DAY 2
COURSE CONTENT DETAIL

CONFLUENCE FOR TEAM COLLABORATION

CHAPTER 07

Getting Started
- Overview of Confluence Features
- Introduction to the Confluence user interface & navigation
- Understanding of Confluences Spaces
- Blueprints, Pages and Macros

CHAPTER 08

Confluence Administration
- Confluence administration section navigation
- Working with user management
  - Creating, deleting and editing Users and Groups
  - Permissions and accessibility
  - Connecting Confluence to JIRA application
- Creating personalized Macros
- Import and Export documents
- Configuring and creating Backups
- Connecting Microsoft Office to Confluence to edit documents in Microsoft Office
- Setting email notification
- Customize blueprint templates

CHAPTER 09

Spaces, Pages & Content
- Concept of mapped departments into Spaces
  - "Single Point of Storage"
  - Global, space and individual page
- Content creation and editing
  - Create and edit pages based on blueprints
  - Elements of pages and page layouts
- Confluence content subscription
- Pages and files versioning
- Pages History and pages comparison views
- Pull content from JIRA
- Improving content feedback with inline reviews

CHAPTER 10

Project Wikis
- Project documentation as Wiki
- Confluence Wiki Mark-up language
- Dynamic Pages
  - Pages including galleries, multimedia, avatar, images
  - Pages including smart charts
  - Pages including presentations
- Document product requirements
  - Creation of mature requirement documents
  - Generate Issues out of requirements documents
  - Track questions and clarifications with Flags and Emoticons
  - Maintaining traceability

CHAPTER 11

Status & Automated Report
- Creating Status Reports
- Creating Log Changes Reports
- Creating Portfolio Status Reports
- Automated Reports

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JIRA & Confluence
Hands-on Training
TRAINING SYLLABUS

TRAINING OVERVIEW

In this **JIRA & Confluence Hands-on Training Course**, you will learn how to configure and use JIRA and confluence to support real-time reporting, track agile projects, identify impediments, and see how evolving requirements are incrementally captured.

This 2 days training course deliver practical knowledge and hands-on learning for the Atlassian applications **JIRA and Confluence.**

DAY 1

JIRA PROJECT & ISSUE MANAGEMENT

Establishing the context to be effective with Kanban and Scrum. Administrating and configuration for personalized value streams in JIRA

DAY 2

CONFLUENCE FOR TEAM COLLABORATION

Increase team productivity with gaining Confluence & JIRA

WHO IS THIS COURSE FOR?

JIRA & Confluence Hands-on Training Course is designed for everyone working in the field of Agile Software Development and Agile Project Management. Our program is especially beneficial for IT professionals who are seeking to improve the knowledge of managing Agile process and team collaboration with Atlassian JIRA and Confluence.

The following will definitely **benefit from this couse:**

- **Professionals** involved in IT development, Project Management or Agile service management development, and IT Operation.
- **IT professionals** working within, or approaching an Agile environment with the need for a detailed understanding of the Atlassian JIRA as the Agile Planning Tools.
- **JIRA & Confluence Administrators**
- **Software Developers** working using Agile framework /methodology
- **Service Managers** working using Agile framework /methodology
- **Service Managers** working using Agile framework /methodology
- **Anyone** interesting in using JIRA as the Agile planning tools

COURSE AGENDA

DAY 1

- **Getting Started with JIRA**
  - Agile Concepts, Scrum & Kanban in JIRA
  - Understanding interface & navigation
  - Understanding Projects, Boards and Issues
- **JIRA System Administration**
  - User Management
  - Project Management (epic, release, notifications)
- **Issues Management**
  - Configuring and collaborating on Issues
  - Development Panel with Issues
- **Visualization in JIRA**
  - Configuring and managing Team Dashboard
  - Transparency using Agile Boards & Kanban
  - Measuring and Visualization of Metrics
- **Searching & Filtering in using JQL**
- **Managing Workflow**
  - Creating & Editing Workflow using Designer
  - Managing Transitions within Workflow

DAY 2

- **Getting Started with Confluence**
  - Overview of Confluence Features
  - Understanding interface & navigation
  - Understanding spaces, blueprints, pages and macros
- **Confluence System Administration**
  - User Management
  - Import & Export document
  - Integrating Confluence to Microsoft Office
  - Setting Notification
- **Managing Spaces, Pages & Content**
  - Managing Spaces & Pages
  - Content creation & editing
  - Content versioning and inline reviews
- **Creating Project Wikis**
  - Project documentation as wikis
  - Dynamic Pages in confluence
  - Document product requirements
- **Creating status & automated reports**

DAY 1 — JIRA PROJECT & ISSUE TRACKING

COURSE CONTENT DETAIL

CHAPTER 01 — Getting Started
- Agile concepts, Kanban and Scrum and JIRA concepts
- Introduction to the JIRA user interface and navigation
- Understanding of Projects, Boards and Issues
- Creating, Finding and Editing Issues
- Atlassian Marketplace
  - Excursion through useful Add-Ons (e.g NPS, draw.io..)

CHAPTER 02 — JIRA System Administration
- JIRA administration section navigation
- Working with user management
  - Users, Groups and Roles
  - Permissions and accessibility
- Project Management
  - Modelling Components in products and relate issues
  - Epics, why and how
  - Release Management with the JIRA Release Hub
- Customization of user experience
- Import and Export from/to CVS and Excel
- Creating Backups
- Third party application integration (e.g. Slack) Notifications

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CHAPTER 03 — Issues Management
- Issue Types and customize Issue Types
- Fields
  - Creating, deleting and editing custom fields for Issues
  - Visibility on fields
- Working with Issues
  - Tracking of Hand-Offs
  - Estimations and Time-Tracking
  - Issue History
  - Export Issues
- Development Panel within Issues
  - Integration with Version Control System
  - View branches, commits and pull requests
- Collaborating on Issues
- Feedback on progress internally and externally

CHAPTER 04 — Visualization in JIRA
- Workflows in JIRA as transparent process
- Dashboards and personalized Dashboards
  - Shared and Team Dashboards
  - Manage Dashboards
  - Usage of Gadgets like Created vs Resolved Chart, Filter Results, Issue Statistics and more
- Creation Electronic Wallboards as Information Radiator
- Increase Transparency with the different Agile Boards:
  - Scrum Board
  - Kanban Board
  - Agility Board
- Creating Reports in JIRA
  - Automated, programmatically and manual
- Measuring and visualization of metrics

CHAPTER 05 — Searching & Filtering
- Searching and filtering in JIRA
- JQL introduction
- JQL syntax and usage
  - Overview how to use JQL
  - JQL functions, ordering, grouping
  - JQL REST API
- Developing a custom search report
- Dashboards based on Filters

CHAPTER 06 — Managing Workflow
- LEAN Value Streams and JIRA Workflows
- Fundamentals of Workflows
  - Workflow status, transitions, assignees and resolutions
- Considerations when designing a workflow
- Creating and Editing Workflows
- Utilizing the JIRA workflow designer
- Managing transitions within the workflow
  - Conditions, validators, post functions, assignees, properties
- Workflow schemes on projects