



## JIRA Administration: Getting a service desk up and running

In this course, attendees learn how to get a service desk up and running using JIRA Service Desk.

Attendees work through a variety of business use cases using a pre-configured JIRA Service Desk instance to aid understanding of administration and best practices.

After attending this course, attendees will be able to configure and brand customer portals, create queues and SLAs, link knowledge bases, add participants, and add automation rules to a service desk.

### High-level topics

1. Introduction to JIRA Service Desk
2. Creating a service desk
3. Setting up request types for your customers
4. Creating queues for your service teams
5. Creating service level agreement (SLA) metrics
6. Linking your service desk to a Confluence knowledge base
7. Adding an email address to accept email requests from your customers
8. Branding your customer portal and global help desk
9. Adding agents, customers, and other JIRA users to your service desk
10. Automating your service desk

### Course objectives

After attending this course, attendees should be able to:

- Create a service desk project
- Set up request types
- Create queues
- Create service level agreement (SLA) metrics
- Link your service desk to a Confluence knowledge base
- Add an email account
- Brand your customer portal and global help desk
- Add agents, customers, and other JIRA users
- Create and customize automation rules

### Prerequisites

If you're solely responsible for setting up a Jira Service Desk project, there are no prerequisites.

If you're also responsible for setting up Jira company-wide, you should have completed Jira Administration Part 1 or have equivalent experience.



## Who should attend?

This course is designed for anyone responsible for setting up a JIRA Service Desk project which includes:

- JIRA Administrators
- Service Desk Administrators
- Service Desk Managers
- Team Managers
- IT Managers

## Duration

7 hours

## How much?

The standard price for 10 students is £3,000.

This price includes:

- 10 lab environments (accessed via HTTP or RDP);
- 10 lab workbooks;
- 10 student guides.

Additional students can be added at the cost of £200 per student. All prices are quoted exclusive of VAT.