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# JIRA Service Ops Training
## 2 days (14 hours)

## Presentation

JIRA Service Ops is a JIRA Service Management module designed to improve IT service management and support team efficiency. It enables you to centralize requests, track SLAs, automate processes and deliver a seamless experience for users and IT teams alike.

Our JIRA Service Ops training course will enable you to configure and administer a high-performance service center.

You'll learn how to set up a customer portal, manage queues and workflows, automate processes and manage your teams using appropriate dashboards and indicators.

At the end of this course, you'll be able to deploy and optimize a Service Ops environment, improve communication between teams and users, and apply ITSM and ITIL best practices.

Like all our training courses, this one uses the latest stable version v11.0 of JIRA Service Management.

## Objectives

- Understand JIRA Service Ops and ITSM principles
- Configure a customer portal and track requests
- Automate processes and workflows
- Manage via dashboards and KPIs
- Improve communication between support and users
- Apply ITIL/ITSM best practices

## Target audience

- IT support managers
- Helpdesk technicians
- JIRA administrators
- IT project managers
- ITSM consultants

## Prerequisites

- General knowledge of IT management
- Basic knowledge of JIRA desirable

# JIRA Service Ops Training Program

## Introduction to JIRA Service Ops and ITSM

- ITSM issues and presentation of JIRA Service Ops
- Key concepts: tickets, SLA, workflows
- Differences between JIRA Software, Core and Service
- Best practices in a support context
- Discovering the interface
- Workshop: creating a first ticket

## Structuring and managing requests

- Configuring the customer portal
- Prioritizing tickets and monitoring SLAs
- Automation and escalation
- Queue management and internal communication
- Tracking requests
- Workshop: configuring a customer portal

## Team organization and workflows

- Structuring queues by team
- Creating and adapting workflows
- Notifications and user communication
- Collaboration with Confluence
- Integrated reporting
- Workshop: creating a simple workflow

## Automation and integration

- Automation scenarios (assignment, alerts)
- Integration with Confluence

- Connectors and REST APIs
- Recurring incident management
- Effectiveness monitoring
- Workshop: setting up a rule

## Reporting, supervision and management

- Customized dashboards and reports
- Performance and SLA analysis
- Export to BI (Power BI, Grafana)
- Key performance indicators
- Support monitoring
- Workshop: creating a dashboard

## Best practices and implementation

- ITIL/ITSM standardization
- Change management
- Security and governance
- Maintenance in operational conditions
- Roadmap and continuous improvement
- Workshop: real-life support situation

# Companies concerned

This course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced IT technology, or to acquire specific business knowledge or modern methods.

# Positioning on entry to training

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the forthcoming course, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

# Teaching methods

Practical training: 60% hands-on, 40% theory. Training material distributed in digital format to all participants.

# Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

# Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

# Certification

A certificate will be awarded to each trainee who has completed the entire course.