Managing Jira Service Projects

Category: Infrastructure & IT Operations | **Vendor:** Atlassian

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

An expert instructor will teach your team how to set up and manage a service desk. Your team will learn how to create a service desk for your customers and how to manage a service project using Jira Service Management. Your team will get hands-on experience performing the most crucial configuration tasks involved in setting up your service project and customer portal.

About This Course

An expert instructor will teach your team how to set up and manage a service desk. Your team will learn how to create a service desk for your customers and how to manage a service project using Jira Service Management. Your team will get hands-on experience performing the most crucial configuration tasks involved in setting up your service project and customer portal.

Who Should Attend

- Jira Service Management project admins
- Service management leads
- Managers

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Configure and brand your customer portal Create queues and SLAs for your service team Use a linked knowledge base Add participants to your service project Automate common tasks Create and administer service projects

Detailed Course Outline

- Configure and brand your customer portal
- Create queues and SLAs for your service team
- Use a linked knowledge base
- Add participants to your service project
- Automate common tasks
- Create and administer service projects

Frequently Asked Questions

Q: What delivery options are available for Managing Jira Service Projects?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Managing Jira Service Projects course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Managing Jira Service Projects training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Managing Jira Service Projects?

Yes, we provide corporate training, dedicated training, and closed classes for Managing Jira Service Projects. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Managing Jira Service Projects?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Managing Jira Service Projects training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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