

PRODUCTIVITY

ADVANCED

5 DAYS

Jira Software for Admins

Build a strong foundation in Jira administration by configuring workflows, permissions, notifications, and security schemes to support business needs. Learn how to manage users and projects, customize Jira Service Desk, and troubleshoot common issues for reliable and scalable Jira operations.

Why Jira Admin?

Better Customer Service and Experience

With the ability to deploy and customize the JIRA Software and JIRA Service Desk, your system administrators can set up better-performing support systems. These systems improve response times adding to the overall customer satisfaction, retention, and loyalty.

Better Resource Allocation

By setting up JIRA to clearly show how resources are being used, administrators can help make sure that they are used wisely, avoiding performance bottlenecks and overallocation. This makes operations run smoothly and results in significant cost savings in the long run.

More Efficient Project Management

Trained JIRA admins can plan and configure complex workflows to match specific business processes. This, combined with JIRA's real-time project tracking features, makes it easier for you to stay updated with project statuses and timelines.

Improved User Management and Security

Administrators adept at using JIRA can effectively manage user roles and permissions, ensuring your sensitive user information and business data are protected and only accessible to authorized individuals. This reduces the risk of costly data breaches.

What you'll be able to do

- ✓ Gain a comprehensive understanding of JIRA administration.
- ✓ Tailor JIRA workflows to meet specific business requirements.
- ✓ Configure JIRA emails and notification settings.
- ✓ Manage users, groups, and project roles effectively.
- ✓ Oversee JIRA permissions and implement security schemes.
- ✓ Troubleshoot common JIRA issues.
- ✓ Deploy and customize the JIRA Service Desk.

Who this is for

- Project managers
- System administrators
- Scrum masters
- Service desk managers

Curriculum

01 Introduction: Installing and Configuring JIRA

- The prerequisites for Atlassian JIRA Software installation.
- A step-by-step guide to installing JIRA on various on Cloud and Server.
- Initial configuration settings.
- Setting up the JIRA environment for optimal performance.

02 Overview of JIRA Features and Architecture

- Detailed exploration of JIRA's core features.
- Understanding JIRA's architecture and how it supports scalability.
- Overview of JIRA's user interface and navigation.
- Key JIRA concepts: Issues, Projects, Boards, Workflows, Screens, Fields, Permissions, Restrictions, Notifications, Security, Dashboard.

03 Customizing and Upgrading JIRA

- Best practices for upgrading JIRA to the latest version.
- Configuring add-ons and plugins to extend JIRA functionality.
- Implementing JIRA customizations as per specific business processes.

04 Creating a JIRA Project

- Step-by-step process of creating new projects in JIRA.
- Configuring Project settings, Components, and Versions / Releases.
- Setting up Project workflows.
- Managing Project templates for consistency.
- Understanding and differentiating between Software and Business Projects.
- Compare Team-managed and Company-Managed projects (Jira Cloud only).

05 Managing Users, Groups, and Project Roles

- Creating and managing User accounts.
- Setting up User Directories like AD or LDAP.
- Setting up and managing User groups.
- Assigning Project roles and Global permissions.
- Best practices for User management and Project Role assignment.

06 Managing Project Permissions and Issue Security Schemes

- Understanding and working with Project level Schemes.
- Understanding with working with Issue level Schemes.
- Understanding JIRA's Permission schemes.
- Configuring Project-specific permissions - for Users, Groups and Project Roles.
- Setting up Issue Security schemes for sensitive project data.
- Best practices for maintaining Project security.

07 Configuring Issue Types, Fields, Screens and Workflows

- Understanding the Issuetype scheme and customizing issue types.
- Configuring fields and field configurations.
- Configuring Screens and managing Screens within Projects.
- Creating a new workflow and applying for one or more projects.

08 Integrating Emails with JIRA

- Configuring JIRA to send and receive emails.
- Setting up email notifications for various JIRA events.
- Customizing email templates to match organizational branding.
- Troubleshooting common email integration issues.

09 Performing JIRA Troubleshooting

- Identifying and resolving common JIRA issues.
- Using JIRA logs and diagnostic tools for troubleshooting.
- Managing system performance and optimization.
- Best practices for maintaining a healthy JIRA instance.

10 Deploying and Customizing JIRA Service Desk

- Setting up the JIRA Service Desk.
- Customizing service desk workflows and request types.
- Configuring SLAs and automation rules.
- Integrating the JIRA Service Desk with other tools and systems.

11 Summary and Next Steps

- Recap of key concepts covered in the course.
- Tips for continuing JIRA learning and certification.
- Resources for staying updated with JIRA developments.
- Next steps for implementing JIRA in your organization.