

Understanding Jira Service Management (Advanced)

Learn to configure, manage and customise Jira Service Management projects, from service portals and SLAs to automation and incident reviews.

3 Days

8 HOURS A DAY

3

MODULES

29

TOPICS

COURSE OVERVIEW

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

WHO THIS COURSE IS FOR

Service Desk Agents

IT Support Administrators

Jira Administrators

Project Managers

Incident Managers

PREREQUISITES

- Basic Knowledge of JIRA Software.

TOOLS AND REQUIREMENTS

- JIRA Version: Latest
- Lab Requirement: Participant JIRA Cloud Trial Account Required

LEARNING OBJECTIVES

- Explain key features and benefits of Jira Service Management
- Create and configure service projects and request types
- Describe service level agreements, queues and workloads
- Build dashboards and filters using JQL
- Configure service portals, CSAT and knowledge base articles
- Implement automation rules for service requests
- Configure incident management fields and post-incident reviews
- Set customer permissions and customer notifications in JSM

3 Modules, 29 Topics

01

Using JIRA Service Management Projects

TOPICS

- 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

02

Managing JIRA Service Management Projects

TOPICS

Customizing Reports for Insights · Configuring Service Portals · Configure CSAT and KB Articles · Managing Widgets · Automation Rules for Service Requests

03

Working with Jira Management Project

TOPICS

- 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

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com

✉ info@koenig-solutions.com