

Understanding Confluence & Jira Service Management

Duration: 2 days (8hrs/day)

Prerequisites: Basic Knowledge of JIRA Software.

Course Objective: This course aims to empower participants with a thorough understanding of Confluence, covering user proficiency, collaboration strategies for managers, and seamlessly transitioning to managing Jira Service Management projects. Participants will master Confluence's interface, space management, and advanced features, while also acquiring in-depth knowledge of setting up and managing Jira Service Management projects for effective service delivery.

JIRA Version: Latest

Lab Requirement: Participant JIRA Cloud Trial Account Required

Module 1 – Using Confluence

Confluence's interface overview

Customizing our account in Confluence

Understanding spaces

Creating and deleting a personal space

Controlling who can see our personal space

Overview of our space settings

Overview of our content tools

Creating a page

Setting a new home page

Editing an existing page

Drafts and unpublished versions

Finding page information

Creating hierarchies and reordering pages

Working with attachments

Importing Word documents as pages

Getting to pages quickly with stars

Using the watch page feature

Commenting tips and tricks

Task management in Confluence

Using blogs

Page restrictions

Exporting pages out of Confluence

Module 2 – Confluence for Managers & Team Lead

Spaces configuration overview

Working with teams in Confluence

Collaborative editing

Sharing pages with our team

Module 3 – Using JIRA Service Management Projects

Overview of Jira Service Management

Key Features and Benefits

Understanding Service Projects

Creating a New Service Project

Understanding Service Portal

Configuring Request Types

Understanding Service Level Agreements (SLAs)

Understanding Queues and Workloads

Building Dashboards for Service Projects

Understanding Filters

Understanding JQL

Module 4 – Managing JIRA Service Management Projects

Customizing Reports for Insights

Configuring Service Portals

Implementing Custom SLAs

Configure CSAT and KB Articles

Managing Widgets

Automation Rules for Service Requests