

JSM space admin: Explore space settings and configure access

OEM: Atlassian • Code: JSM_SPACE_ADMIN_EXPLORE_SPACE_SETTINGS_A

COURSE DESCRIPTION

Deliver a well-configured service space — in this two-course series, an expert instructor will teach your team how to set up a service space that meets the needs of customers and support teams. This is the first course in the series.

AUDIENCE PROFILE

- This course is designed for beginner Jira Service Management space admins.

PREREQUISITES

- There are no course prerequisites, but your team should have a working knowledge of Jira Service Management.

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- Define what Jira Service Management is and the roles within
- Set up a new service space
- Add agents and collaborators to the service space
- Manage organizations

COURSE OUTLINE

Module 1: Explore Jira administration

Module 2: Jira Service Management basics

Module 3: Set up a service space

Module 4: Manage access and permissions