



## Official Atlassian Training Courses

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## JIRA Essentials

In this course, attendees learn how JIRA is organized and gain hands-on experience working with the JIRA application by performing the most common tasks.

Attendees work through real-life scenarios using a pre-configured instance of JIRA. By logging in to JIRA as users with various job roles and JIRA roles, attendees gain an understanding of who typically performs which tasks and why.

After attending this course, attendees will learn the basics of managing and tracking team issues and projects. They will return to their jobs with increased confidence and a better command of often-used JIRA features.

### High-level topics

1. What is JIRA?
2. JIRA roles
3. Navigating JIRA
4. Issues hierarchy
5. Managing issues
6. Workflow concepts
7. Version management

### Course objectives

After attending this course, attendees should be able to:

- Create a JIRA issue and progress it through the workflow
- Monitor the issue status as it flows through the workflow using search
- Describe how issues are categorized in JIRA
- Save a search to simplify status requests
- Modify existing issues, changing priority and assignees
- Update multiple issues in one operation to align with changing business requirements
- Use versions to coordinate a product release
- Experiment with an Agile board to managing multiple issues effectively
- Link a JIRA issue to a Confluence page
- Communicate progress of project tasks using the JIRA dashboard

### Who should attend?

This course is designed for novice or new JIRA users, product managers, project administrators, JIRA application admins, and system admins. JIRA experience or issue tracking systems is not required.



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## Prerequisites

None!

## How long is the course?

3.5 hours

## How much?

The standard price for 10 students is £2,300.

Additional students can be added at the cost of £100 per student. This price includes:

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

All prices are quoted exclusive of VAT.



## 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.



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## 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.



## JIRA Administration Part 1: Getting up and running

In this course, attendees learn how to set up a new JIRA instance (JIRA Software, JIRA Core or JIRA Service Desk).

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

### High-level topics

- System settings
- User and group management
- Configuring global permissions
- Project creation and configuration
- Issue types
- Workflows
- Fields and screens
- Project permissions and roles
- Sharing project configurations
- Introduction to schemes

### Course objectives

After attending this course, attendees should be able to:

- Configure system settings
- Set up users and groups
- Configure global permissions
- Create and configure projects
- Create issue types
- Update workflows
- Edit fields and screens
- Configure project permissions and roles
- Share project configurations

### Prerequisites

- Jira Essentials course or equivalent experience using Jira - you should have a basic understanding of projects, issues, issue types, and workflow
- You should know the basics of using the Jira application(s) you have - Jira Software, Jira Service Desk, and/or Jira Core
- Optional - Getting Started with Jira Software course - if you use Jira Software



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## Who should attend?

This course is designed for new Jira administrators. This includes anyone who administers Jira Software, Jira Service Desk, and/or Jira Core.

## 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.



## JIRA Administration Part 2: Taking it to the next level

In this course, attendees learn how to map complex business requirements to JIRA Software and JIRA Core. This course goes deeper into the administration tasks covered in JIRA Administration Part 1.

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

### High-level topics

- Mapping your business requirements into JIRA
- Configuring issue types, fields, screens and their associated schemes
- Customizing workflows with conditions, validators, and post functions
- Configuring board and sprint permissions
- Applying configurations to new and existing projects

### Course objectives

After attending this course, attendees should be able to:

- Ask stakeholders the right questions to extract your business requirements
- Map business requirements to JIRA configurations
- Create issue types, fields, and screens
- Add conditions, validators, and post functions to your workflows
- Configure who can manage sprints and administer boards
- Create a set of standard schemes and configurations to use for new and existing projects
- Establish Jira administration best practices

### Prerequisites

- Jira Essentials
- Getting Started with Jira Software
- Jira Administration Part 1: Getting up and running

### Who should attend?

This course is designed for new Jira Software Administrators who administer Jira Software and/or Jira Core.

### Duration

7 hours

### How much?

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





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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.