



إتقان Jira Desk Service 4.10: أساسيات دعم ITSM و Agile

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Course Overview

Jira Service Desk is a powerful IT Service Management ITSM solution that helps organizations improve support processes and customer experience. The training course is tailored for IT professionals, service desk administrators, and support teams aiming to enhance their knowledge of Jira Service Desk 4.10.

Target Audience

- IT Support Specialists
- Service Desk Managers
- ITSM & ITIL Practitioners
- Agile IT Teams
- System Administrators
- Jira Service Desk Administrators
- Technical Support Engineers
- IT Infrastructure Managers

Targeted Organizational Departments

- IT Support & Help Desk Teams
- Customer Support Departments
- Project Management Offices PMO
- HR & Internal Service Departments
- IT Change Management & Incident Response Teams

Targeted Industries

- IT Services & Software Development
- Healthcare & Pharmaceuticals
- Financial Services & Banking
- Retail & E-commerce
- Government & Public Sector
- Education & Research Institutions

Course Offerings

By the end of this course, participants will be able to:

- Install and Configure Jira Service Desk for enterprise IT support.
- Customize request types, workflows, and automation rules to improve efficiency.
- Manage Jira Service Desk Queues for IT teams and customer support.
- Set Up and Administer Jira Permissions to control user access.
- Implement ITIL best practices for service desk administration.
- Optimize SLA Management and create SLA reports.
- Configure Webhooks and Email Integrations for real-time alerts.
- Set Up a Knowledge Base using Jira Confluence integration.
- Generate Reports and Dashboards to track service desk performance.
- Implement Agile Service Desk Best Practices for faster response times.

Training Methodology

- Live demonstrations of Jira Service Desk 4.10 features.
- Hands-on labs for configuring, customizing, and managing service desks.
- Case studies and practical scenarios on IT service management.
- Group discussions and problem-solving activities for interactive learning.
- Quizzes and assessments to reinforce learning.
- One-on-one feedback and troubleshooting sessions with instructors.

Course Toolbox

- Jira Service Desk demo environment for hands-on practice.
- Step-by-step installation guides for setting up Jira Service Desk.
- Custom workflow templates for ITSM processes.
- Jira Service Desk configuration checklists for administrators.
- Comprehensive learning materials, including workbooks and reference sheets.
- Access to online resources and best practices documentation.

Course Agenda

Day 1: Introduction & Setup

- Overview of Jira Service Desk Training and its role in ITSM **Topic 1:**
- Installing Jira Service Desk 4.10 - System requirements and setup **Topic 2:**
- Jira applications overview - Understanding Jira Software, Core, and Service Desk **Topic 3:**
- Permissions overview - Managing user roles and security settings **Topic 4:**
- Getting started for service desk admins - Admin panel and initial configurations **Topic 5:**
- Setting up your service desk - Creating service desk request types **Topic 6:**
- Summary of key learnings and Q&A session **Reflection & Review:**

Day 2: Configuring & Customizing Jira Service Desk

- Making queues for service desk teams - Sorting and prioritizing requests Topic 1: •
- Adding service desk agents - Assigning roles and managing access Topic 2: •
- Jira Service Desk Channels - Configuring email, customer portal, and integrations Topic 3: •
- Customizing Jira Service Desk - Branding and modifying request types Topic 4: •
- ITIL with Jira Service Desk - Applying ITSM frameworks Topic 5: •
- Managing the customer portal - Enhancing user experience and self-service Topic 6: •
- Interactive discussion on service desk configurations Reflection & Review: •

Day 3: Automation & SLA Management

- Jira Service Desk Automation - Creating rules for workflows and escalations Topic 1: •
- Jira SLA Management - Configuring SLAs and setting response targets Topic 2: •
- Jira Webhooks Configuration - Automating notifications and integrations Topic 3: •
- Jira Email Integration - Managing email requests and troubleshooting issues Topic 4: •
- Jira Notifications Setup - Enhancing communication with customers and teams Topic 5: •
- Service Desk Reporting - Generating performance metrics and dashboards Topic 6: •
- Practical application of automation and SLA management Reflection & Review: •

Day 4: Advanced Features & Incident Management

- Advanced Jira Service Desk Search - Using JQL queries and filters Topic 1: •
- Service Desk Knowledge Base - Integrating Jira with Confluence for self-service Topic 2: •
- Jira Service Desk for IT Teams - Enhancing IT support workflows Topic 3: •
- Jira Service Desk for Customer Support - Best practices for customer engagement Topic 4: •
- Agile Service Desk Best Practices - Implementing Agile methodologies in ITSM Topic 5: •
- Jira Service Desk for Incident Management - Handling critical incidents and escalations Topic 6: •
- Case studies and real-world problem-solving exercises Reflection & Review: •

Day 5: Integration, Optimization & Best Practices

- Jira Problem Management with Jira Service Desk - Resolving recurring issues Topic 1: •
- IT Change Management in Jira - Managing infrastructure changes efficiently Topic 2: •
- Jira Confluence Integration for Service Desk - Enhancing documentation and collaboration Topic 3: •
- Configuring Jira Dashboards - Customizing dashboards for analytics and reporting Topic 4: •
- Jira API Integration for Service Desk - Extending Jira functionalities with APIs Topic 5: •
- Jira Customer Satisfaction Surveys - Measuring and improving service quality Topic 6: •
- Final project presentation and course wrap-up Reflection & Review: •

FAQ

- What specific qualifications or prerequisites are needed for participants before enrolling in the course? •

Basic knowledge of IT support processes and Jira fundamentals is recommended but not required.

How long is each day's session, and what is the total course duration? •

Each session lasts approximately 4-5 hours per day over five days, totaling 20-25 hours of training.

How does this course help improve IT service desk efficiency? •

This course teaches automation, SLA management, and best practices to reduce resolution time, improve workflow efficiency, and enhance service quality.

How This Course is Different from Other Jira Service Desk Training Courses

This course stands out because of its practical, hands-on approach and real-world application of Jira Service Desk 4.10. Unlike standard training programs that focus on theoretical concepts, this course integrates ITIL, Agile ITSM, and automation to help participants master incident management, problem resolution, and service request automation.

Additionally, this course provides customized case studies, industry-specific applications, and real-time exercises, ensuring participants leave with ready-to-implement strategies for their service desk environments. The focus on advanced reporting, integration, and automation sets this course apart, making it ideal for IT professionals looking to optimize Jira Service Desk for enterprise environments.



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WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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