



# Atlassian Training Catalog

delivered by Sketch's Atlassian Certified Trainers



Training Partner

Valid until December 2026

# Atlassian Courses

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BETTER  
TEAMS.

BETTER  
SOFTWARE.

## Jira

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**New  
course!**

## Onboard to Jira Cloud

**Duration:** 1 day

Bring users and products together

In this introductory course, an expert instructor will teach you how to plan and track your work in Jira.

You will also learn how to navigate the Jira interface, use basic search and Rovo to find what you need, and quickly view the status of a team or project with dashboards.

The learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

This course is designed for anyone new to Jira.

There is no suggested pre-work for this course..

### **After this course, your team will be able to:**

- Explain how Jira helps teams organize, track and manage their work
- Navigate the Jira interface
- Find work in Jira
- Personalize Jira
- Visualize work using Jira boards
- Create and enhance work items
- Track progress with Jira views
- Use basic search
- Search with Rovo
- Create and share filters
- View, create, edit, and share a dashboard

### **Lessons include:**

- Course overview
- Navigate Jira
- Manage work in Jira
- Find the work items you need in Jira
- View & create dashboards

## Managing Jira projects (spaces)

**Duration:** 1 day

Create, configure, and maintain Jira projects

An expert instructor will teach your team the tasks and best practices needed to create, configure, and maintain company-managed projects in Jira and how to partner effectively with Jira administrators. Then, your team will explore topics that go beyond the scope of project admins: they'll learn how project administration is tied to Jira administration and they'll discover the importance of maintaining the health of the system as a whole.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

This course is designed for Jira power users, Jira project administrators, Jira administrators, team leads, agile project managers, and scrum masters.

Before taking this course, your team should complete [Onboard to Jira Cloud](#) or have equivalent experience.

**After this course, your team will be able to:**

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




Use this course to help prepare your team for Atlassian's Managing Jira Projects for Cloud Certification exam.

## Managing Jira projects (spaces) cont.

### Lessons include:

- Course overview
- Agile and Jira overview
- Visualize work using project boards
- Enrich work items
- Kanban method
- Lean and agile principles
- Scrum overview
- Quick search and basic search
- Filters
- Epics
- Dashboards
- Putting it all together
- Lean and agile principles

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Use this course to help prepare your team for Atlassian's Managing Jira Projects for Cloud Certification exam.



## Jira automation

**Duration:** 1 day

Reduce project complexity

An expert instructor will teach your team how to use Jira automation to automate repetitive work tasks. Your team will explore the building blocks of automation rules, including triggers, conditions, actions, branch rules, and smart values. Then, they'll learn how to create their own automation rules.

Your team will also learn how to integrate Jira with other tools like Slack, email, Bitbucket, GitHub, and any webhook-enabled services.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

This course is designed for product owners, scrum masters, program managers, product managers, Jira project administrators, and Jira administrators.

Before taking this course, your team should complete [Onboard to Jira Cloud](#) or have equivalent experience.

### **After this course, your team will be able to:**

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

### **Lessons include:**

- Course overview
- Automation overview
- Creating more rules
- Administration
- Smart values
- Advanced rules
- Jira Service Management rules

## Realizing the power of Jira reporting and dashboards

**Duration:** 1 day

Visualize your team's Jira project status

An expert instructor will teach your team how to use Jira reports and dashboards to view and assess progress and identify bottlenecks ahead of time. Your team will learn how to read Jira reports and share meaningful reports and dashboards with stakeholders. They'll also learn dashboard best practices and pitfalls — including how to ensure your team's reporting reflects the right metrics (like health, progress, and status) at the right time.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

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

Before taking this course, your team should complete [Onboard to Jira Cloud](#) or be familiar with topics including navigation, viewing boards and issues, Jira workflows, Jira filters, and using the advanced JQL editor to enter filter queries.

### After this course, your team will be able to:

- 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

## Plans in Jira (Advanced Roadmaps)

**Duration:** 1 day

Plan and predict work

An expert instructor will teach your team how to maintain a single source of truth for ongoing work with plans in Jira. Learn how to use the auto-scheduler to make recommendations based on your team's work, capacity, and timelines, and easily identify dependencies between work items to prevent bottlenecks.

This course is designed for anyone responsible for managing Jira spaces, including program managers, project managers, product owners, product managers, development team managers, and scrum masters.

Before taking this course, your team should complete [Onboard to Jira Cloud](#) or have equivalent experience.

### After this course, your team will be able to:

- Use your team's data in Jira to predict resources and stay informed about resources, scope, and launch dates for future projects
- Create a plan in Jira, add work items, and highlight key information
- Automatically schedule work and predict the impact of data changes
- Indicate milestones and deadlines with releases and cross-project releases in your plan's timeline
- Create different scenarios to explore the impact of changes to scope, capacity, or deadlines
- Customize views for plans using groups and colors and share with stakeholders

### Lessons include:

- Course overview
- Getting started with plans in Jira
- Plans in Jira and auto-scheduler
- Working with dependencies
- Working with releases and scenarios
- Working with teams
- Using colors and views

## Jira administration part 1

**Duration:** ½ day

Succeed as administrators

An expert instructor will teach your team foundational Jira administration skills. Your team will learn how to configure Jira, apply global permissions, create new projects, update workflows, and control access to your products. The instructor will use real-world business scenarios to teach your team tips and best practices to ensure their success as Jira administrators.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

This course is designed for new Jira administrators who manage Jira or Jira Service Management.

Before taking this course, we suggest your team take [Jira essentials with agile mindset](#), or have a basic knowledge of Jira.

After this course, your team will be able to:

- Describe the hierarchy of cloud administration
- Configure Jira settings and global permissions
- Create and configure company-managed projects
- Basics of Jira schemes
- Configure project permissions and roles

**Lessons include:**

- Course overview
- Configuring Jira
- Configuring global permissions
- Jira projects overview
- Creating and configuring spaces
- Configuring permissions
- Configuring roles

## Jira administration part 2

**Duration:** 1 day

Advance your team's Jira admin skills

An expert instructor will teach your team the most advanced Jira administration tasks using a business case study. Your team will learn how to configure issue types, fields, screens, workflows, sprints, boards, and schemes to meet your business requirements.

Your team will learn applicable, real-world skills that they can start using at your organization immediately.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

This course is designed for Jira administrators who manage Jira or Jira Service Management. Before taking this course, we suggest your team take [Jira administration part 1](#) or have equivalent experience.

### After this course, your team will be able to:

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

### Lessons include:

- Course overview
- Mapping your business into Jira
- Configuring issue types, fields, & screens
- Customizing workflows
- Configuring boards & sprint permissions
- Applying new configurations to spaces

## Getting more from Jira workflows

**Duration:** 1 day

Improve your business processes

An expert instructor will teach your team advanced workflow features like conditions, validators, post functions, triggers, and properties. Your team will also learn about commonly used workflow configurations such as statuses and transitions and how to deal with complex workflow requirements. Then, your team will learn how to create custom workflows.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

This course is designed for Jira administrators and individuals who need to design and maintain business processes in Jira workflows.

Before taking this course, we suggest your team take [Jira Administration Part 1](#), [Jira Administration Part 2](#), or have experience with Jira administration and administering workflows.

### **After this course, your team will be able to:**

- 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
- Automation with post functions
- Triggering transitions
- Extending workflows with properties
- Taking it to the next level

## Managing Confluence spaces

**Duration:** 1/2 day

Help your team find what they need, faster

An expert instructor teach your team how to use Confluence by designing spaces — collections of related pages — that fit your team's unique needs and goals.

Your team will learn how to best organize and maintain their Confluence content so they can always find what they need. They'll also learn how to control access to their content, declutter their space, create standardized content using templates and blueprints, and use macros to reduce the need for manual updates.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

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

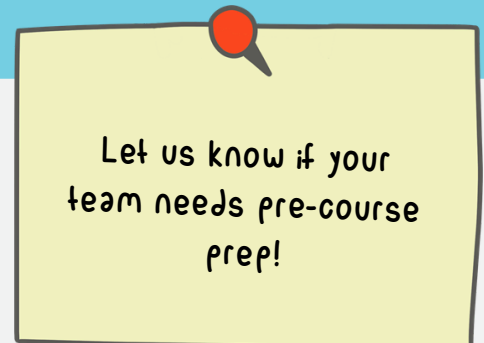
Before taking this course, your team should be comfortable working in Confluence, creating and editing pages, using macros, and working in spaces. Let us know if your team would benefit from pre-course prep!

### **After this course, your team will be able to:**

- 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

### **Lessons include:**

- Course introduction
- Setting up spaces
- Managing space content
- Exporting and analyzing spaces



## Confluence administration

**Duration:** 1/2 day

Ensure effective Confluence operation

An expert instructor will teach your team how to manage Confluence for your organization and keep it running smoothly.

Your team will learn how to manage users and groups and control permission settings, discover best practices for structuring and organizing content across multiple teams, and see real-world examples of how other administrators use Confluence to improve teamwork. Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

This course is designed for Confluence administrators.

Before taking this course, your team should complete [Managing Confluence spaces](#) or have equivalent experience. Each team member should be comfortable creating and editing pages, using macros, and working in space.

### After taking this course, your team will be able to:

- 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

# Jira Service Management Courses



## Managing Jira service projects (spaces)

**Duration:** 1 day

Quickly resolve customer requests

An expert instructor will teach your team how to set up and manage a service desk. Your team will learn how to create a service desk for your customers and how to manage a service project using Jira Service Management. Your team will get hands-on experience performing the most crucial configuration tasks involved in setting up your service project and customer portal.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

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

If your team is solely responsible for setting up a Jira service project (space), there are no prerequisite courses or experience needed. But, if they're also responsible for setting up Jira company-wide, they should first complete [Jira administration part 1](#) or have equivalent experience.

### After this course, your team will be able to:

- 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



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# Jira Service Management Courses



## Managing Jira service projects (spaces) cont.

### Lessons include:

- Course overview
- Creating a service project
- Requests and queues
- Configuring SLAs
- Using a knowledge base
- Customizing your service project channels
- Adding users to your service project
- Automating your service project



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# Jira Service Management Courses



## Atlassian service request management essentials

**Duration:** 1 day

Improve customer service

An expert instructor will teach your team how to set up and configure Jira Service Management for the ITSM practice of service request management. Your team will experience hands-on learning with Assets for asset management and Confluence for knowledge management. You'll cover both IT and business use cases, incorporating enterprise service management practices.

Your team will learn how to create a self-service knowledge base, automate common tasks, and incorporate service request management best practices to reduce requests and improve your request process. They'll explore both IT and business use cases and incorporate enterprise service management practices.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

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.

Before taking this course, your team should complete [Managing Jira service projects](#) or have equivalent experience with Jira service management, including queues, request types, SLAs, automation, and the customer portal.

### After this course, your team will be able to:

- 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



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# Jira Service Management Courses



## Atlassian service request management essentials cont.

### Lessons include:

- Course overview
- Introduction to service request management
- Setting up a knowledge base for self-service
- Automating service requests
- Automating asset management
- Improving and reporting on service request management



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# Jira Service Management Courses



## Atlassian incident management essentials

**Duration:** 1/2 day

Quickly resolve major incidents

An expert instructor will guide your team as you learn how to practice incident management from detection to resolution with Atlassian-recommended tools, including Jira Service Management.

Your team will learn how to set up teams and services and integrate tools for effective incident management. They'll walk through the lifecycle of a major incident and explore incident management best practices, including a post-incident review (PIR). Your team will also get hands-on experience setting up and using Jira Service Management and they'll practice resolving incidents with tools like Bitbucket, Statuspage, Slack, and the Atlassian Team Playbook.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

This course is designed for anyone who sets up projects in Jira Service Management, such as service project administrators and Jira administrators. It's also valuable for other members of incident response teams such as IT Ops managers, IT support managers, technical leads, developers, site reliability engineers, and network engineers.

Before taking this course, your team should complete [Managing Jira service projects](#) or be familiar with the topics covered in it, such as queues, request types, and the customer portal.



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# Jira Service Management Courses



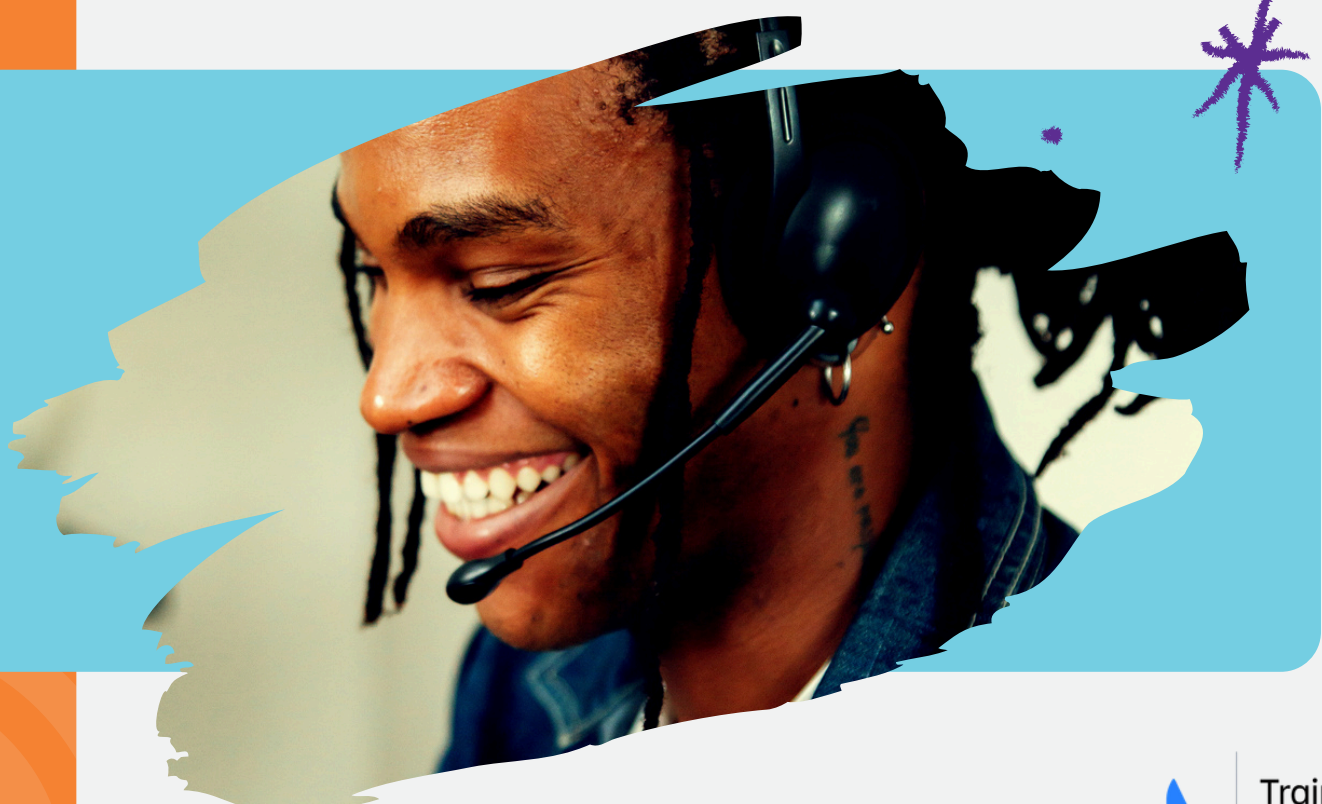
## Atlassian incident management essentials cont.

### After this course, your team will be able to:

- List the stages of a major incident
- Create an ITSM project
- Set up the teams that will handle incidents
- Set up services
- Integrate other Atlassian and third-party tools

### 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



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## Asset management essentials in JSM

**Duration:** 1/2 day

### Streamline your workflow

An expert instructor will teach your team how to effectively manage your organization's enterprise assets (EAM) and IT assets (ITSM) and leverage your CMDB capabilities.

Your team will learn how to work with object schemas to create and manage object types, attributes, and objects, as well as run searches and generate reports. They'll also learn to configure Assets automation and integrate with external systems to import data into Assets. Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

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.

Before taking this course, we suggest your team have familiarity with Jira Service Management and Jira Automation.

### After this course, your team will be able to:

- Navigate the Assets interface and object schemas
- Describe Assets roles and permissions
- View and edit object types, objects, and attributes
- Search for Assets objects using Assets Query Language (AQL) queries

### Lessons include:

- Course overview
- Assets overview
- Assets basics
- Creating object types and attributes
- Connecting object types
- Searching and basic AQL
- Importing data
- Assets automation
- Reporting in Assets

## Advanced asset management in JSM

**Duration:** 1 day

Help your team find what they need, faster

Resolve issues faster

An expert instructor will teach your team how to unlock the full power of Jira Service Management using Assets. Assets data provides context to your Jira Service Management tickets, keeping relevant information at agents' fingertips.

Your team will learn how to track company assets and how to enhance service requests, incident reports, and other Jira Service Management tickets. They'll also learn how to manage enterprise assets (EAM) and IT assets (ITAM) and how to take advantage of Asset's CMDB capabilities. Your team will get an introduction to integration options and learn advanced configurations for data import and synchronization.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

This course is designed for Assets administrators and Jira administrators.

Before taking this course, we recommend your team either complete [Asset management essentials](#), have experience using Assets, or complete [Jira administration part 1](#) and [part 2](#) training.

### After this course, your team will be able to:

- Create and configure Asset object custom fields
- Create and configure referenced Asset custom fields
- Create AQL queries with inbound and outbound object references
- Map import data to referenced object types
- Search for objects connected to a ticket
- Trigger automation from Asset objects and Jira issues
- Perform advanced object and global Asset configurations

# Jira Service Management Courses



## Advanced asset management in JSM cont.

### 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



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## Onboard to Rovo

**Duration:** 1 day

Improve accuracy and reduce manual tasks

In this course, an expert instructor will teach your team how to use Rovo to find, learn, and act on information.

Your team will also learn how to use plain language to find information from your organization's apps and connected tools. Your team will also see examples of helpful ways to use Rovo and explore ideas for using Rovo themselves.

The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

This course is designed for beginner Rovo users.

There are no prerequisites for this course.

### After this course, your team will be able to:

- Create high-quality prompts for Rovo
- Create or improve all types of content with Rovo
- Use Rovo Deep Research to investigate, make sense of data, and more
- Determine which tasks are best for a Rovo Agent
- Find and build Rovo Agents to simplify repeatable work and solve problems
- Chat with Rovo Agents
- Build simple automations

### Lessons include:

- Get started with Rovo
- Use search to find information
- Prompting best practices for AI
- Generate and improve content
- Find and use agents
- Build custom agents & basic automations

## Atlassian organizational admin

**Duration:** 1/2 day

Bring users and products together

An expert instructor will teach your team how to manage the Atlassian accounts of your employees and the product access and licenses your company uses.

Your team will learn how to add users and manage them without using up too many license seats or giving unauthorized access to data. Your team will also learn about more advanced features if you have Atlassian Cloud Premium.

Throughout the course, your team will be able to ask organization-specific questions in real-time and get the answers they need. The team learning environment delivers engagement, retention, and collaboration, extending the benefits of an instructor-led course beyond instruction time.

Before taking this course, it's useful for your team to understand user administration, but it's not required.

### **After this course, your team will be able to:**

- 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
- Introducing Cloud administration
- Setting up your organization and site
- Users and access
- Managed accounts
- Premium and enterprise features
- Advanced features



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# Course Logistics

delivered by Sketch's Atlassian Certified Trainers

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**Format:** Live, instructor-led training delivered virtually via Zoom. Microsoft Teams available upon request. In-person delivery is available — contact us to discuss pricing.

**Atlassian Environment:** Sketch creates a sandbox instance for your team with demo data. All training is performed in the Atlassian cloud. Teams will have access to the sandbox for up to 2 weeks.

**Instructor Credentials:** All instructors are Atlassian Certified, Atlassian Certified Trainers and actively consult on client projects.

**Enrollment:** Limited to 15 participants per session.

**Pricing:** \$3,000 USD per virtual session. In-person delivery is available — contact us to discuss pricing.

**Recording Policy:** In accordance with Atlassian's training guidelines, sessions may not be recorded.

## Technical Requirements for Participants:

- A computer with a stable internet connection
- Zoom (or Teams) access
- A microphone & camera — individual mics recommended for best participation
- Two monitors recommended — allows you to follow along in the platform while viewing the instructor

## Questions:

Reach out to us at [training@sketchdev.io](mailto:training@sketchdev.io) or call us at (888) 514-7942



Sketch Development  
111 W Pacific Ave  
St. Louis, MO 63119



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