Atlassian Service Request Management Essentials

Category: Infrastructure & IT Operations | **Vendor:** Atlassian

Duration: 4.00 hours (1 days) **3.3 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

An expert instructor will teach your team how to set up and configure Jira Service Management for the ITSM practice of service request management. Your team will experience hands-on learning with Assets for asset management and Confluence for knowledge management. You’ll cover both IT and business use cases, incorporating enterprise service management practices.

About This Course

An expert instructor will teach your team how to set up and configure Jira Service Management for the ITSM practice of service request management. Your team will experience hands-on learning with Assets for asset management and Confluence for knowledge management. You’ll cover both IT and business use cases, incorporating enterprise service management practices.

Who Should Attend

- Jira Service Management project admins
- Service request management team lead

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Create a service project Set up a knowledge base for customer self-service Run and interpret Jira Service Management reports to gain insight and make improvements

Detailed Course Outline

- Create a service project
- Set up a knowledge base for customer self-service
- Run and interpret Jira Service Management reports to gain insight and make improvements

Frequently Asked Questions

Q: What delivery options are available for Atlassian Service Request Management Essentials?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Atlassian Service Request Management Essentials course provides up to 3.3 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Atlassian Service Request Management Essentials training?

The training takes place over 1 day(s), with each day lasting approximately 4.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Atlassian Service Request Management Essentials?

Yes, we provide corporate training, dedicated training, and closed classes for Atlassian Service Request Management Essentials. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Atlassian Service Request Management Essentials?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Atlassian Service Request Management Essentials training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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