

## Atlassian Incident Management Essentials

### - Live Team Training

**Duration:** 4 hrs

**Course Objective:** Centered around an incident management use case from incident detection to resolution, your team will learn the **concepts, stages, and best practices of the incident management process**. They'll get hands-on experience setting up and using Jira Service Management — including **Opsgenie** and **Assets** — to resolve incidents by combining with tools like Bitbucket, Statuspage, Slack, and the Atlassian Team Playbook. Your team will also gain an understanding of the importance of a **post-incident review (PIR)** — with a focus on improving based on patterns and feeding back into the software development process.

**Pre-requisite:** Before taking this course, your team should already be familiar with the topics covered in [Managing Jira Service Projects](#), such as queues, request types, and the customer portal.

**Lab Details:** Free Trail of JIRA Cloud

### Topics Covered

Course overview

Introduction to incident management

Setting up your teams

Setting up your services & integrating tools

The lifecycle of a major incident

Best practices for incident management