

Course Outline

JumpStart to Jira for Administrators Course TTDV7540: 2 days Instructor Led

About this course

Tracking issues is a critical component of any project management strategy. JIRA provides a web based single repository for creating, tracking and reporting on feature requests, bugs reported, or managing workflow.

Geared for administrators new to Jira, JumpStart to Jira for Administrators | Jira Administration is a two-day, hands-on course that explores the most important tasks required to set up Jira, providing students with ample hands-on experience using common administration tasks. This hands-on course enables the Student to administer a JIRA instance and “learn by doing”. The focus of this course is on Best Practices, and practical skills.

Audience profile

This is an introductory-level course for Administrators who are new to Jira (this is NOT for experienced Jira admin or users). Students should have a background in basic administration.

NOTE: End users not responsible for Jira administration should consider JumpStart to Jira for End Users as an alternative course.

At course completion

After completing this course, students will be able to:

- user management
- global and project permissions
- project roles
- schemes
- configuration of issue types, workflows, and screens

Course Outline

Getting started with JIRA Administration

- JIRA conceptual review
- Core concepts
- Terminology
- Infrastructure
- JIRA roles

Groups vs Roles

- Overview
- Project roles
- Creating a role
- Project scaling
- JIRA User management

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Project Resolution

- Project status
- Resolved status
- Resolution date

Schemes

- Overview
- Project scope schemes
- Adding users to schemes
- Issue type schemes
- Notification schemes
- Permission schemes
- Issue security schemes
- working with schemes

JIRA as a Platform

- Overview
- What can be configured
- Basic JIRA project setup
- Advanced project setup

Workflows

- Overview
- Designing a workflow
- Defining a workflow
- Implementing a workflow
- Deploying workflows
- Workflow events
- Transitions and sub-tasks

Custom Fields

- Overview
- Field types
- Field context
- Limiting contexts
- Adding contexts
- Screens and field configuration
- Best practices for custom fields

User Lifecycle

- Overview
- Adding users

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- Adding third-party users
- Modifying users
- Deactivating users

Remote JIRA Access

- Overview
- Emails
- SQL
- REST
- Webhooks
- XML and RSS
- Command Line Interface
- Integrating JIRA with other applications

Migrating Data into JIRA

- Overview
- Migration steps
- The CSV importer
- JIRA cloud migration

Summary and Best Practices

- Looking back at the “Big Picture”