

Jira Service Management Boot Camp

Empower your administrators and service desk managers to implement and maximize the potential of Jira Service Management in your enterprise through our comprehensive 2-day class. This course is specifically designed to provide practical training and hands-on experience in utilizing the full range of Jira Service Management features. Attendees will gain proficiency in project and portal setup, customization, ITSM configurations (including service, change, incident, and problem management), as well as popular automations. Furthermore, this class will introduce additional Atlassian tools such as Assets, Opsgenie, and Statuspage.



Key features:

- **Extensive training:** Dive deep into the functionalities of Jira Service Management over two intensive days, covering key aspects from project and portal setup to advanced customization.
- **Hands-on exercises:** Gain practical experience through interactive exercises, allowing attendees to apply their learning directly and strengthen their skills in a real-world context.
- **ITSM configurations:** Master the configuration of ITSM features, including service, change, incident, and problem management, to streamline your service desk operations and enhance customer satisfaction.
- **Automation techniques:** Discover popular automation methods within Jira Service Management, enabling you to automate repetitive tasks, improve efficiency, and reduce manual effort.
- **Additional Atlassian tools:** Explore the integration and utilization of supplementary tools to enhance overall service management capabilities within your enterprise.

Class outline:

- Atlassian and Jira basics
- Jira Service Management vs Jira Software vs Jira Work Management
- Customer functionality
- Agent functionality
 - Queue and ticket management
 - Linking tickets to other projects
 - Using the knowledge base
 - Viewing report
 - Managing customers
- Project administration
 - Queues
 - Reports
 - Project membership
 - Request types
 - Portal settings
 - Email requests
 - Notifications
 - CSAT
 - Knowledge base administration
 - SLAs
- Automation
- Approvals
- Global administration
- Apps
- ITSM features
 - Service requests
 - Incidents
 - Changes
 - Problems
 - Post-incident reviews