

JIRA Fundamentals

1. Product introduction
2. Installation and System Requirements
3. Applications, uses and examples
4. JIRA core concepts
5. JIRA Interface walkthrough
6. Project setup
 1. Create Project Categories
 2. Create Project
 3. Project Configuration Walkthrough
7. Issue creation
8. Workflow walkthrough
9. Components and versions
10. Tracking issues
11. Filters and subscriptions
12. Using JIRA effectively
13. Setting up dashboards
14. JIRA extensions

JIRA Reporting & JQL

1. Issue Navigator
2. Introduction to JQL
3. Basic JQL syntax
4. Browser shortcuts for JQL searching
5. JQL querying by example
6. Project Reports
7. Interpreting reports
8. Using charts to visualize data
9. Gadgets for reporting
10. Excel analysis
11. Discussion with instructor

JIRA Administration

1. Advanced user and group management
2. Working with project roles
3. Security model
 1. Restrict access for specific group of users. Create a role for Thirdparty and add in specific project

4. Types of administrators
 1. JIRA System Administrator
 2. JIRA Administrator
5. Issue level security
6. Email integration with JIRA
 1. Configure with Gmail
 2. Configure with your own mail server
7. Managing your installation and upgrading JIRA
8. Startup/Shut down scripts, Logs, Files and Directories
 1. Show directory structure
 2. Application Data, export, import, attachments
 3. Log files
9. Authentication Mechanism in JIRA
10. General administration (links, attachments, etc)
11. Issue Attributes Statuses, Resolutions and Priorities
12. Enhancing the user experience
13. JIRA Add ons

JIRA Schemes and Configurations

1. Workflows and workflow schemes
2. Issue Types and Issue Type Schemes
3. Screens and Screen Schemes
4. Fields and Field Configuration Schemes
5. Permissions and Permission Schemes
6. Security level and Security Schemes
7. Events, Notification and Notification Schemes
8. Versions and Components

JIRA Workflows

1. Basic workflow concepts
2. Example workflows in real life
3. JIRA default workflow
4. Issue resolution
5. Capturing and presenting your Data
6. Custom fields
7. Mandatory fields
8. Common workflow configuration mistakes
 1. No transition to come out of the state
 2. States may contain no incoming and outgoing transitions
9. Configuring workflows
 1. Add additional states as per the requirement
10. Transitions, conditions and post functions

11. Step by step workflow configuration example
12. JIRA extensions
 1. JIRA Suite Utilities – Offers tons of additional features like make description or any other field mandatory

Tools Integration and Application Links

1. Overview of JIRA - Crowd
2. JIRA – Confluence
 1. Show how to create Application Links
 2. Add Confluence Gadget URL
3. Overview of JIRA - Fisheye/Crucible
4. JIRA - Git (using Fisheye or Git add-on)

Import and Export

1. Backup system
2. Restore system
3. Project Import
4. External System Import

Overview of some Use Cases

1. Setup JIRA for HelpDesk/Support Tickets
2. Setup JIRA for Test Case Management
3. Setup JIRA for Project Management
4. Setup JIRA for Bug Tracking

Confluence Fundamentals

1. Product introduction
2. Applications, uses and examples
3. Confluence core concepts
4. Publishing and consuming information
5. Creating content in Confluence
6. Editing content in Confluence
7. Page restrictions
8. Space and page management
9. Using Confluence effectively
10. Tracking information
11. Email notifications
12. Customizing the look and feel

Confluence Administration

1. Product review and basic concepts
2. User management
3. Security model
4. Types of administrators
5. General administration (attachments, etc)
6. Advanced look and feel
7. Configuring templates
8. Plugin installation and configuration
9. Backups
10. Managing your installation and upgrading Confluence
11. Improving cache performance
12. Confluence extensions