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Learning Style: Virtual Classroom

Technology:

Difficulty: Beginner

Course Duration: 2 Days

Next Course Date: **May 19, 2026**

Jira Admin Essentials (TTDV7540)



About This Course:

This two-day, instructor-led course provides participants with essential skills for configuring, maintaining, and administering Jira Software in a team or enterprise environment. Learners will gain hands-on experience managing projects, users,

workflows, and automation rules within Jira Cloud. By the end of the course, they will be able to confidently design projects, assign permissions, and optimize Jira for agile project management practices.

The course emphasizes practical administration through guided labs, enabling students to build real-world Jira configurations that support agile delivery teams.

Course Objectives:

- Understand Jira's core concepts, structure, and terminology.
- Create and configure Scrum or Kanban projects using both team-managed and company-managed templates.
- Set up and manage user access, permissions, roles, and groups.
- Customize workflows, screens, and fields to match organizational processes.
- Configure agile boards, backlogs, and sprints.
- Implement automation rules to streamline recurring tasks.
- Create dashboards and reports for tracking progress and team performance.
- Integrate Jira with other Atlassian and external tools (e.g., Slack, Confluence).

Audience:

- This introductory-level course ideal for experienced Systems Administrators brand new to Jira who are looking to incorporate JIRA into their suite of management tool

Prerequisites:

- This introductory-level course ideal for experienced Systems Administrators brand new to Jira who are looking to incorporate JIRA into their suite of management tools.

Course Outline:

Module 1: Jira Orientation

- Overview of Jira's purpose and core components
- Create a free Jira Cloud account (or local setup)
- Explore the Jira interface and navigation
- Understand Jira roles, terminology, and structure

Module 2: Project Creation & Configuration

- Create and configure Scrum or Kanban projects
- Choose between team-managed and company-managed templates
- Configure board columns, issue types, and fields
- Lab: Project setup and configuration

Module 3: User Roles & Permissions

- User management fundamentals
- Groups vs. Roles and Permission Schemes
- Adding and deactivating users
- Managing third-party access
- Lab: Managing permissions and roles

Module 4: Agile Board Setup

- Enable backlog view and sprints
- Create and manage issues within sprints
- Lab: Configuring sprint boards

Module 5: Roadmaps & Releases

- Enable and customize project roadmaps
- Create versions and assign issues
- Lab: Managing releases and timelines

Day 2: Advanced Workflows, Automation & Reporting

Module 6: Workflow Customization

- Design and modify issue lifecycles
- Define and deploy workflows
- Configure custom fields, contexts, and screens
- Lab: Create a custom workflow

Module 7: Jira Automation Lab

- Introduction to Jira Automation rules
- Build rules for automated assignments and transitions

- Test automation scenarios
- Lab: Automating tasks in Jira

Module 8: Dashboards & Reporting

- Build and customize dashboards
- Create and share filters using JQL
- Add reporting gadgets (Burndown, Velocity, etc.)
- Lab: Building reports and dashboards

Module 9 (Time Permitting): Integrations & Security Tips

- Connect Jira with Slack and Confluence
- Review audit logs and security configurations
- Lab: Managing integrations and access controls