multi-OS agents, agentless probes, intuitive cloud integrations, and advanced service dependency mapping.

Additionally, Virima's intuitive UI, intelligent data correlation, and Autonomic Social Discovery deliver complete CMDB accuracy and simplified asset management. ViVID™ provides real-time operational insights to really maximize Jira Service Management's value.

Finally, Virima integrates directly with JSM Assets without the added licensing fees of Assets Data Manager.

Get Virima Discovery for Jira Service Management Assets

Request Demo

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