DevOpsSchool

Course curriculum · November 2026

JIRA · TRAINING PROGRAM

Jira Service Desk Advance Training

A practical, hands-on Jira Service Desk Advance Training curriculum: 39 topics over 2 days. Learn live online in a small batch, as a private corporate batch, or self-paced with one year of LMS access.

LIVE ONLINE Max 8-10 hours	**CORPORATE** Private team batch, on demand	**SELF-PACED VIDEO** 1-year LMS access
BATCH SIZE Max 10 learners	**NEXT BATCHES** 1st of every month · weekends: first Saturday	**CERTIFICATE** Verifiable certificate of completion

INSIDE THIS CURRICULUM

Who should attend	Objectives, audience, prerequisites
Agenda	39 topics over 2 days
Formats and fees	Live, 1:1, self-paced, corporate
Trainer and reviews	Rajesh Kumar
Enrolment	Batches, payment, contacts

WHY DEVOPSSCHOOL

- Rated 4.6 on Google
- 1,500+ verifiable certificates issued in the public registry
- Trainer Rajesh Kumar: 20 years in industry
- Small batches: max 10 learners, every session recorded

Course page: www.devopsschool.com/courses/jira/jira-service-desk-training.html
Talk to us: WhatsApp +91 99057 40781 · +1 (469) 756-6329 · contact@DevOpsSchool.com · reply within 1 hour

COURSE FIT

Who this program is for

Use this page to decide whether Jira Service Desk Advance Training matches your role and experience.

1

Objectives

Understand the core concepts and usage model, apply practical workflows through examples and guided tasks, and prepare for implementation, certification or team adoption.

2

Who should attend

Developers, DevOps engineers, administrators, SREs, security engineers, platform teams, release teams, technical leads and corporate teams working with this topic.

3

Before you start

Basic computer literacy and awareness of software, operations, cloud, DevOps or security workflows is helpful. Deep programming experience is not needed unless the topic requires it.

AGENDA AT A GLANCE · 39 TOPICS OVER 2 DAYS

Day 1

15 topics · Jira Service Desk User Training

Day 2

24 topics · Jira Service Desk Admin Training

AGENDA · 39 TOPICS OVER 2 DAYS

Jira Service Desk Advance Training agenda

Days are for corporate (day-wise) delivery; live online batches cover the agenda in max 8-10 hours.

DAY 1

15 topics

1. Jira Service Desk User Training
2. Working with issues
3. Searching for issues
4. Managing your user profile
5. Adding announcements
6. Adding customers
7. Adding request participants
8. Using service desk queues hestrators
9. Raising requests on behalf of customers
10. Organizing work with versions
11. Organizing work with components
12. Workflows
13. Using Jira on a mobile device
14. Configuring dashboards
15. View requests in the help center

DAY 2

24 topics

16. Jira Service Desk Admin Training
17. Installing Jira Service Desk
18. Setting up your service desk
19. Jira applications overview
20. Default service desk project configuration
21. Escalate Jira Service Desk issues to other Jira teams
22. Collaborate with other Jira teams on Jira Service Desk issues
23. Getting started for service desk admins
24. Administering service desk projects
25. Working on service desk projects
26. Customize your service desk channels
27. Setting up service desk users
28. Managing access to your service desk
29. Configuring the customer portal
30. Receiving requests by email
31. Setting up queues for your team
32. Automating your service desk
33. Managing service desk notifications
34. Setting up request types

35. Setting up SLAs
36. Setting up approvals
37. Setting up service desk reports
38. Using Jira applications with Hipchat
39. Using Jira applications with Confluence

HOW YOU CAN LEARN

Formats and fees

The same agenda in four formats. Fees are in Indian rupees as of November 2026; the course page shows them in your currency.

FORMAT	DURATION	WHAT YOU GET	FEE
Live & interactive (online)	Max 8-10 hours	Instructor-led public batch of max 10 learners with demos, labs, Q&A and assignment review. Weekday batches start on the 1st of every month, weekend batches on the first Saturday of every month.	**INR 34,999**
1:1 live training (online)	Max 8-10 hours, one-to-one	The same agenda, taught one-to-one by the trainer. Starts immediately, without waiting for the next batch; sessions planned around your working hours, at your pace.	**INR 99,999**
Self-paced video	1-year LMS access	This program plus 20+ more courses and 50+ tools, at your own pace.	**INR 833/month** billed yearly at INR 9,996
Corporate	Planned with your team	A private batch for your team, on demand, with examples mapped to your platforms.	**Quote on request**

ASSESSMENT AND CERTIFICATE

Your progress is checked through hands-on tasks and assignments. On completion you receive a DevOpsSchool certificate of completion with a unique credential ID that anyone can verify at devopsschool.com/certificates.

INCLUDED WITH EVERY LIVE BATCH

- Every live session is recorded and stays in your LMS for a year.
- Can't attend your batch? Move to next month's batch.
- Free demo class before you pay.
- Free 10-15 minute call with an advisor or the trainer to check the course fits you.

YOUR TRAINER

Learn from Rajesh Kumar

Principal Architect, trainer and mentor in DevOps, SRE, DevSecOps and platform engineering, with 20 years across 8+ software MNCs, including Staff DevOps/SRE Engineer for a leading Japanese mobile-payment platform and Principal DevOps Architect and Manager in Europe.

Profile: www.rajeshkumar.xyz · Videos: youtube.com/@TheDevOpsSchool

20 years in industry	**200+** corporate trainings
10,000+ engineers mentored	**70+** organisations coached

REVIEWS

What learners say

Rated 4.6 on Google · more reviews at devopsschool.com/testimonials and in our video testimonials.

> “Rajesh is very good trainer. Rajesh was able to resolve our queries and question effectively. We really liked the hands-on examples covered during this training program.”
>
> Indrayani, India

> “The training was very useful and interactive. Rajesh helped develop the confidence of all.”
>
> Abhinav Gupta, Pune

START YOUR TRAINING

Join the next batch

Weekday batches start on the 1st of every month and weekend batches on the first Saturday of every month, with max 10 learners each. 1:1 training can start immediately; corporate batches run on demand. We reply within 1 hour.

Pay by UPI, credit and debit cards, net banking or PayPal. Before you pay, read our refund policy. All courses: www.devopsschool.com/courses/

ENROL OR RESERVE A SEAT
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More Jira training: www.devopsschool.com/courses/jira/