

## **Atlassian Service Request Management Essentials**

### **- Live Team Training**

**Duration:** 4 hrs

**Course Objective:** Your team will gain hands-on experience using Jira Service Management, including Assets for asset management — along with Confluence for knowledge management. They'll also learn how to create and interpret Jira Service Management reports to gain insights for improving the process. Your team will experience **both IT and business use cases**, incorporating enterprise service management practices.

**Pre-Requisite:** Before taking this course we suggest that your team is already familiar with the topics covered in [Managing Jira Service Projects](#) like queues, request types, SLAs, automation, and the customer portal.

**Lab Details:** Free Trail of JIRA Cloud

### **Topics Covered**

Course Overview

Introduction to Service Request Management

Setting Up a Knowledge Base for Self-Service

Automating Service Requests

Understanding Assets

Automating Asset Management

Best Practices for Service Request Management

Putting it all Together