

About this course

Is this course right for me?

This course is ideal for Service Team Leaders and Project Admins without full Jira Administration access. It is intended to help those seeking Atlassian certification and was created with the ACP-420 Jira Service Project Administration certification exam in mind.

Objectives and outcomes

By the end of this course, attendees will have a solid understanding of both the configurations in their control and the ramifications of requesting changes from an application Administrator. Attendees will learn best practices around shared schemes, permissions, and project configurations.

Prerequisites

-A basic understanding of Jira use cases and functionality.
-Access to a laptop with internet connection.
-No previous experience as a Project Administrator required.

Modules breakdown

Module 1: Request Types

Module Sections

- Request types.
- Portal groups.
- Portal screens.

Lab Exercise

- Create and configure a request type.

Module 2: Approval Workflow

Module Sections

- The approval workflow step.
- Approver selection options.

Lab Exercises

- Add an approval step to a workflow.
- Configure approval settings.

Module 3: Service Level Agreements

Module Sections

- SLAs.
- SLA goals.
- SLA calendars.
- Importing SLAs.

Lab Exercises

- Create a calendar.
- Create an SLA.

Module 4: Customer Settings

Module Sections

- Customer permissions.
- Satisfaction settings.

Lab Exercises

- View customer permissions.
- View satisfaction settings.

Module 5: Portal Settings

Module Sections

- Help centre – announcements.
- Help centre – look and feel.
- Portal – announcements.
- Portal – look and feel.

Lab Exercises

- Modify fields.
- Determine how many screens are used in a project.
- Set up an issue collector.

Module 6: Knowledgebase

Module Sections

- Confluence integration.
- Limiting search results via labels.

Lab Exercises

- Connecting Confluence spaces.
- Adding KB content.

Module 7: Notifications

Module Sections

- Customer notifications.
- Internal communications.
- Email submissions.

Lab Exercises

- Editing email templates.
- View email handler configuration.

Module 8: Automation

Module Sections

- Automation overview.
- Building an automation rule.

Lab Exercises

- Create and test an automation rule.
- Adding advanced rule conditions.