Confluence App Vetting Questions

Use these sample questions with your app vetting and testing procedure.

Research

Begin your app testing by answering the following questions. Enlist the help of the requester where possible.

1. What does the app do?

   - How will it be used at our organization?

   - How many users can use it?

   - How often will it be used?

   - Does Confluence already have a standard mechanism (or already installed app) to accommodate the requested feature(s)?

   - Are there similar alternative apps?

2. Is the app compatible with Confluence?

   - Is it compatible with our deployment type? (Cloud vs. Server vs. Data Center)

   - Is it compatible with the current Confluence version? (Server and Data Center)

   - Are there any compatibility issues with other installed apps?

3. Are there any external or internal dependencies?

4. Is the app created by Atlassian or a trusted vendor?

   - What information is available about the creator?

   - Is contact information available?

   - Is support available?

5. Does the app appear well maintained?

   - What is the current version number?

   - What is the date of the most recent update?

   - How often are updates available?

   - Do updates appear ongoing?

6. Is the app widely used?

   - Are there positive reviews?

   - Do the positive reviews appear to be written by users?

- Do reviews and support issues mention bugs, performance, or security problems?

7. What is the price, and what is the renewal term?

    - Is there a free trial?

8. Who can help test the app? Include the requester, end users, and application admin users.

9. Does enough of the right kind of data exist in the test environment to test the app?

Recommendation

If possible, conduct an app code review.

Installation Testing

Install and test all apps in a test environment first. After installation, explore the following:

1. How does this installation fit into the application upgrade and maintenance schedule? (Server and Data Center)

2. Does the app do what is advertised and meet expectations?

3. Does the app behave in an intuitive and usable way?

4. Are there browser incompatibilities?

5. Does the app have a feature that could be used maliciously?

6. Does the app impact performance? Specifically check UI load times, especially for large instances.

7. Are errors present in the logs? (Server and Data Center)

8. [Enter additional app test cases.]

Trial Testing (If Applicable)

If an app offers a free trial installation, then take advantage of it. Make sure you perform your tests in a test environment. Keep in mind that trial installations require special attention, especially because a date-based deadline exists. In some cases, vendors and Atlassian experts can extend the life of the free trial to allow for further testing. Make note of the following:

1. When does the trial begin?

2. When does the trial end?

Uninstall Apps

Once the free trial or your testing is complete, remember to uninstall apps you have no intention of purchasing. This frees up system resources and use of assets (app-specific data storage, logging, custom macros, etc.).

Apps should be uninstalled when they are:

- Malfunctioning

- Incompatible

- Unmaintained

- No longer used

- No longer meeting business needs

- No longer funded

- Duplicating other apps or standard functionality

Recommendation

Before uninstalling an app, check for data archival or backup opportunities. After, identify which assets to manually delete or change – app-specific data storage, logging, custom macros, etc.