

## **Jira Software & JSM Administration with Confluence**

**Duration: 5 days (8hrs/day)**

**Prerequisites:** N/A

**Course Objective:** The objective of this training is to empower participants with comprehensive knowledge and practical skills in utilizing Jira for efficient project management, fostering collaboration within Agile teams, and enabling effective administration for seamless workflow customization and control.

**JIRA Version:** Latest

**Lab Requirement:** Participant JIRA Cloud Trial Account Required

### **Module 1 - Introduction**

Introduction to Jira

Introduction to Agile Terms

Need of Jira

Introduction to Jira Terms

**Lab:** Setting up JIRA Cloud

### **Module 2 – Working within an Agile Team – For general team members**

Introduction to JIRA user interface and navigation

Understanding Types of Projects in Jira Cloud

Difference Between Team Managed & Company Managed Projects

Introduction to Projects Tab

Introduction to Issues Tab

**Lab:** Navigating & Using Projects and Issues Tab

Understanding Issues and Types of issues

**Lab:** Viewing, Editing & Understanding Issues

Understanding Agile Boards

**Lab:** Agile Board – Backlog View

**Lab:** Agile Boards – Kanban

**Lab:** Methods of Creating Issues

**Lab:** Searching for Issues

Understanding JQL

**Lab:** Advanced Searching Using JQL

Understanding Filters

**Lab:** Creating Filters and Getting email at interval with Filter Results

Understanding Dashboard

**Lab:** Creating and Editing Dashboards

Understanding the Resolution Field

### **Module 3 - Leading an Agile Team – For Managers, Product Owners, Scrum Masters**

**Lab:** Creating Projects

**Lab:** Creating Epics and Stories in Backlog

Understanding Sprints and Sprint Reports in Scrum Projects

**Lab:** Starting Sprints & Working on Sprints

**Lab:** Creating Software Versions in Scrum

**Lab:** Creating Software Releases in Kanban

**Lab:** Configuring Agile Boards Settings in Team Managed Project

**Lab:** Advanced Board Settings in Company Managed Project

**Lab:** Creating an Agile Board with Multiple Projects

**Lab:** Closing Sprints and Viewing Sprint Reports

**Lab:** Importing & Exporting issues in Excel

**Lab:** Changing Issues in Bulk

**Lab:** Configuring Team Managed Projects – Creating issues types, fields, workflows

Understanding Plans

Understanding Basics of Advanced Roadmaps

### **Module 4 – Using JIRA Service Management Projects**

Overview of Jira Service Management

Key Features and Benefits

Understanding Service Projects

Creating a New Service Project – Team Managed

Understanding Service Portal

Configuring Request Types

Understanding Service Level Agreements (SLAs)

Understanding Queues and Workloads

Building Dashboards for Service Projects

## **Module 5 - Jira Administration**

Jira Admin Section Navigation

**Lab:** Creating a New User

**Lab:** Creating Groups and Access Controls

**Lab:** Managing Access to Different Products

Understanding the Different Permission Levels

**Lab:** Using Global Permissions

Understanding Project Roles

**Lab:** Creating Roles

Understanding Company Managed Project Configuration

Understanding Jira Schemes and Introduction to the Schemes Examples

**Lab:** Configuring Permission Schemes

**Lab:** Configuring Notification Schemes

**Lab:** Configuring Issue Types

**Lab:** Configuring Screens

**Lab:** Configuring Custom Fields

**Lab:** Creating a New Workflow

**Lab:** Editing an Existing Workflow

**Lab:** Updating the Agile Board with New Workflow Changes

Understanding Workflow Transitions - Screens

Understanding Workflow Transitions – Properties and Triggers

Understanding Workflow Transitions – Conditions, Validators, Post Functions

**Lab:** Use-Cases of Workflow Transitions

Understanding JIRA Automation Rules

**Lab:** Implementing JIRA Automation Rules on Projects

## **Module 6 – Understanding Confluence**

Confluence's interface overview

Customizing our account in Confluence

Understanding spaces

Creating and deleting a personal space

Controlling who can see our personal space

Overview of our space settings

Overview of our content tools

**Lab:** Creating a page

**Lab:** Setting a new home page

**Lab:** Editing an existing page

Drafts and unpublished versions

Finding page information

**Lab:** Creating hierarchies and reordering pages

**Lab:** Explore Confluence Permissions