

Understanding Jira Service Management (JIRA-ITSM)

Duration: 3 days (8hrs/day)

Prerequisites: Basic Knowledge of JIRA Software.

Course Objective: This course aims to empower participants with a thorough understanding of Jira Service Management projects.

JIRA Version: Latest

Lab Requirement: Participant JIRA Cloud Trial Account Required

Module 1 – 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 2 – Managing JIRA Service Management Projects

Customizing Reports for Insights

Configuring Service Portals

Configure CSAT and KB Articles

Managing Widgets

Automation Rules for Service Requests

Module 3: Working with Jira management project

Create Queues in Jira Service Management

Customize Customer Portal in Jira Service Management

Project Settings in Jira Service Management

[Add New Issue Types in Jira Service Management](#)

[Adding New Request Types in Jira Service Management](#)

[Forms in Jira Service Management](#)

[Incident Management Fields and Configuration in Jira Service Management](#)

[How to Set Up Post Incident Reviews in JSM](#) [How to set Customer Permissions in JSM](#)

[Customer Notifications in Jira Service Management](#)

[How to add Widgets in Jira Service Management](#)

[How to setup Chat in Jira Service Management](#)

[Implementing Custom SLAs](#)