

About this course

Is this course right for me?

This course is perfect for IT Service and Operations Teams already familiar with JSM.

Objectives and outcomes

By the end of this course, attendees will understand key Atlassian Opsgenie concepts and will be able to use Opsgenie within JSM (Cloud) to work with alerts, services, incident management, on-call schedules, and more.

Prerequisites

- Access to a laptop.
- Internet connection
- Access to a laptop

Modules breakdown

Module 1: Introduction

Module Sections

- Introduction.
- Course overview.
- Product introduction.

Lab/Hands-On

Login and access Opsgenie from a project.

Module 2: Team and Schedules

Module Sections

- Teams, features, and roles.
- On-call schedules and rotations.

Lab/Hands-On

- Create team.
- Create rotation.
- Create escalation.

Module 3: Alerts and Notifications

Module Sections

- Alerts:
 - Lists, details, and actions.
 - Priorities.
 - Responders.
 - Notes.
 - Alert flow.
 - Notifications.

Lab/Hands-On

- Set profile notification settings.
- Create a simple alert with priorities.
- Add a responder.
- Use alert actions, e.g. snooze and acknowledge.
- Add notes.

Module 4: Integrations and Policies

Module Sections

- Integrations:
 - Types.
 - Actions.
 - Filters.
 - Fields.
 - Priorities.

- Policies:
 - Alert policies.
 - Notification policies.
 - Maintenance policies.
 - Action policies.

Lab/Hands-On

- Create email integration on team.
- Add team alert policy.
- Add notification policy.
- Add maintenance policy.
- Generate alert from email.

Module 5: Services

Module Sections

- Services:
 - Internal services creation and management.
 - External services.

Lab/Hands-On

- Create internal service.
- Create service relationship.
- Set responders.
- View service in Jira Service Management.

Module 6: Incident Management

Module Sections

- Incident:
 - Creation.
 - JSM incidents.
 - Viewing incidents.
 - Incident actions.
 - Templates.
 - Automation.
 - Investigation.
 - Collaboration.

Lab/Hands-On

- Create incident rule.
- Create alert to trigger incident rule.
- View incident.
- Assign responder roles.
- Resolve incident.
- Close incident.

Module 7: Reporting

Module Sections

- Reports:
 - Postmortem.
 - Post-incident analysis.
 - Global.
 - Team.

Lab/Hands-On

- View postmortem report.
- View post-incident analysis report.
- Opsgenie housekeeping.