

Jira Service Management for ITSM

Accelerate your implementation of Jira Service Management with this 2-day deep dive into Atlassian's ITSM product suite, including Assets and Opsgenie. Designed for service desk administrators and agents who are considering or adopting Jira Service Management for their ITSM platform solution, attendees will set up a service desk with service requests, change management, incident management, and problem management. Additionally, attendees will learn how to configure and integrate Assets (Atlassian's asset and configuration management tool) and Opsgenie (alerts and on-call scheduling).



Key features:

- **Deep Dive into ITSM Suite:** Explore Atlassian's ITSM suite, including Assets and Opsgenie, accelerating implementation through practical, hands-on learning.
- **Efficient Setup and Configuration:** Develop advanced configuration skills to set up service desks, manage queues, and configure service requests with precision and efficiency.
- **Master Incident, Change, and Problem Management:** Enhance incident, change, and problem management workflows for optimal issue resolution and continuous improvement.
- **Effective Knowledge Management and Reporting:** Harness the power of knowledge management tools, self-service options, and robust reporting capabilities to drive informed decision-making and service excellence.
- **Integration and Best Practices:** Learn to integrate with other tools seamlessly and navigate common pitfalls effectively, ensuring successful adoption and utilization of Jira Service Management within your organization.

Note: This class is best suited for individuals with experience in basic Jira and Jira Service Management admin (covered in our [Jira Boot Camp](#) and [Jira Service Management Boot Camp](#)).

Class outline:

- Introduction
- Getting Started
 - Setting up projects
 - Service Desks and Queues
 - Roles and permissions
- Configuring Service Requests
 - Define and manage request types
 - Customize forms and automate workflows
- Incident Management
 - Understand incidents and problem management
 - Configure workflows and effective management
- Change Management
 - Configure workflows
 - Manage changes and approvals
- Problem Management
 - Identify, categorize, investigate, and resolve problems
- Knowledge Management & Self-Service
 - Create a knowledge base
 - Provide self-service options and promote collaboration
- Reporting and Analytics
 - Generate reports and dashboards
 - Monitor KPIs for improvements
- Integrations and Extensions
 - Integrate JSM with other tools and systems
 - Best practices for integrations and extensions
- Best Practices and Tips for Success
 - Tips for effective usage and what to avoid
 - Q&A and Discussion Session