

# Jump Start to Jira for End Users - TTDV7541

Quick Start to Using Jira for Creating, Tracking and Reporting on Feature Requests, Reported Bugs & Managing Workflow

**Duration:** 2 Days

**Skill Level:** Introductory

**Available Format:** Instructor-Led Online; Instructor-Led, Onsite In Person ; Blended; On Public Schedule

Jira from Atlassian is a leading project management software that enhances team collaboration and productivity, offering extensive versatility to manage your team's workflow, keep track of tasks, and streamline communication. Jump Start to Jira for End Users is a two-day, workshop style course that gets you quickly up and running with the core skill needed to start using Jira in your role or on your projects to get organized, optimize your tasks and enhance your productivity.

## What You'll Learn

### Overview

**Jira** from Atlassian is a leading project management software that enhances team collaboration and productivity, offering extensive versatility to manage your team's workflow, keep track of tasks, and streamline communication. **Jump Start to Jira for End Users** is a two-day, workshop style course that gets you quickly up and running with the core skill needed to start using Jira in your role or on your projects to get organized, optimize your tasks and enhance your productivity.

Working in a hands-on learning environment, guided by our Jira expert, you'll engage in hands-on practical tasks, discussions, and group activities that offer firsthand experience in using JIRA for both business and agile projects, understanding task management, users and roles, running projects with Kanban, and resolving issues effectively. You'll gain proficiency in working with issues, issue cloning, and time

tracking, customizing built-in and custom fields, and optimizing JIRA screens. You'll also master the crucial facets of workflow and business processes, with lessons on mapping business processes, managing workflows, and adapting them to your projects. The course also equips you with powerful search and reporting skills, enabling you to utilize basic and advanced JIRA Query Language (JQL), generate impactful reports, dashboards, and work efficiently with search results.

You'll leave with hands-on experience and the confidence to apply your new Jira skills to effectively manage your team's workflow, improve communication, and drive your projects towards successful outcomes. With these skills, you'll be ready to transform your project management approach, enhancing productivity and efficiency within your organization.

**NOTE:** Students responsible for Jira administration should consider **TTDV7540 JumpStart to Jira for Administrators** as an alternative course.

## Objectives

Working in a hands-on learning environment, exploring several practical use cases that provide context as to where and when to use Jira, you'll learn to:

- Grasp the Basics: Familiarize yourself with the fundamental concepts, terminologies, and infrastructure of JIRA to lay a strong foundation for effective usage.
- Master Business and Agile Projects: Gain hands-on experience in using JIRA for business and agile projects, enhancing your skills in task management, process management, and running projects with Kanban.
- Navigate Issue Management: Become proficient in dealing with issues, issue cloning, and time tracking to streamline your tasks and subtasks.
- Customize Field and Screen Management: Learn to tailor built-in and custom fields, and work with JIRA screens and screen tabs, personalizing your user experience.
- Map Out Your Workflow: Understand how to map business processes, manage workflows, and apply them to projects, transforming complex procedures into manageable steps.
- Sharpen Your Search and Reporting Skills: Utilize JIRA's powerful searching and reporting tools, mastering both basic and advanced search with JIRA Query Language

(JQL), and creating insightful reports and dashboards.

## Audience

This introductory-level course is ideal for project managers, team leaders, Scrum Masters, product owners, and members of technical and non-technical teams who are involved in project management or coordination. Individuals who aim to boost their productivity, enhance team communication, and streamline their workflow within their organization would greatly benefit from this course.

## Pre-Requisites

While this course is designed for beginners, you should have a basic grasp of project management concepts will be helpful, even if it is from a non-software perspective.

## Agenda

*Please note that this list of topics is based on our standard course offering, evolved from typical industry uses and trends. We will work with you to tune this course and level of coverage to target the skills you need most. Course agenda, topics and labs are subject to adjust during live delivery in response to student skill level, interests and participation.*

### Getting started with JIRA

- JIRA Overview
- Core concepts
- Terminology
- Infrastructure
- Users and Groups
- JIRA roles

### Using JIRA for Business Projects

- Overview of Projects
- Project types

- Project screens
- Tasks and task management
- Project Management
- Process Management

### **Using JIRA for Agile Projects**

- Overview of Agile with JIRA (very brief)
- Kanban overview
- Running a project with Kanban
- Configuring agile screen
- resolving an issue

### **Issue Management**

- Overview of Issues
- Working with issues
- Issue cloning
- Time tracking
- Issues and comments
- Tasks and subtasks

### **Field Management**

- Overview of Fields
- Built-in fields
- Custom fields
- Searching
- Configuring JIRA for fields

### **Screen Management**

- Overview of JIRA screens
- Working with screens
- Using screen tabs

- Issue type screens
- associating an issue type screen a with a project
- Customizing JIRA screens

## **Workflow and Business Process**

- Overview of Workflow
- Mapping business processes
- Managing workflows
- Authoring a workflow
- Updating an existing workflow
- Workflow schemes
- Applying a workflow to a project

## **Searching and Reporting**

- Overview of Searching
- Search screens
- Basic search
- Advanced search with JQL
- Working with search results
- Reports
- Dashboards
- Filters
- Gadgets
- Charts

## **Summary and Best Practices**

- Looking back at the "Big Picture"
- JIRA Administration Overview
- Where JIRA fits into the Agile perspective
- JIRA End-User best practices

## Related Courses

TTDV7540	JumpStart to Jira for Administrators
TTDV7541	Jump Start to Jira for End Users

All applicable course software, digital courseware files or course notes, labs, data sets and solutions, live coaching support channels and rich extended learning and post training resources are provided for you in our “easy access, no install required” online **Learning Experience Platform (LXP)**, remote lab and content environment. Access periods vary by course. We’ll collaborate with you to ensure your team is set up and ready to go well in advance of the class. Please inquire about set up details and options for your specific course of interest.

## 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.