
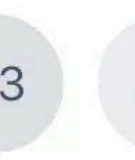














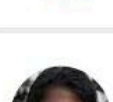

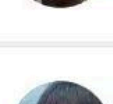







List



	Summary	Status	Assignee	Due date	Priority
> <input checked="" type="checkbox"/>	Whiteboard markers	ORDERING	 Alana Song	17 Aug, 2025	 Low
<input type="checkbox"/>	New video conferencing technology	ORDERING	 Eva Lien	29 Sep, 2025	 Low
<input checked="" type="checkbox"/>	Portable electronic charging stations	ORDERING	 Amar Sundaram	01 Oct, 2025	 Low
> <input checked="" type="checkbox"/>	Desk chairs for new hires	FILL REQUEST	 Franz Perez	16 Nov, 2025	 Highest
<input type="checkbox"/>	Laptops for new hires who	ORDERING	 Jie Yan	12 Oct, 2025	 Low
> <input checked="" type="checkbox"/>	Hand sanitizer for desks	ORDERING	 Alana Song	18 Sep, 2025	 Low
<input type="checkbox"/>	Swag for upcoming townhall	ORDERING	 Jie Yan	17 Aug, 2025	 Medium
			 Amar Sundaram	29 Sep, 2025	
			 Franz Perez	01 Oct, 2025	

 Jira

 Confluence

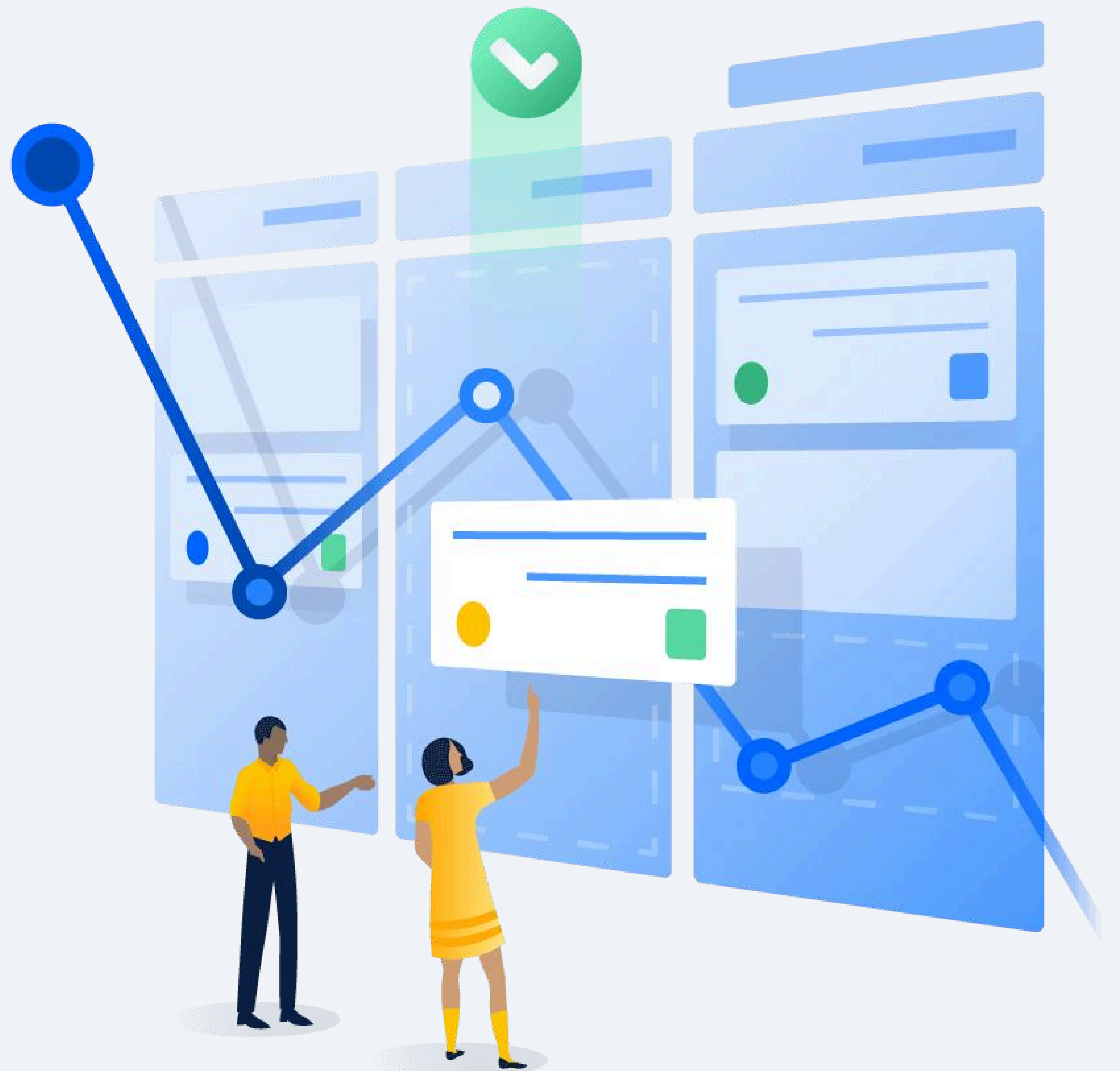


Atlassian Training Catalog

by AgileOps



Jira Courses



01

Jira Essentials with Agile Mindset

Beginner

This course teaches you how to combine Agile principles with Jira skills to improve team effectiveness. You'll learn about Kanban, Scrum, along with key Jira features like JQL, epics, and more.

Designed for those new to Jira or Agile, with no pre-work required.

Goals

- Use Jira to organize, find, and report your work
- Apply agile principles and methodologies
- Configure Jira to match your teams' agile processes

Lessons include

- Agile and Jira Overview
- Project Boards
- Enrich work item
- Kanban Method
- Lean and Agile Principles
- Scrum
- Searching
- Filters
- Epics
- Dashboards
- Putting it all Together

[Course details →](#)

Prepare for the Jira Software Essentials Certification Exam

Beginner



02

Get exam-ready!

This course helps you prepare for the [Atlassian Certified Associate – Jira Software Essentials](#) exam. You'll review key concepts with a live instructor, including Jira basics, agile frameworks, workflows, issue operations, and Scrum vs Kanban boards.

Exclusive course benefits: Practice questions, live Q&A, a free exam voucher, and insider tips.

Managing Jira Projects Cloud

Intermediate

This course teaches you how to create, configure, and maintain Jira projects, focusing on project administration and its connection to overall Jira system health.

It also helps prepare for the Managing Jira Projects for Cloud Certification exam.

Recommended for Jira Cloud users, Jira Cloud project administrators, team leads, agile project managers, and scrum masters.

Goals

- Work with your administrator to configure Jira
- Set up boards and issue types
- Modify project details
- Configure Jira automation rules
- Assign team members to project roles
- Run reports and create dashboards

Lessons include

- Course Overview
- Managing Projects
- Managing Roles and Permissions
- Managing Boards
- Boards and Projects
- Managing work items
- Automation
- Reports and Dashboards
- Other Jira Features
- Creating and Configuring Team-Managed Projects

 Prior Jira experience (*Jira Essentials with Agile Mindset*) is advised.

[Course details →](#)

Jira & Confluence together

Intermediate

04

This course teaches your team how to integrate Jira and Confluence for better collaboration and project efficiency. You'll learn to link Jira work items and Confluence pages, create Jira work items from Confluence, manage product requirements, and report on Jira projects in Confluence.

This course is ideal for project managers, scrum masters, product managers, administrators, and general users.

Goals

- Describe the benefits of using Jira and Confluence together
- Describe how content permissions interact across Jira and Confluence
- Create a Confluence page from Jira
- Create a Jira work item in Confluence
- Use Smart Links between products
- Add links to Confluence pages in Jira work items
- Add links to Jira work items on Confluence pages
- View Jira data and timelines on Confluence pages

Lessons include

- Course overview
- Why integrate Jira and Confluence?
- Linking work items and pages
- Creating work items using Confluence
- Product requirements blueprint
- Reporting Jira information in Confluence

 Prior *Jira Fundamentals* and *Confluence Fundamentals* are recommended.

[Course details →](#)

Plans in Jira Software

Intermediate

This course provides your team with an overview of Plans in Jira Software (formerly Advanced Roadmaps) for planning across multiple projects.

You'll also learn how auto-scheduler can be used to build Plans, and then how to experiment with “what-if” scenarios – adjusting scope, resources, and time – to improve your long-term planning effectiveness.

The course is ideal for those managing Jira projects – such as program managers, project managers, product owners, product managers, development team managers, and scrum masters.

Goals

- Monitor dependencies within and across projects
- Build “what-if” scenarios to explore potential project outcomes
- Manage teams within and across projects

 Prior Agile and Jira experience (*Jira Essentials with Agile Mindset*) is recommended.

[Course details →](#)

Lessons include

- Course Overview
- Getting Started with Plans in Jira Software
- Plans in Jira Software and Auto-schedule
- Working with Dependencies
- Working with Releases and Scenarios
- Working with Teams
- Using Colors and Views

Realizing the power of Jira reporting & dashboards

Intermediate

This course teaches your team how to build and read effective Jira reports and dashboards using the right metrics and gadgets. You'll learn best practices for sharing dashboards, filtering data, configuring wallboards, and creating multi-project views.

This course is designed for anyone new to Jira dashboards and reports, plus Jira project managers including scrum masters, product owners, and Jira users.

Goals

- Create a multi-project dashboard in Jira
- Use all report features
- Filter Jira data to create useful reports and dashboards
- Choose and add the right gadgets for your dashboards

Lessons include

- Course overview
- Jira reporting
- Creating Jira dashboards
- Analyzing reports & gadgets
- Filtering data for dashboards and reports
- Sharing dashboards
- Reporting in Confluence*

 Prior knowledge of *Jira essentials with agile mindset* is recommended.

[Course details →](#)

Jira Automation

Intermediate

This course teaches you how to use Jira Automation to automate repetitive tasks. You'll gain a solid understanding of core components like triggers, conditions, actions, branch rules, and smart values. It also covers how to integrate Jira with tools like Slack, email, Bitbucket, GitHub, and other webhook-enabled services.

This course is designed for product owners, scrum masters, program managers, product managers, Jira Project Administrators, and Jira Administrators.

Goals

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

i *Equivalent experience in [Jira Essentials with Agile Mindset](#) is recommended.*

[Course details →](#)

Lessons include

- Course Overview
- Automation Overview
- Creating More Rules
- Administration
- Smart Values
- Advanced Rules
- Jira Service Management Rules

Getting more from Jira workflows

Intermediate

This course helps you optimize workflows and improve processes by building custom Jira workflows. You'll learn advanced features such as conditions, validators, post functions, triggers, and transition properties. It also covers handling complex workflow requirements and best practices for workflow design.

Recommended for Jira administrators and anyone designing or managing Jira workflows.

Goals

- Use advanced workflow features to build workflows that support business processes.
- Manage complex workflow requirements.
- Apply best practices for creating and managing workflows.

Lessons include

- Course overview
- Covering the basics
- Creating conditions & validators
- Automating your workflow with post functions
- Triggering transitions
- Extending workflows with properties
- Taking it to the next level

 *Experience in Jira Administration ([Cloud](#), [Jira Administration Part 2](#)) is advised.*

[Course details](#) →

Managing Jira Service Projects (Cloud)

Intermediate

This course helps your team set up and manage Jira Service Projects effectively. You'll learn to configure and brand customer portals, create queues and SLAs, use a linked knowledge base, add participants, and automate service tasks. It also includes real business use cases for best practices.

This course is designed for anyone setting up Jira Service Projects, including Jira administrators, service project administrators/managers, team managers, and IT managers.

Goals

- Configure and brand your customer portal
- Create queues and SLAs for your service team
- Use a linked knowledge base
- Add participants to your service project
- Automate common tasks
- Create and administer service projects

Lessons include

- Course Overview
- Creating a Service Project
- Requests and Queues
- Configuring SLAs
- Using a Confluence Knowledge Base
- Customizing Your Email Channel and Customer Portal
- Adding Participants to Your Service Project
- Automating Your Service Project

i Experience is not required if only setting up service projects. For broader Jira setup, experience in Jira Administration ([Cloud](#) or [Data Center](#)) is recommended.

Course details →

Atlassian Service Request Management Essentials

Intermediate

This course helps your team create a self-service knowledge base, automate service requests, and apply best practices to improve service request management. You'll gain hands-on experience with Jira Service Management, including Assets for asset management, Confluence for knowledge management, and reporting for process insights, using both IT and business use cases.

This course is designed for service project Cloud administrators, Jira Cloud administrators, and members of service teams such as IT support managers, technical leads, customer service managers, and help desk managers.

Goals

- Create a service project
- Set up a knowledge base for customer self-service
- Run and interpret Jira Service Management reports to gain insight and make improvements

i Equivalent experience in *Managing Jira Service Projects* is advised.

Course details →

Lessons include

- Course Overview
- Introduction to Service Request Management
- Setting Up a Knowledge Base for Self-Service
- Automating Service Requests
- Automating Asset Management
- Best Practices for Service Request Management

Atlassian Incident Management Essentials

Intermediate

This course helps your team manage incidents from detection to resolution using best practices and real use cases. You'll gain hands-on experience with Jira Service Management, Opsgenie, Assets, and integrations like Bitbucket, Statuspage, and Slack. It also covers post-incident reviews (PIRs) to improve future responses and support development feedback loops.

This course is designed for service project administrators, Jira administrators, and other members of incident response teams such as IT Ops managers, IT support managers, technical leads, developers, site reliability engineers, and network engineers.

Goals

- Quickly set up a project for incident management
- Manage an incident through a hands-on case study
- Use best practices for each stage of incident management

Lessons include

- Course overview
- Introduction to incident management
- Setting up your teams
- Setting up your services & integrating tools
- The lifecycle of a major incident
- Best practices for incident management

i Completion of *Managing Jira Service Projects* or equivalent experience is advised

Course details →

Asset Management Essentials in Jira Service Management

Intermediate

This course teaches your team how to use Assets in Jira Service Management to manage Enterprise Assets (EAM) and IT Assets (ITAM), while exploring its CMDB capabilities.

Learners will:

- Get familiar with the Assets UI and navigation
- Create and manage object types, attributes, and objects
- Configure Assets automation
- Integrate external systems to import data into Assets

This course is designed for Assets users, Assets managers, Assets administrators, service project administrators, and other members of incident response teams such as IT Ops managers, IT support managers, technical leads, developers, site reliability engineers, network engineers, and more.

Goals

- View and edit object types, objects, and attributes in an Assets schema
- Configure Assets automation
- Import data into Assets

Lessons include

- Course Overview
- Assets Basics
- Creating Object Types and Attributes
- Connecting Object Types
- Searching and Basic AQL
- Importing Data
- Assets Automation
- Assets Reporting*

**This lesson is available for Data Center only*

i Familiarity with Jira Service Management and *Jira Automation* is suggested before taking this course.

Course details →

Advanced Asset Management in Jira Service Management

Advanced

This live training advanced Assets course will show your team how to manage your Enterprise assets (EAM) and IT assets (ITAM), and take advantage of Asset's CMDB capabilities. Team members will be able to customize Assets for your organization's resources and processes. Your team also get an introduction to integration options and learn advanced configurations for data import and synchronization.

This course is designed for Assets administrators and Jira administrators.

Goals

- Integrate Assets to help agents process tickets quickly and efficiently
- Configure Assets object custom fields to reduce errors and provide vital information on tickets
- Use advanced AQL functions, including creating queries that combine AQL and JQL

Lessons include

- Course Overview
- Assets Object Custom Fields
- Assets Referenced Custom Fields
- Advanced AQL Searches
- Advanced Imports
- Using AQL and JQL Together
- Automation with Assets Objects and Fields
- Advanced Object Configurations

 Completion of [Asset Management Essentials](#), or equivalent experience with Assets or Jira Administration is suggested.

[Course details](#) →

Jira Administration Part 1

Advanced

Through real-world business scenarios, your team will learn tips and best practices to ensure your success as Jira administrators. Including how to configure Jira, apply global permissions, create new projects, update workflows, and control access to your products.


This course is designed for new Jira administrators managing Jira Software, Jira Service Management, and/or Jira Work Management or administrators working in Jira Cloud.

Goals

- Set up a new Jira site for your organization
- Understand important Jira administrator best practices and responsibilities
- Configure projects and set permissions

Lessons include

- Course Overview
- Configuring Jira
- Configuring Global Permissions
- Jira Projects Overview
- Creating & Configuring Company-Managed Projects
- Configuring Company-Managed Project Permissions
- Configuring Company-Managed Project Roles

 Completion of *Jira Essentials with Agile Mindset* or equivalent experience is advised.

[Course details →](#)

Jira Administration Part 2

Advanced

This advanced course uses real-world business case study to help your team apply complex Jira administration skills right away. It covers advanced workflow configurations, complex schemes, and board and sprint permissions – equipping your team to manage Jira effectively in a business context.

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

Goals

- Ask better questions to extract business requirements
- Map business requirements to Jira configurations
- Implement Jira administrator best practices and responsibilities

i Completion of Jira Administration Part 1 (*Cloud* or *Data Center*) or equivalent experience is suggested before taking this course.

Course details →

Lessons include

- Course Overview
- Mapping Your Business Into Jira
- Configuring Issue Types, Fields & Screens
- Customizing Workflows
- Configuring Board & Sprint Permissions
- Applying New Configurations to Projects

Atlassian Cloud Organization Administration

Advanced

This course equips your team to manage Atlassian Cloud accounts and products effectively. A live instructor will guide you on safely adding users, managing access, avoiding license misuse, and understanding advanced features in Atlassian Cloud Premium.

This course is designed for Jira or Confluence administrators, Atlassian product/application owners, and user provisioning managers.

Goals

- Efficiently manage user access to an organization and its products
- Navigate a cloud organization
- Manage product billing and access
- Add, manage, and update users and groups
- Recognize the different levels of administration within Cloud products
- Manage the advanced features of Cloud organizations
- Take advantage of free, premium, and advanced features

i Basic knowledge of user administration is helpful but not required.

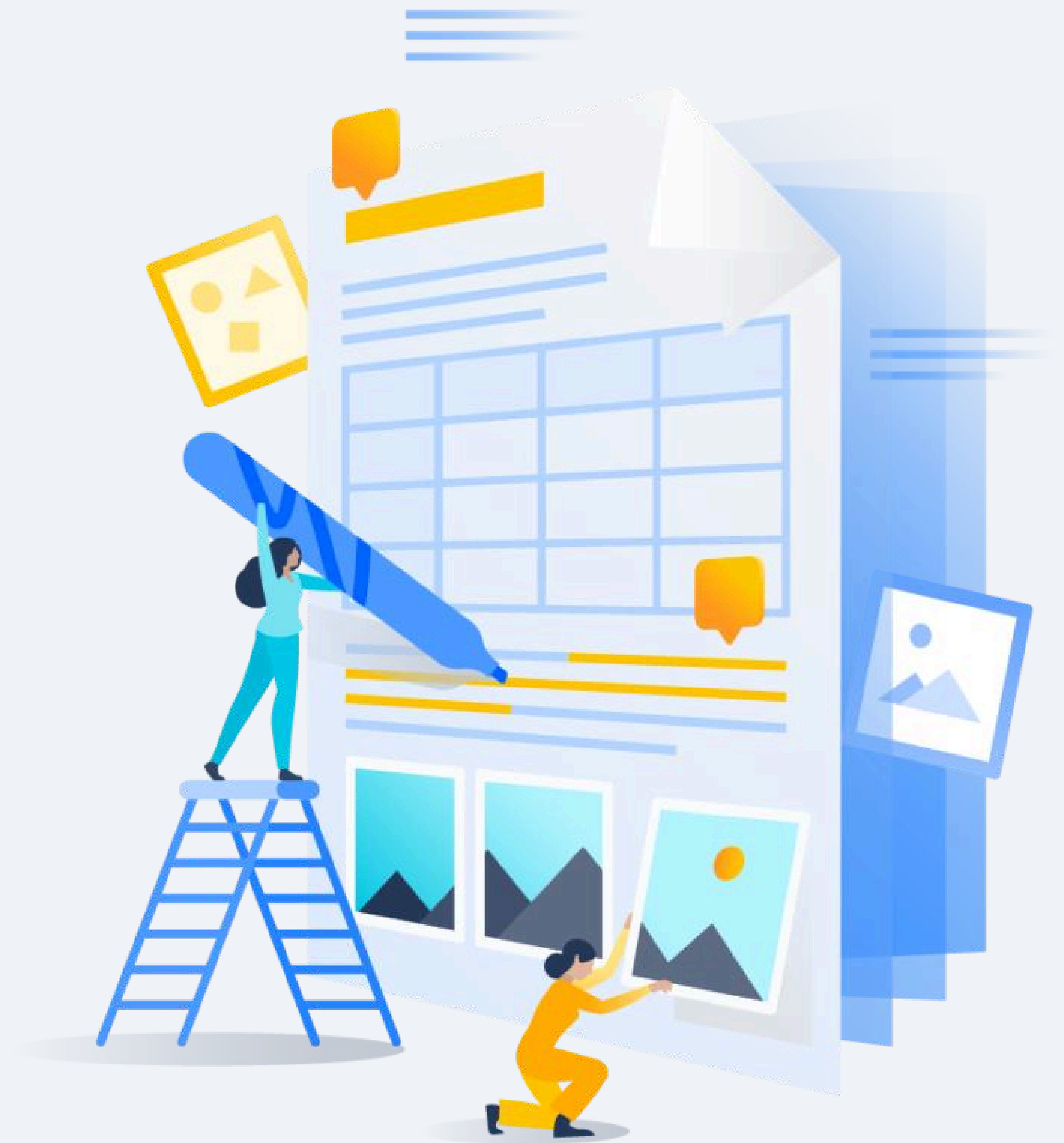
Course details →

Lessons include

- Course Overview
- Introduction to Cloud Administration
- Setting Up Your Organization and Site
- Users and Access
- Managed Accounts
- Premium and Enterprise Plan Features
- Advanced Features



Confluence Courses



Jira & Confluence together

Intermediate

01

This course teaches your team how to integrate Jira and Confluence for better collaboration and project efficiency. You'll learn to link Jira work items and Confluence pages, create Jira work items from Confluence, manage product requirements, and report on Jira projects in Confluence.

This course is designed for any Jira or Confluence users including project managers, scrum masters, product managers, administrators, and general users.

Goals

- Describe the benefits of using Jira and Confluence together
- Describe how content permissions interact across Jira and Confluence
- Create a Confluence page from Jira
- Create a Jira work item in Confluence
- Use Smart Links between products
- Add links to Confluence pages in Jira work items
- Add links to Jira work items on Confluence pages
- View Jira data and timelines on Confluence pages

Lessons include

- Course overview
- Why integrate Jira and Confluence?
- Linking work items and pages
- Creating work items using Confluence
- Product requirements blueprint
- Reporting Jira information in Confluence

 Prior *Jira* and *Confluence* fundamentals are recommended.

Course details →

Managing Confluence Spaces

Intermediate

This instructor-led course teaches your team how to structure content in Confluence spaces so it's easy to find and use, how to clean up and maintain content, and how to control user access. You will also learn to create standardized content using templates and blueprints, use macros to reduce manual work, and export or archive spaces when needed.

This course helps prepare your team for the **APB-220 Confluence Space Administration Pro Skills Badge**.

This course is designed for anyone who has the ability to create a Confluence space for your organization.

Goals

- Set up an organized Confluence space
- Effectively administer spaces and manage content
- Distinguish between Confluence space permissions and page restrictions and apply them to your space
- Export and archive your space
- Augment administrative oversight, using space analytics

i Completion of *Confluence Fundamentals* and familiarity with editing pages, using macros, and working in spaces is recommended.

Lessons include

- Course Overview
- Setting up a Space
- Managing Space Content
- Exporting Spaces
- Analyzing Spaces (optional)

[Course details →](#)

Confluence Administration Cloud

Intermediate

This course helps new Confluence administrators learn how to set up, configure, and maintain Confluence for your organization. Through real-world examples, participants will explore best practices for managing users, permissions, global settings, and structuring content across teams.

This course is designed for Confluence administrators.

Goals

- Manage users
- Manage global and space permissions
- Configure global settings
- Import, export, back up, and restore spaces
- Augment administrative oversight using Confluence analytics

Lessons include

- Course Overview
- User Management Permissions
- Configuring Global Settings
- Confluence Exports and Backups
- Confluence Analytics

i Before taking this course, your team should complete *Confluence Fundamentals* or have equivalent experience.

Course details →

Atlassian Cloud Organization Administration

Advanced

This course teaches your team how to manage Atlassian accounts and products, including how to safely add users and avoid issues like license overuse or unauthorized access. It also covers advanced features available in Atlassian Cloud Premium.

This course is designed for Jira or Confluence administrators, Atlassian product/application owners, and user provisioning managers.

Goals

- Efficiently manage user access to an organization and its products
- Navigate a cloud organization
- Manage product billing and access
- Add, manage, and update users and groups
- Recognize the different levels of administration within Cloud products
- Manage the advanced features of Cloud organizations
- Take advantage of free, premium, and advanced features

Lessons include

- Course Overview
- Introduction to Cloud Administration
- Setting Up Your Organization and Site
- Users and Access
- Managed Accounts
- Premium and Enterprise Plan Features
- Advanced Features²¹

i *Basic understanding of user administration is helpful but not required*

[Course details →](#)

Thank you



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