Jira Service Management

Course code: ATL_SD

Jira Service Management is very popular tool used for customer or internal support. Do you want to know how to set it up correctly? Then this course is right for you.

Who is the course for
This training is meant for people working in support and for Jira Service Management project administrators.

Required skills
- The course taker has a good user knowledge of Jira.
- Basic ITIL knowledge is welcome.

Course outline
- What is Jira Service Management
- Licencing and user management
- Types of portals– customer and internal
- Portal – setting up, customization
- Types of projects
- Types of unique issues in Jira Service Desk – Bug, Incident, Service Request
- Workflows – creation, editing
- Screens – settings and working with them
- Creation of Queues and managing them
- Reporting in Jira Service Desk
- SLA – settings and management
- Customer satisfaction – settings and management
- Using Confluence as knowledge base – connection and settings
- Automation – settings and management
- Roles and groups – how to use them in projects
- Permissions – settings and troubleshooting
- Email notifications – settings and management
- Frequently used plugins for Jira Service Desk