

Administering JIRA Service Management

Learn to configure, manage and administer Jira Service Management projects, from service portals and SLAs to workflows and automation rules.

3 Days

8 HOURS A DAY

4

MODULES

35

TOPICS

16

HANDS-ON LABS

COURSE OVERVIEW

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

WHO THIS COURSE IS FOR

Jira Administrators

Service Desk Managers

IT Support Staff

Project Administrators

System Administrators

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 portals
- Apply SLAs, queues and JQL filters to service requests
- Configure CSAT, knowledge base articles and automation rules
- Customise customer portals, forms and notifications
- Set up incident management fields and post incident reviews
- Configure permission schemes, roles and workflow transitions
- Implement JIRA automation rules across projects

4 Modules, 35 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
- 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

Lab

Working with Jira Management Project

TOPICS

- 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

Jira Administration

TOPICS

- Jira Admin Section Navigation
- Understanding the Different Permission Levels
- Understanding Project 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
- Understanding Workflow Transitions - Screens
- Understanding Workflow Transitions Properties and Triggers
- Understanding Workflow Transitions - Conditions, Validators, Post Functions
- Understanding JIRA Automation Rules

HANDS-ON LABS

Practise What You Learn

#	MODULE	ACTIVITY
03	Working with Jira Management Project	Create Queues in Jira Service Management
04	Jira Administration	■ Creating a New User ■ Creating Groups and Access Controls ■ Managing Access to Different Products ■ Using Global Permissions ■ Creating Roles ■ Configuring Permission Schemes ■ Configuring Notification Schemes ■ Configuring Issue Types ■ Configuring Screens ■ Configuring Custom Fields ■ Creating a New Workflow ■ Editing an Existing Workflow ■ Updating the Agile Board with New Workflow Changes ■ Use-Cases of Workflow Transitions ■ Implementing JIRA Automation Rules on Project

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