

## JIRA Fundamentals

1. Product introduction
2. Installation and System Requirements
3. Applications, uses and examples
4. JIRA core concepts
5. JIRA Interface walkthrough
  1. Dashboard
  2. Admin interface
    1. Projects
    2. Add-ons
    3. User Management
    4. Issue
    5. System
    6. Audit Log
6. Project setup
  1. Create Project Categories
  2. Create Project
  3. Project Configuration Walkthrough
7. Issue creation
  1. Issue Links
  2. Sub Tasks
8. Workflow walkthrough
9. Components and versions
10. Tracking issues
11. Filters and subscriptions
12. Using JIRA effectively and Best Practices
  1. Add Announcement Banner
  2. Add Introduction
  3. Use Shortcuts
  4. Perform Indexing from time to time
13. Setting up dashboards
14. JIRA extensions

## JIRA Reporting & JQL

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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. 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
7. Managing your installation and upgrading JIRA
8. Startup/Shut down scripts, Logs, Files and Directories
  1. Show directories
  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 Plugins

## JIRA Schemes and Configurations

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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
10. Transitions, conditions and post functions
11. Step by step workflow configuration example
12. JIRA extensions
  1. JIRA Suite Utilities – Make description mandatory

## Tools Integration and Application Links

1. JIRA - Crowd
2. JIRA – Confluence
  1. Show how to create Application Links
  2. Add Confluence Gadget URL
3. JIRA - Fisheye/Crucible
4. JIRA - Subversion (using Fisheye or Subversion 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