



Advanced JIRA Administration: Workflow Automation, Permissions, and Customization

05 - 09 Jul 2027
Kuala Lumpur



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Course Overview

In today's fast-paced business environment, JIRA administration has become a crucial skill for effectively managing projects. This advanced course explores the key features of JIRA, including customizing workflows, setting up permission schemes, and automating processes. These skills aim to enhance issue tracking and improve team collaboration.

Target Audience

- JIRA Administrators
- IT Managers and System Administrators
- Agile Coaches and Scrum Masters
- Project Managers
- Software Development Team Leads
- DevOps Engineers
- Business Analysts

Targeted Organizational Departments

- IT and Software Development
- Project Management Offices PMOs
- Customer Support and Helpdesk Teams
- DevOps and Infrastructure Teams
- Quality Assurance QA Departments

Targeted Industries

- Software Development and IT Services
- Finance and Banking
- Healthcare and Pharmaceuticals
- Manufacturing and Supply Chain
- Telecommunications
- Government and Public Sector



Course Offerings

By the end of this course, participants will be able to:

- Configure JIRA workflow automation to improve efficiency
- Set up JIRA permission schemes and manage security levels
- Differentiate and manage JIRA project roles vs groups
- Implement JIRA notification schemes for better communication
- Configure JIRA issue types and manage custom fields
- Integrate JIRA REST and SOAP APIs for extended functionality
- Troubleshoot JIRA debugging techniques and optimize performance
- Implement JIRA scalability strategies for enterprise use
- Customize JIRA dashboards for real-time reporting
- Integrate JIRA with DevOps for seamless CI/CD processes

Training Methodology

- Case Studies: Analyze JIRA workflow transitions and security configurations in corporate settings.
- Live Demonstrations: Implement JIRA automation rules and custom notifications.
- Group Activities: Collaborate to optimize JIRA permission schemes and issue workflows.
- Troubleshooting Sessions: Debug and resolve common JIRA performance issues.
- Q&A and Feedback: Gain insights from expert-led discussions.

Course Toolbox

- JIRA Configuration Checklists
- Pre-configured JIRA Templates
- API Integration Guide
- JIRA Performance Optimization Playbook
- Real-World Case Studies
- Access to Online Resources

Course Agenda

Day 1: Mastering JIRA Administration and Project Setup

- **Topic 1:** Understanding JIRA Groups vs Project Roles
- **Topic 2:** Configuring JIRA Project Setup and Structure
- **Topic 3:** Managing JIRA Permission Schemes and Issue Security Levels
- **Topic 4:** JIRA Notification Schemes and Communication Best Practices
- **Topic 5:** JIRA Issue Type Configuration and Custom Field Management
- **Topic 6:** Exploring JIRA Database Structure for Advanced Administration
- **Reflection & Review:** Key Learnings from JIRA Administration Best Practices



Day 2: Advanced Workflow Customization and Issue Management

- **Topic 1:** Understanding JIRA Workflow Schemes and Transitions
- **Topic 2:** Creating Custom Workflows from Scratch
- **Topic 3:** Implementing Workflow Conditions, Validators, and Post-Functions
- **Topic 4:** JIRA Issue Lifecycle and Automation Rules
- **Topic 5:** Managing Bulk Operations for Issue Updates
- **Topic 6:** Best Practices for Debugging JIRA Workflow Issues
- **Reflection & Review:** Reviewing Workflow Automation and Customization

Day 3: Security, Permissions, and Integration Strategies

- **Topic 1:** JIRA Permission Troubleshooting and Access Management
- **Topic 2:** Implementing JIRA Security Schemes for Controlled Access
- **Topic 3:** JIRA Integrations with External methods and API Management
- **Topic 4:** Using JIRA REST API for Automating Administrative Tasks
- **Topic 5:** SOAP API and Command Line Interface CLI for Advanced Admins
- **Topic 6:** Managing Remote Access Setup for JIRA Users
- **Reflection & Review:** Securing and Extending JIRA Functionality

Day 4: Performance Optimization and DevOps Integration

- **Topic 1:** JIRA Performance Optimization and Scalability Strategies
- **Topic 2:** Best Practices for JIRA Upgrades and Data Migration
- **Topic 3:** JIRA for DevOps: Integrating with CI/CD Pipelines
- **Topic 4:** JIRA SLA Tracking and Agile Project Management
- **Topic 5:** Monitoring User Activity and Troubleshooting JIRA Logs
- **Topic 6:** Enhancing JIRA Ticketing System for Cross-Functional Collaboration
- **Reflection & Review:** Performance Tuning and DevOps Best Practices

Day 5: Reporting, Dashboards, and Best Practices

- **Topic 1:** JIRA Reporting Best Practices and Custom Report Generation
- **Topic 2:** JIRA Dashboards Customization for Real-Time Monitoring
- **Topic 3:** Agile Backlog Management and Sprint Planning in JIRA
- **Topic 4:** JIRA Plugin Development and Extending Functionality
- **Topic 5:** Troubleshooting Common JIRA Administration Challenges
- **Topic 6:** JIRA Configuration Best Practices for Large Teams
- **Reflection & Review:** Final Course Summary and Q&A

FAQ

- **What specific qualifications or prerequisites are needed for participants before enrolling in the course?**



This course is designed for individuals with basic JIRA administration knowledge. Prior experience in JIRA configuration, issue tracking, and workflows is recommended but not required.

- **How long is each day's session, and is there a total number of hours required for the entire course?**

Each day's session runs 4-5 hours, with breaks and interactive activities. The total course duration is 20-25 hours over five days.

- **What are the best practices for JIRA workflow automation to reduce manual tasks?**

Some best practices include using automation rules, leveraging JIRA REST API, and implementing workflow triggers to minimize manual issue tracking and transitions.

How This Course is Different from Other JIRA Administration Courses

The course is uniquely designed to provide hands-on, real-world expertise beyond standard JIRA training programs. While many courses focus solely on JIRA basics, this program goes deep into JIRA administration, workflow automation, and security configurations to optimize issue tracking and project management.

Unlike traditional JIRA courses, this training includes JIRA workflow customization, JIRA permission schemes, JIRA notification schemes, and JIRA security levels in an interactive, scenario-based format. Participants will learn not just how to configure JIRA, but also how to troubleshoot common administrative issues, scale JIRA for enterprise environments, and integrate JIRA REST API and SOAP API for automation and DevOps workflows.



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IT Security Training & IT Training Courses

Leadership and Management Training Courses

Legal Training, Procurement and Contracting Courses

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