



## Enhance Your Workflow: Getting Started with Jira and Confluence for Effective Team Collaboration (TTDV7548)

Leverage Jira & Confluence to improve project management, team collaboration, and software development efficiency within your team and organization

### Course Snapshot

- **Course: Enhance Your Workflow: Getting Started with Jira and Confluence for Effective Team Collaboration (TTDV7548)**
- **Duration:** 2 hours
- **Audience & Skill Level:** This introductory-level course is geared for project managers, product managers, team leads, developers, quality assurance engineers, business analysts, and IT service management professionals who are new to Jira and Confluence.
- **Format:** This course can be delivered for your team or organization **online live (virtual)**, **onsite in-person** or across our robust **blended learning platform (LXP)**.
- **Customizable:** This course agenda, topics, labs, hours and delivery modalities can be adjusted to target your specific training skills objectives, tools and learning goals. Please ask for details.

### Overview

**Jira** is a versatile project management and team collaboration tool that streamlines workflows and enhances productivity across various industries. With robust features, Jira enables teams to effectively plan, track, and manage projects, while fostering efficient communication and collaboration. **Confluence**, a collaborative content management platform, seamlessly integrates with Jira, providing a unified workspace for project documentation and knowledge sharing. This powerful combination consolidates information, optimizes collaboration, and ensures project success through improved organization and communication, making Jira and Confluence essential tools for modern teams.

**Getting Started with Jira and Confluence** is a two hour quick skills style event that explores the leveraging Jira and Confluence for project management and team collaboration in software development processes, service management, and for greater task efficiency. You'll also discover how Confluence seamlessly integrates with Jira to enhance documentation, communication, and knowledge sharing across your team.

### Learning Objectives

This course combines expert-led presentations with practical demonstrations. Throughout the course you'll explore:

- How to effectively navigate Jira's interface, create and manage projects, and utilize its features for efficient project management and team collaboration.
- How to create, assign, prioritize, and track tasks in Jira, while employing best practices for task organization and delegation within teams.
- How to integrate Confluence with Jira for enhanced project documentation, and effectively create, edit, and collaborate on Confluence pages to improve team communication and knowledge sharing.

### Audience & Pre-Requisites

This course is geared for project managers, product managers, team leads, developers, quality assurance engineers, business analysts, and IT service management professionals who are new to Jira and Confluence. Attendees would benefit having some familiarity with:

- **Fundamental project management concepts:** A basic understanding of project management principles, such as project phases, task delegation, and resource allocation, will provide a solid foundation for learning Jira's functionalities.
- **Familiarity with software development processes:** While not mandatory, a basic understanding of software development

life cycles, including concepts like requirements gathering, development, testing, and deployment, will enhance the learning experience for participants interested in Jira's software development features.

- Team collaboration experience: Previous involvement in collaborative projects or teamwork will help participants appreciate the benefits of Jira and Confluence in enhancing team communication and collaboration.

### Next Steps / Follow on Courses / Jira Training Suite

The following are a subset of our related hands-on Jira and Confluence courses designed to take your practical skills to the next level. Please see our catalog for a complete list.

- TTDV7540 Introduction to Jira for Administrators (2 days)
- TTDV7541 Introduction to Jira for End Users (2 days)
- TTDV7543 Introduction to Jira Portfolio (2 days)
- TTDV7544 Jira for Team Members (2 days)
- TTDV7545 Next Level Jira (with Confluence) (2 days)
- TTDV7548 Getting Started with Jira & Confluence (2 hour quickstart session)
- TTDV7612 Introduction to Confluence (2 days)

**Enhanced Learning Services:** Please also ask about our robust Learning Experience Platform (LXP), Skills Assessment & Skills Prep Services, Skills Immersion Programs & Camps, Coaching and Mentoring Services and Extended Learning Support programs.

### Course Topics / Agenda

*Please note that this list of topics is based on our standard course offering, evolved from typical industry uses and trends. We'll work with you to tune this course and level of coverage to target the skills you need most. Topics, agenda and labs may adjust during live delivery based on audience skill-level, needs and participation.*

#### 1. Jira Overview

- Brief description of Jira
- Discuss Jira value for modern software development efforts:
- How Jira streamlines the software development process, increasing efficiency and productivity.

create a problem management, assign it to the appropriate team, and monitor its progress until resolution, highlighting the efficiency and ease of use in incident management.

Adding and assigning tasks;  
Organizing tasks into sprints

#### 2. Jira for Service Management

- Present Jira Service Management as an ITSM solution for service request and incident management (change and problem management).
- Describe using Jira for problem management: Explore how Jira helps track and resolve incidents efficiently.
- Overview of how students get into Jira to track incidents: Explain the process of accessing Jira for incident tracking and management.
- Demo: How to access Jira,

#### 3. Using Jira in Software Development (40 minutes)

- Quick overview of features / value proposition
- Explore Task Management: Illustrate Jira's capabilities for organizing and tracking tasks, and how to create and access tasks and assignments:
- Explore common inefficient business tasks Jira can improve (for example, searching, research moving away from emailing tasks and assignments) and how create more efficiency using Jira
- Demo: Showcase how Jira eliminates inefficient communication methods;

#### 4. Confluence Basics (15 minutes)

- Overview of Confluence as a collaborative content management tool.
- Explain the integration between Confluence and Jira, enhancing project documentation and collaboration.
- Describe the benefits of using Confluence alongside Jira for improved team communication and knowledge sharing.
- Review how different organizations or industries leverage Confluence
- Demo: Showcase the process of creating, editing, and navigating Confluence pages.

#### 5. Wrap Up, Q&A & Continued Learning Resources

## Setup Made Simple with our Robust Learning Experience Platform (LXP)

All course software (limited versions, for course use only), knowledge checks, digital courseware files or course notes, labs / data sets and solutions, live coaching support channels (as applicable) and rich extended learning / post training resources are provided for you in our “easy access / no install required” high-speed **Learning Experience Platform (LXP)** remote lab and content environment. Our tech team works with every student to ensure everyone is set up with working access and ready to go prior to every course start date, ensuring a smooth delivery and great hands-on experience.

### For More Information

For more information about our dedicated skills-focused training services (instructor-led, self-paced or blended), collaborative coaching services, robust Learning Experience Platform (LXP) solutions, Career Experiences, public course schedule, partner programs, courseware licensing options or to see our complete list of course offerings, training solutions and special offers please visit us at [www.triveratech.com](http://www.triveratech.com), email [Info@triveratech.com](mailto:Info@triveratech.com) or call us toll free at **844-475-4559**. Our pricing and services are always satisfaction guaranteed.

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