

"Mastering Jira Service Desk: Certification Exam Preparation Course"

Course Introduction:

The "Atlassian Certified Jira Service Desk Administrator Exam Prep" course is designed to provide participants with the skills and knowledge necessary to configure, customize, and manage Jira Service Desk environments effectively. This course prepares you for the Atlassian certification exam by covering vital aspects of Jira Service Desk administration, including project configuration, user management, notifications, and more. By the end of the course, you will be well-equipped to tackle the certification exam with confidence and excel in real-world Jira Service Desk administration tasks.

Table of Contents:

Module 1: Introduction to Jira Service Desk

- Overview of Jira Service Desk: Understand the purpose and capabilities of Jira Service Desk as a tool for service management.
- Key Features and Benefits: Explore the core features that make Jira Service Desk a powerful solution for managing service requests.
- Understanding IT Service Management (ITSM): Learn the fundamentals of ITSM and how Jira Service Desk supports these processes.

Module 2: Setting Up Your Jira Service Desk Environment

- Installation and Licensing: Gain insights into the installation process and licensing options for Jira Service Desk.
- Configuring Global Settings: Familiarize yourself with global settings to ensure optimal performance and user experience.
- Service Desk Projects: Learn how to create and configure service desk projects tailored to specific organizational needs.

Module 3: User Management and Permissions

- Managing Users and Groups: Discover techniques for adding, removing, and managing

users and groups within Jira Service Desk.

- **Permission Schemes:** Understand how to create and apply permission schemes to control user access and actions.
- **Customer Management:** Learn to manage customer accounts and configure customer permissions for seamless service interactions.

Module 4: Configuring Request Types and Queues

- **Customizing Request Types:** Explore how to configure request types to align with your organization's service offerings.
- **Managing Queues:** Understand the process of setting up and managing queues to streamline request handling.
- **SLA Configuration:** Learn to define and manage Service Level Agreements (SLAs) to meet business requirements.

Module 5: Automation and Workflow Management

- **Workflow Design and Customization:** Gain expertise in designing and customizing workflows for efficient request processing.
- **Automation Rules:** Explore the use of automation rules to enhance service desk efficiency and reduce manual efforts.
- **Integrating with Other Tools:** Understand how to integrate Jira Service Desk with other tools and systems for enhanced functionality.

Module 6: Notifications and Reporting

- **Notification Schemes:** Learn to configure notification schemes to keep users informed of relevant updates and actions.
- **Customizing Email Templates:** Discover how to customize email templates to reflect your brand and communication style.
- **Reporting and Dashboards:** Master the creation of reports and dashboards to provide insights into service desk performance.

Module 7: Security and Compliance

- **Security Features:** Understand the security features available in Jira Service Desk to protect sensitive data and ensure compliance.
- **Audit Logs and Monitoring:** Learn how to use audit logs and monitoring tools to track changes and ensure system integrity.
- **Data Protection and GDPR Compliance:** Familiarize yourself with data protection practices

and GDPR compliance requirements.

Module 8: Exam Preparation and Practice

- Exam Structure and Topics: Review the exam structure and key topics to focus your study efforts effectively.
- Practice Exams and Sample Questions: Engage with practice exams and sample questions to assess your readiness.
- Exam Tips and Strategies: Gain valuable tips and strategies to maximize your performance on the certification exam.

Course Conclusion:

This course concludes with a recap of the key concepts covered and a discussion on next steps for further learning and professional development. Participants will leave with a solid understanding of Jira Service Desk administration and the confidence to succeed in both the certification exam and their roles as service desk administrators.



step forward