Opsgenie migration checklist

Move off Opsgenie before it shuts down on April 5, 2027.

On that date, Opsgenie goes offline and **any data you haven't moved is deleted.** This checklist takes your team through the move in six steps. The steps are the same for every new tool.

Timeline

June 4, 2025: End of sale

Existing customers can't upgrade or downgrade their edition anymore, but they can still add seats.

April 5, 2027: Shutdown

Opsgenie is no longer accessible, and any data that hasn't been moved is deleted.

Existing contracts run until the end of their term, but no later than April 5, 2027. Check when yours ends and plan the switch before that date. Source: Atlassian's Opsgenie migration page.

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Migration owner

Opsgenie contract ends on

New tool

Planned switch date

Step 1 of 6

Take stock of what you have

Write everything down before you touch anything. Opsgenie's REST API has an endpoint for each item below, so you keep a complete record even if your new tool has no importer.

- [ ] Teams
- [ ] Users and their contact methods
  Phone numbers, email, app notifications
- [ ] Schedules
  Including rotations, time zones and planned overrides
- [ ] Escalation policies
  Including the wait time before each level
- [ ] Integrations
  Every API key, webhook and email address, and where it is configured
- [ ] Routing rules and alert policies
  Which alerts go to which team, and which are filtered or reprioritized
- [ ] Heartbeats
- [ ] Alert history you need for audits

Team	Schedules	Escalation policies	Integrations	Owner

Step 2 of 6

Clean up before you move

Everything you move has to be maintained in the new tool. Delete what nobody uses first.

- [ ] Integrations nobody uses anymore
- [ ] Escalation policies for teams that no longer exist
- [ ] Users who have left the company
- [ ] Schedules nobody is on anymore

Step 3 of 6

Rebuild schedules and escalations

If your new tool imports from Opsgenie, use the importer, then check the result team by team. Without an importer, rebuild by hand. For one or two teams, that's manageable.

- [ ] Every schedule exists, with the right people in the right order
- [ ] Time zone is set per schedule
- [ ] Handoff times match the old ones
- [ ] Overrides for the coming weeks are carried over
  Vacations, swaps, holidays
- [ ] Escalation levels and wait times match the old ones
- [ ] Routing sends each alert to the same team and escalation as before
- [ ] Every on-call person has installed the app or added their phone number

Watch the time zones. A handoff set to midnight UTC that should be midnight in Berlin moves every shift by one or two hours, depending on daylight saving time.

Step 4 of 6

Reconnect your alert sources

Each Opsgenie integration is an API key, webhook or email address that lives in another tool. Find where each one is configured and add the new tool next to Opsgenie. You remove Opsgenie in step 6.

Alert source	Where the Opsgenie connection lives	New tool added
Prometheus Alertmanager	`opsgenie_configs` in a receiver, `opsgenie_api_key` under `global`	☐
Grafana	Contact point of type Opsgenie	☐
Datadog	`@opsgenie-<service>` handle in monitor notifications	☐
AWS CloudWatch	SNS topic subscription to Opsgenie	☐
Heartbeats	Cron jobs or scripts that ping the Opsgenie Heartbeat API	☐
Terraform and scripts	`opsgenie` provider resources, scripts that call the Opsgenie API	☐
		☐
		☐
		☐
		☐

Step 5 of 6

Run both tools in parallel

Send alerts to both tools for one to two weeks and compare what arrives. Then test every on-call person.

On-call person	Alert arrives	On silent phone	Escalates
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐

- ☐ One test alert sent from every alert source
- ☐ Both tools received the same alerts during the parallel run

Step 6 of 6

Switch over and shut down

Remove Opsgenie only once steps 1 to 5 are done.

- ☐ Alert history exported for audits
- ☐ Opsgenie integrations removed from every alert source
- ☐ No new alerts arrive in Opsgenie after the switch
- ☐ Opsgenie API keys deleted
- ☐ Runbooks and docs no longer mention Opsgenie
- ☐ Team and stakeholders know where alerts go now

Dates from atlassian.com/software/opsgenie/migration, checked on October 16, 2026.