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PHOENIX TS

Advanced Jira

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

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

- 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

- 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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