Jira Admin Essentials - TTDV7540

Master the core skills to configure, manage, and optimize Jira for agile project success.

Duration: 2 Days
Skill Level: Introductory
Available Format: Instructor-Led Online; Instructor-Led, Onsite In Person ; Blended; On Public Schedule

What You'll Learn

Overview

This two-day, instructor-led course provides participants with essential skills for configuring, maintaining, and administering Jira Software in a team or enterprise environment. Learners will gain hands-on experience managing projects, users, workflows, and automation rules within Jira Cloud. By the end of the course, they will be able to confidently design projects, assign permissions, and optimize Jira for agile project management practices.

The course emphasizes practical administration through guided labs, enabling students to build real-world Jira configurations that support agile delivery teams.

Objectives

By the end of this course, participants will be able to:
- Understand Jira's core concepts, structure, and terminology.
- Create and configure Scrum or Kanban projects using both team-managed and company-managed templates.
- Set up and manage user access, permissions, roles, and groups.
- Customize workflows, screens, and fields to match organizational processes.
- Configure agile boards, backlogs, and sprints.

- Implement automation rules to streamline recurring tasks.
- Create dashboards and reports for tracking progress and team performance.
- Integrate Jira with other Atlassian and external tools (e.g., Slack, Confluence).

Audience

This introductory-level course ideal for experienced Systems Administrators brand new to Jira who are looking to incorporate JIRA into their suite of management tools.

Pre-Requisites

Before attending the course, it's helpful if you have:
- **Basic knowledge of system administration:** You don't need to be a master, but some familiarity with concepts related to system administration would be beneficial.
- **Understanding of project management principles:** Knowledge of how projects are structured and what stages they go through will be advantageous when learning about JIRA's project management capabilities.
- **Experience with team collaboration tools:** If you've used other collaboration or project management tools, you'll find it easier to understand JIRA's functionality and interface.
- **Basic troubleshooting skills:** Knowing how to investigate and solve simple technical problems will help you get the most out of the hands-on labs.

Agenda

Day 1: Jira Fundamentals & Agile Setup

Module 1: Jira Orientation
- Overview of Jira's purpose and core components
- Create a free Jira Cloud account (or local setup)
- Explore the Jira interface and navigation
- Understand Jira roles, terminology, and structure

Module 2: Project Creation & Configuration
- Create and configure Scrum or Kanban projects

- Choose between team-managed and company-managed templates
- Configure board columns, issue types, and fields
- **Lab:** Project setup and configuration

Module 3: User Roles & Permissions

- User management fundamentals
- Groups vs. Roles and Permission Schemes
- Adding and deactivating users
- Managing third-party access
- **Lab:** Managing permissions and roles

Module 4: Agile Board Setup

- Enable backlog view and sprints
- Create and manage issues within sprints
- **Lab:** Configuring sprint boards

Module 5: Roadmaps & Releases

- Enable and customize project roadmaps
- Create versions and assign issues
- **Lab:** Managing releases and timelines

Day 2: Advanced Workflows, Automation & Reporting

Module 6: Workflow Customization

- Design and modify issue lifecycles
- Define and deploy workflows
- Configure custom fields, contexts, and screens
- **Lab:** Create a custom workflow

Module 7: Jira Automation Lab

- Introduction to Jira Automation rules
- Build rules for automated assignments and transitions
- Test automation scenarios
- **Lab:** Automating tasks in Jira

Module 8: Dashboards & Reporting

- Build and customize dashboards

- Create and share filters using JQL
- Add reporting gadgets (Burndown, Velocity, etc.)
- **Lab:** Building reports and dashboards

Module 9 (Time Permitting): Integrations & Security Tips

- Connect Jira with Slack and Confluence
- Review audit logs and security configurations
- **Lab:** Managing integrations and access controls

Learners will need access to:

- A computer with internet access and a modern web browser.
- A **free Jira Cloud account** (created at the start of class).
- Access to provided **course worksheets and configuration templates** (distributed before class).
- No software installation required beyond standard browser-based tools.

For More Information

Please contact us or call 844-475-4559 toll free for more information about our training services (instructor-led, self-paced or blended), coaching and mentoring services, public course enrollment or questions, partner programs, courseware licensing options and more.