

# Atlassian Training Partner Program Full Catalog

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NSI – Atlassian Training Partner Program

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## Table of Contents

1	Introduction.....	3
2	Catalog items overview .....	4
3	Advanced Asset Management in Jira Service Management Cloud.....	5
4	Advanced Asset Management in Jira Service Management Data Center .....	6
5	Asset Management Essentials in Jira Service Management Cloud.....	7
6	Asset Management Essentials in Jira Service Management Data Center .....	8
7	Atlassian Cloud Organization Administration .....	9
8	Atlassian Incident Management Essentials.....	10
9	Atlassian Service Request Management Essentials.....	11
10	Confluence Administration Cloud .....	12
11	Confluence Administration Data Center and Server .....	13
12	Confluence Essentials.....	14
13	Getting More from Jira Workflows .....	15
14	Jira Administration Part 1 for Cloud.....	16
15	Jira Administration Part 1 for Data Center .....	17
16	Jira Administration Part 2.....	18
17	Jira and Confluence Together.....	19
18	Jira Automation.....	20
19	Jira Essentials with Agile Mindset .....	21
20	Managing Confluence Spaces .....	22
21	Managing Jira Projects Data Center and Server .....	23
22	Managing Jira Projects for Cloud .....	24
23	Managing Jira Service Projects .....	25
24	Plans in Jira Software.....	26
25	Realizing the Power of Jira Reporting and Dashboards (EN).....	27

# 1 Introduction

The present document summarizes all the official Atlassian training courses NSI offers. Each course includes:

- The trainer
- Course materials
- Access to a virtual machine in a secure environment to carry out exercises

## 1.1 Trainings duration

Our trainings are always given on a full day basis.

In the case of half-day trainings, NSI will always group two half day trainings in order to have a full day training event.

## 1.2 Language and training material

Trainings are given in French, Dutch or English.

Training material will be made accessible to the participants before the event via a download link sent per email.

Training material is exclusively in English and cannot be translated without Atlassian's express consent.

## 1.3 Tailored trainings

In addition to this catalog, NSI can also build training materials tailored to your specific needs.

These trainings are not present in this catalog.

We invite you to contact us for any specific requests.

## 2 Catalog items overview

	Training	Max participants	Duration	Level
1	Advanced Asset Management in Jira Service Management Cloud	10	Full day	Confirmed
2	Advanced Asset Management in Jira Service Management Data Center	10	Full day	Confirmed
3	Asset Management Essentials in Jira Service Management Cloud	10	Full day	Beginner
4	Asset Management Essentials in Jira Service Management Data Center	10	Full day	Beginner
5	Atlassian Cloud Organization Administration	10	Half day	Confirmed
6	Atlassian Incident Management Essentials	10	Half day	Confirmed
7	Atlassian Service Request Management Essentials	10	Half day	Confirmed
8	Confluence Administration Cloud	10	Half day	Advanced, Confirmed
9	Confluence Administration Data Center and Server	10	Full day	Advanced, Confirmed
10	Confluence Essentials	10	Full day	Beginner
11	Getting More from Jira Workflow	10	Full day	Advanced
12	Jira Administration Part 1 for Cloud	10	Half day	Advanced, Confirmed
13	Jira Administration Part 1 for Data Center	10	Full day	Advanced, Confirmed
14	Jira Administration Part 2	10	Full day	Advanced, Confirmed
15	Jira and Confluence Together	10	Full day	Beginner, Confirmed
16	Jira Automation	10	Full day	Beginner, Advanced, Confirmed
17	Jira Essentials with Agile Mindset	10	Full day	Beginner
18	Managing Confluence Spaces	10	Half day	Confirmed
19	Managing Jira Projects Data Center and Server	10	Full day	Confirmed
20	Managing Jira Projects for Cloud	10	Full day	Confirmed
21	Managing Jira Service Projects	10	Full day	Confirmed
22	Plans in Jira Software	10	Full day	Confirmed
23	Realizing the Power of Jira Reporting and Dashboards	10	Full day	Advanced, Confirmed

## 3 Advanced Asset Management in Jira Service Management Cloud

### 3.1 Hosting

Cloud

### 3.2 Description

Manage your assets in an advanced way.

Add Jira Asset Custom fields, use advanced queries, review best practices.

Use advanced automation and object import functionalities.

And finally, combine powerful Jira and Asset queries to meet complex business requirements.

### 3.3 Duration

1 full day

### 3.4 Target audience

This course has been designed for confirmed asset managers, ITSM agents and Jira administrators.

### 3.5 Pre-requisites

To follow this course, we recommend following the **Asset Management Essentials** course or having a similar experience with Assets.

### 3.6 Key topics

- Create and configure Jira Asset custom fields
- Build advanced AQL queries
- Configure advanced object imports
- Use automation with Asset objects and Jira fields
- Configure your objects in an advanced way

## 4 Advanced Asset Management in Jira Service Management Data Center

### 4.1 Hosting

Data Center

### 4.2 Description

Manage your assets in an advanced way.

Add Jira Asset Custom fields, use advanced queries, review best practices.

Use advanced automation and object import functionalities.

And finally, combine powerful Jira and Asset queries to meet complex business requirements.

### 4.3 Duration

1 full day

### 4.4 Target audience

This course has been designed for confirmed asset managers, ITSM agents and Jira administrators.

### 4.5 Pre-requisites

To follow this course, we recommend following the **Asset Management Essentials** course or having a similar experience with Assets.

### 4.6 Key topics

- Create and configure Jira Asset custom fields
- Build advanced AQL queries
- Configure advanced object imports
- Use automation with Asset objects and Jira fields
- Configure your objects in an advanced way

## 5 Asset Management Essentials in Jira Service Management Cloud

### 5.1 Hosting

Cloud

### 5.2 Description

Learn the basics of asset management in Jira Service Management, starting with navigation and searching.

Import simple data, learn the different way Jira integrates with Assets.

### 5.3 Duration

1 full day

### 5.4 Target audience

This course has been designed for beginners, confirmed users, ITSM agents, CMDB managers and Jira Administrators.

### 5.5 Pre-requisites

To follow this course, there are no pre-requisites.

### 5.6 Key topics

- Navigate in Assets
- Build a CMDB
- Search through your assets
- Create asset dependencies and use relations
- Make simple asset imports
- Use automation to increase integration between Assets and Jira

## 6 Asset Management Essentials in Jira Service Management Data Center

### 6.1 Hosting

Data Center

### 6.2 Description

Learn the basics of asset management in Jira Service Management, starting with navigation and searching.

Import simple data, learn the different way Jira integrates with Assets.

You'll learn to create and personalize reports and dashboards so you can have a simple holistic view of your Assets.

### 6.3 Duration

1 full day

### 6.4 Target audience

This course has been designed for beginners, confirmed users, ITSM agents, CMDB managers and Jira Administrators.

### 6.5 Pre-requisites

To follow this course, there are no pre-requisites.

### 6.6 Key topics

- Navigate in Assets
- Build a CMDB
- Search through your assets
- Create asset dependencies and use relations
- Make simple asset imports
- Use automation to increase integration between Assets and Jira
- Create reports and dashboards

## 7 Atlassian Cloud Organization Administration

### 7.1 Hosting

Cloud

### 7.2 Description

Manage your cloud organization and site, enroll your users, add products and apps.

This is the first step towards Jira and Confluence Administration.

### 7.3 Duration

1 half-day

### 7.4 Target audience

This course has been designed for Jira and Confluence administrators, Product Managers, Organization administrators.

### 7.5 Pre-requisites

To follow this course, we recommend having a basic knowledge of Jira and/or Confluence.

### 7.6 Key topics

- Define Atlassian cloud organizations, sites and products
- Identify the Atlassian Admin roles
- Manage access
- Define Atlassian Access and its features
- Additional cloud features

## 8 Atlassian Incident Management Essentials

### 8.1 Hosting

Cloud

### 8.2 Description

Learn best practices for incident and major incident management in the ITIL framework.

Manage incidents easily by using queues, teams, Opsgenie and Oncall.

Learn the lifecycle of a major incident.

### 8.3 Duration

1 half-day

We recommend the combination of this class with Request Management Essentials for a full day course.

### 8.4 Target audience

This course has been designed for ITSM agents, incident managers, team leads, Jira and Project Administrators.

### 8.5 Pre-requisites

To follow this course, we recommend completing the **Managing Jira Service Projects** course or having a similar experience.

### 8.6 Key topics

- Introduction to incident management
- Setup and manage teams
- Integration tools for incident management
- Lifecycle of a major incident
- Incident management best practices

## 9 Atlassian Service Request Management Essentials

### 9.1 Hosting

Cloud

### 9.2 Description

Learn best practices for service request management in the ITIL Framework.

Setup a easy to read and use knowledge base for your customers and teams.

Use automation rules to automate your processes and accelerate the work of your teams.

Use reports to check on the quality of your work.

### 9.3 Duration

1 half-day

We recommend you combine this course with Incident Management Essentials to have a full day.

### 9.4 Target audience

This course has been designed for ITSM agents, service managers, team lease, Jira and Project administrators.

### 9.5 Pre-requisites

To follow this course, we recommend taking the **Managing Jira Service Projects** course or having a similar experience.

### 9.6 Key topics

- Introduction to service request management
- Setup a knowledge base for self-service
- Automate service requests
- Automate asset management
- Report and improve on your service request process

## 10 Confluence Administration Cloud

### 10.1 Hosting

Cloud

### 10.2 Description

Learn to setup Confluence for your organization, while also learning the best practices and use cases to make Confluence the collaboration tool of your team.

Learn about the different administration levels, how to control access with global and space permissions.

Learn about the export possibilities of Confluence, archiving and deleting content.

Use the analytics to ensure the content and functionalities of Confluence are used by your teams.

### 10.3 Duration

1 half-day

### 10.4 Target audience

This course has been designed for Confluence Administrators.

### 10.5 Pre-requisites

To follow this course, we recommend being at ease with content creation, macro usage and space administration in Confluence.

### 10.6 Key topics

- Manage permissions
- Configure global settings
- Import, export, save and restore spaces
- Improve Confluence by using analytics

## 11 Confluence Administration Data Center and Server

### 11.1 Hosting

Data Center

### 11.2 Description

Expand your Confluence knowledge at administrator level.

Are you a new Confluence administrator who wants to set up a new instance or take over the management of an existing one? Would you like to know where to start and learn Confluence administrative tasks?

This course will provide you with a solid foundation for configuring your instance, managing your users and groups, and controlling access to the application.

You will also learn how to manage spaces and content efficiently, including the right ways to structure content to make it easy to find, use, maintain and clean. You will also learn how to manage access to content.

The course contains a variety of case studies and exercises to help you understand Confluence administration. Best practices are included for each topic.

### 11.3 Duration

1 full day

### 11.4 Target audience

This course is designed for Confluence administrators, or space administrators who wish to become Confluence administrators.

### 11.5 Pre-requisites

Before taking this course, we recommend taking the **Confluence Essentials** course or having equivalent experience.

### 11.6 Key topics

- Configure and grant access to your Confluence instance
- Use permissions and set them up according to best practices
- Create, configure and manage content, export and import content

## 12 Confluence Essentials

### 12.1 Hosting

Data Center

### 12.2 Description

Learn everything you need to get started with Confluence.

This course is designed for all Confluence end-users and will help you understand the basics.

Create, edit and format pages. Share content and collaborate with team members.

Organize pages for easy access later. Use macros to create aesthetic and functional content.

Start with the Confluence basics today to improve your team collaboration, productivity and knowledge management.

### 12.3 Duration

1 full day

### 12.4 Target audience

This course has been designed for all Confluence users who wish to increase their skills.

### 12.5 Pre-requisites

No prior experience with Confluence is required for this course.

### 12.6 Key topics

- Use Confluence to collaborate with teammates
- Create, format and manage content in Confluence
- Organize your content and create reports in Confluence

## 13 Getting More from Jira Workflows

### 13.1 Hosting

Cloud / Data Center

### 13.2 Description

Improve your processes with optimized workflows.

Optimizing your workflows is the key to getting the most out of Jira. This course helps you improve your teams' processes by creating customized workflows.

Learn best practices and solutions through real-world scenarios. Discover advanced functionalities such as conditions, validators, triggers, post-functions as well as state and transition properties.

The concepts covered in this course apply to all Jira products.

### 13.3 Duration

1 full day

### 13.4 Target audience

This course has been designed for Jira administrators and users who need to create and maintain business processes in Jira.

### 13.5 Pre-requisites

Before taking this course, we recommend taking the **Jira Administration Part 1** and **Jira Administration Part 2** courses or having equivalent experience.

You should be familiar with:

- Managing users, groups, project roles and authorizations
- Creating screens, fields, projects, requests and systems
- Creating and using reports, transitions and workflow systems

### 13.6 Key topics

- Build and adapt workflows to meet the needs of your teams
- Configure workflows to improve work processes
- Master concepts such as conditions, validators, post-functions and triggers

## 14 Jira Administration Part 1 for Cloud

### 14.1 Hosting

Cloud

### 14.2 Description

Learn the basics to become a Jira Admin Hero.

Configure Jira, apply global permission, project permissions and roles.

Learn the best practices directly from Atlassian.

### 14.3 Duration

1 half-day

### 14.4 Target audience

This course has been designed for admins maintaining the Jira Software, Jira Service Management and / or Jira Work Management products.

After completing this course, upgrade your knowledge with **Jira Administration Part 2**.

### 14.5 Pre-requisites

Before starting this course, you need to have Jira basics or having followed the **Jira Essentials with an Agile Mindset** course.

### 14.6 Key topics

- Configure Jira in a cloud site
- Setup global and project permissions as well as project roles
- Get familiar with best practices and admin responsibilities in Jira.

## 15 Jira Administration Part 1 for Data Center

### 15.1 Hosting

Data Center

### 15.2 Description

Learn the skills to become a Jira Expert Administrator.

In this training course, you will learn first-hand how to manage important administrative tasks in Jira.

Configure Jira, manage users, apply global permissions, create new projects, update workflows and control access to your products.

Learn best practices and get tips via realistic scenarios for exercises.

### 15.3 Duration

1 full day

### 15.4 Target audience

This course has been designed for administrators who manage Jira Software, Jira Service Management and/or Jira Core.

After completing this course, continue your skills development with **Jira Administration Part 2**.

### 15.5 Pre-requisites

Before starting this course, we recommend taking the **Jira Essentials with Agile Mindset** course, or having equivalent experience.

### 15.6 Key topics

- Set up a new Jira instance for your organization
- Manage users, set up permissions and configure projects
- Familiarize yourself with Jira administration best practices and responsibilities

## 16 Jira Administration Part 2

### 16.1 Hosting

Cloud / Data Center

### 16.2 Description

Deep dive into Jira Administration via advanced features.

This training is the follow-up of Jira Administration part 1 and gets into complex administration tasks.

Explore complex systems, advanced workflow configuration, sprint and board permissions.

Build around a business use case, this course will allow attendees to apply learned skills into real life application and directly usable into your organization.

### 16.3 Duration

1 full day

### 16.4 Target audience

This course has been designed for Jira Administrators.

### 16.5 Pre-requisites

To follow this course, we recommend following the **Jira Administration Part 1** course.

### 16.6 Key topics

- Ask the right questions to determine business requirements
- Convert needs into Jira configurations
- Know good practices and Jira responsibilities

## 17 Jira and Confluence Together

### 17.1 Hosting

Cloud / Data Center

### 17.2 Description

Combine project management and team collaboration with Jira and Confluence together.

This training course helps you learn the basics of integrating the two applications.

Create Jira requests directly from Confluence. Link Jira requests to Confluence pages. Build reports across both platforms. Bring knowledge and work management together to increase your team's efficiency and follow-up.

### 17.3 Duration

1 full day

### 17.4 Target audience

This course has been designed for project managers, scrum masters, program managers, product owners, product managers, Jira and Confluence administrators, Jira and Confluence users.

### 17.5 Pre-requisites

Before taking this course, we recommend taking the **Jira Essentials with Agile Mindset** or **Confluence Essentials** courses, or having equivalent experience.

### 17.6 Key topics

- Enable teams to manage projects through Jira and Confluence
- Link and create Jira requests in Confluence
- Access Jira reporting in Confluence

## 18 Jira Automation

### 18.1 Hosting

Cloud

### 18.2 Description

Learn how to reduce project complexity through automation.

This course helps you create effective automations to optimize your team's processes.

Automate repetitive tasks and improve the consistency of your work with triggers, conditions, actions, branches and intelligent variables.

Also learn how to integrate Jira with other tools such as Slack, Email, Bitbucket, GitHub and any other tool using Webhook services.

### 18.3 Duration

1 full day

### 18.4 Target audience

This course has been designed for Product Owners, Scrum Masters, Program Managers, Product Managers, Jira Project Administrators and Jira Administrators.

### 18.5 Pre-requisites

Before taking this course, we recommend taking the **Jira Essentials with Agile Mindset** course or having equivalent experience.

### 18.6 Key topics

- Create basic and advanced automations
- Use workflow rules, smart variables and branch rules
- Integrate automation rules with other products

## 19 Jira Essentials with Agile Mindset

### 19.1 Hosting

Cloud / Data Center

### 19.2 Description

Improve your team processes via Agile methodology and principles.

This training provides a solid base for adopting an agile mindset by introducing Agile and Lean principles while applying these principles into Jira.

This basic course is essential in knowing the “why” of Kanban and Scrum and how to integrate the way of agility into Jira Boards, Issues and Reports.

Attendees will also learn how to apply search queries and basic functions in Jira.

### 19.3 Duration

1 full day

### 19.4 Target audience

This course has been designed for basic Jira users, people interested in an onboarding of agility, developers, project owners, scrum masters.

### 19.5 Pre-requisites

There are no pre-requisites.

### 19.6 Key topics

- Use Jira to organize your work
- Setup Jira to improve the team processes
- Learn Agility and Lean
- Know the differences between Kanban and Scrum projects and boards
- Use search queries

## 20 Managing Confluence Spaces

### 20.1 Hosting

Cloud

### 20.2 Description

Use Confluence spaces to showcase content.

This course provides Confluence users and administrators with the keys to administering spaces in Confluence Cloud.

Learn how to manage spaces and their content in Confluence and give your users the best possible experience.

### 20.3 Duration

1 half-day

### 20.4 Target audience

This course has been designed for content managers, project managers, IT and business users.

### 20.5 Pre-requisites

We recommend that participants have a basic knowledge of how to use Confluence (create, modify pages and work in spaces).

### 20.6 Key topics

- Create a space
- Manage the content of a space
- Export a space
- Analyze a space

## 21 Managing Jira Projects Data Center and Server

### 21.1 Hosting

Data Center

### 21.2 Description

Manage Jira Software projects in confidence. This training prepares users to manage and configure Jira software projects and to work efficiently with Jira administrators.

It covers good practice and tasks that an administrator might encounter everyday (creating, setting up, managing projects in Jira).

Learn how managing projects and managing Jira together is important to maintain a healthy instance.

### 21.3 Duration

1 full day

### 21.4 Target audience

This course has been designed for advanced users, Jira administrators, team leads, Agile project leads and Scrum masters.

### 21.5 Pre-requisites

To follow this course, we recommend following the **Jira Essentials with Agile Mindset** course or being familiar with the use of Jira.

### 21.6 Key topics

- Work with Jira configurations and your administrator
- Configure boards and issues
- Work on project configurations

## 22 Managing Jira Projects for Cloud

### 22.1 Hosting

Cloud

### 22.2 Description

Manage Jira Software projects in confidence. This training prepares users to manage and configure Jira software projects and to work efficiently with Jira administrators.

It covers good practice and tasks that an administrator might encounter everyday (creating, setting up, managing projects in Jira).

Learn how managing projects and managing Jira together is important to maintain a healthy instance.

### 22.3 Duration

1 full day

### 22.4 Target audience

This course has been designed for advanced users, Jira administrators, team leads, Agile project leads and Scrum masters.

### 22.5 Pre-requisites

To follow this course, we recommend following the **Jira Essentials with Agile Mindset** course or being familiar with the use of Jira.

### 22.6 Key topics

- Work with Jira configurations and your administrator
- Configure boards and issues
- Work on project configurations

## 23 Managing Jira Service Projects

### 23.1 Hosting

Cloud / Data Center

### 23.2 Description

Setting up Service Management projects for your customers and teams.

This course provides a solid introduction to setting up a service desk and running it on a daily basis using Jira Service Management.

You will be given lab exercises to carry out crucial configurations, including setting up a customer portal, queues and SLAs for your team, and linking a knowledge base.

### 23.3 Duration

1 full day

### 23.4 Target audience

This course has been designed for Jira administrators, service center administrators, team leaders and IT managers.

### 23.5 Pre-requisites

If you are solely responsible for setting up a service project, there are no pre-requisites.

If you are also responsible for setting up Jira company-wide, you should have completed **Jira Administration Part 1**, or have equivalent experience.

### 23.6 Key topics

- Set up a Service Management project
- Set up the portal and manage agent functionalities
- Learn about best practices in Service Management

## 24 Plans in Jira Software

### 24.1 Hosting

Cloud / Data Center

### 24.2 Description

Plan, refine and visualize your projects.

Advanced Roadmaps for Jira is the application of Agile methodology at enterprise level.

With Advanced Roadmaps, you can create reliable forecasts of your work and keep track of current work through realistic planning in a constantly changing environment, thus maintaining a single reliable source.

In this training course, you'll get a broad overview of Advanced Roadmaps features and learn how to use the advanced planning interface to create a plan that reflects your reality.

The lab environments provided will enable you to experiment with scope, team and version adjustments. You'll also learn how to safely test hypotheses to improve the efficiency of your long-term planning.

### 24.3 Duration

1 full day

### 24.4 Target audience

This course has been designed for Jira Project Administrators, Scrum Masters, Product owners and Jira Software users.

### 24.5 Pre-requisites

Before taking this course, we recommend that you take the **Jira Software with Agile Mindset** course or have equivalent experience with Jira Software.

### 24.6 Key topics

- Use Advanced Roadmaps high-level planning and manipulate the iron triangle to achieve the desired result
- Create a plan, change and manage the scope while setting up dependencies between requests
- Change and manage teams and versions

## 25 Realizing the Power of Jira Reporting and Dashboards (EN)

### 25.1 Hosting

Cloud / Data Center

### 25.2 Description

Share information with your teams via dashboards and reports.

This course is designed for those new to Jira dashboards and reporting and will set them on the way to exploiting one of Jira's strengths: displaying project status on customizable dashboards.

You will learn how to use Jira Software's standard reporting and dashboarding capabilities, and how to determine progress and bottlenecks in projects.

Through exercises, you will create and configure a project dashboard and learn how to set up dashboard widgets. You will also learn how to interpret data from Jira reports, configure a wallboard and create a multi-project dashboard.

The course covers dashboard best practices and pitfalls, as well as how to ensure that reporting includes the right data at the right time.

### 25.3 Duration

1 full day

### 25.4 Target audience

This course has been designed for Jira Project Administrators, Scrum Masters, Product owners and Jira Software users.

### 25.5 Pre-requisites

For this course, you will need basic familiarity of Jira Software, basic understanding of Jira Query Language (JQL), basic understanding of Jira Workflows and basic understanding of Jira Filters.

### 25.6 Key topics

- Create and configure reports and dashboards
- Respond to business requests through reports and dashboards
- Read and interpret reports and widgets