Atlassian JIRA Service Desk Administration Training

Duration: 1 Days   Course Code: ATLJIRSDADM

Objectives:

- At the end of the Clearvision Atlassian JIRA Advanced training course students will understand how Atlassian JIRA can be tailored to meet their specific project and process needs. Includes a more in-depth look at effective administration and configuration methods for the underlying architecture utilised by a JIRA service desk.

Prerequisites:

- Access to a laptop and an active internet connection

Content:

Module 1: JIRA Concepts Overview

- Introduction
- Summary of Users and Groups
- Projects
- Service Desk projects
- Issues vs requests
- Schemes
- Audit logs

Lab Exercises Module 1

- Create a JIRA Project and project category
- Based on an existing configuration
- Exploring the Interface

Module 2: Users, Groups and Access

- Users and the User browser
- Customers, Agents and Collaborators
- Groups and the Group Browser
- Global permissions
- Service desk permissions

Lab Exercises Module 2

- Public signup and groups
- Add new users and create/assign groups
- Create a Project Role and a Permission Scheme
- Set up an Issue security Scheme

Module 3: The Simpler Schemes

- Issue Type Schemes
- Notification schemes
- Events

Lab Exercises Module 3

- Create a Notification schemes
- Create an Issue Type Scheme

Module 4: Fields

- Priorities and Resolutions
- Custom Fields
- New options in custom fields
- Field Configuration Schemes
- Field Configurations
- Re-Indexing ; Index Recovery
- Mapping fields to the customer view

Lab Exercises Module 4

- Create a screen
- Create a custom field
- Apply to a screen
- Create a field configuration scheme
- Apply the field to a request type
- Implement a screen scheme
- Implement an issue type screen scheme

Module 5: Screens

- Understanding Screen Schemes
- Screen Schemes
- Creating Screens
- Modifying Screens

Lab Exercises Module 5

- Modify screen contents

Module 6: Service Desk Management

- User Management
- Agent Creation
- User Permissions
- Customer Public Sign up
- Requests
- Request Types
- Customising Request Fields
- Queues
- SLAs'
- Creating SLA's
- Editing SLA's
- Reports
- Report Overview
- Creating New Reports
- Editing Reports
- Setting Up SLA's
- Customer Satisfaction
- Knowledgebase
- Link to Confluence
- Branding

Lab Exercises Module 6

- Manage users
- Resolve an Issue
- Customize a customer portal
- Create a request type
- Create a queue
- Create a report
- Define a calender
- Working with SLAs

Module 7: Service Desk Workflows

- The visual workflow designer
- Planning workflows
- The Status Attribute
- Transitions
- Workflow Triggers
- Creating a workflow
- Creating a workflow schemes
- Workflow sharing

Lab Exercises Module 7

- Add states into a workflow
- Configure screens on transitions
- Using post functions and validators
- Implementing workflow schemes
- Putting it all together

Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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