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PHOENIX TS

Advanced Jira

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Course Overview

Our 2- day, instructor-led Advanced Jira course is intended for developers who are looking to advance their skills in this project management application. It will teach you:

- How to delegate administrator permissions effectively
- Insights into integrating Jira with Bitbucket Cloud and GitHub
- Ways to collaborate with your internal teams on service requests
- How to add permissions to fields
- How to set up SSO with Google
- How to copy over configuration settings between Jira instances

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Course Outline

Module 1: Jira Server Administration

- Installing Jira for production use
- Upgrading Jira with an installer
- Upgrading Jira manually
- Migrating Jira to another environment
- Setting up the context path for Jira



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- Setting up SSL
- Installing SSL certificates from other applications
- Resetting the Jira administrator password
- Importing data from CSV
- Copying configuration settings between Jira instances

Module 2: Customizing Jira for Your Projects

- Setting up different issue types for projects
- Making a field required
- Making the Assignee field required
- Hiding a field from view
- Creating a new field configuration
- Setting up customized screen for your project
- Removing a select list's None option
- Adding help tips to custom fields
- Using JavaScript with custom fields
- Setting default values for fields
- Adding permission to fields
- Creating your own custom field types

Module 3: Jira Workflows

- Setting up different workflows for your project
- Capturing additional information during workflow transitions
- Using common transitions
- Using global transitions
- Restricting the availability of workflow transitions
- Validating user input in workflow transitions
- Performing additional processing after a transition is executed
- Reacting to events coming from outside Jira
- Rearranging the workflow transition bar
- Restricting the resolution values in a transition
- Preventing issue updates in selected statuses
- Making a field required during a workflow transition
- Creating custom workflow transition

Module 4: User Management

- Creating and importing multiple users
- Enabling public user signup



- Managing groups and group memberships
- Managing Project Roles
- Managing default project role memberships
- Deactivating a user
- Integrating and importing users from LDAP
- Integrating with LDAP for authentication only
- Integrating with Atlassian Crowd
- Setting up a single sign-up functionality with Crowd
- Setting up a single sign-on with Google
- Setting up a Windows domain single sign-on

Module 5: Jira Security

- Granting access to Jira
- Granting Jira System Administrator Access
- Controlling access to a project
- Controlling access to Jira issue operations
- Allowing users to control permissions
- Delegating administrator permissions
- Restricting access to projects based on reporter permissions
- Setting up password policies
- Capturing electronic signatures for changes
- Changing the duration of the remember me cookies
- Changing the default session timeout

Module 6: Emails and Notifications

- Setting up an outgoing mail server
- Sending emails to users from Jira
- Sending notifications for issue updates
- Sending notifications with custom templates
- Disabling outgoing notifications
- Creating mail handlers to process incoming emails
- Using email to update Jira issues
- Setting up a project-specific email address

Module 7: Integrations with Jira

- Integrating Jira with Confluence
- Integrating Jira with other Jira instances
- Integrating Jira with Bamboo for build management



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- Integrating Jira with Bitbucket Server
- Integrating Jira with Bitbucket Cloud and GitHub
- Integrating Jira with Slack
- Integrating Jira with Google Drive
- Using Jira webhooks
- Using the Jira REST API

Module 8: Jira Troubleshooting and Administration

- Troubleshooting notifications
- Troubleshooting permissions
- Troubleshooting field configurations
- Running Jira in safe mode
- Importing data from other issue trackers
- Automating tasks in Jira
- Running scripts in Jira
- Switching user sessions in Jira
- Working with Jira from the command line
- Viewing Jira logs online
- Managing shared filters and dashboards

Module 9: Jira Service Desk

- Customizing the look and feel of your support portal
- Capturing the right information for service requests from your customer
- Setting up a knowledge base for your customers
- Collaborating with your internal teams on service requests
- Tracking and evaluating performance with an SLA

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Starting at **\$1,500**

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GSA



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