

Administering 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

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

Lab: Create Queues in Jira Service Management

Customize Customer Portal 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

Module 4 - Jira Administration

Jira Admin Section Navigation

Lab: Creating a New User

Lab: Creating Groups and Access Controls

Lab: Managing Access to Different Products

Understanding the Different Permission Levels

Lab: Using Global Permissions

Understanding Project Roles

Lab: Creating Roles

Understanding Company Managed Project

Project Settings in Jira Service Management

Adding New Request Types in Jira Service Management

Understanding Jira Schemes and Introduction to the Schemes Examples

Lab: Configuring Permission Schemes

Lab: Configuring Notification Schemes

Lab: Configuring Issue Types

Lab: Configuring Screens

Lab: Configuring Custom Fields

Lab: Creating a New Workflow

Lab: Editing an Existing Workflow

Lab: Updating the Agile Board with New

Workflow Changes

Understanding Workflow Transitions - Screens

Understanding Workflow Transitions Properties and Triggers

Understanding Workflow Transitions – Conditions, Validators, Post Functions

Lab: Use-Cases of Workflow Transitions

Understanding JIRA Automation Rules

Lab: Implementing JIRA Automation Rules on Project