



Atlassian Training Catalog

delivered by Sketch's Atlassian Certified Trainers



Aug 2026



Training Partner

Valid until December 2026

Jira Courses

- Onboard to Jira
- Create plans in Jira
- Automate work in Jira
- Design & standardize Jira workflows
- Jira space admin: Part 1
- Jira space admin: Part 2
- Jira app admin: Part 1
- Jira app admin: Part 2
- Jira app admin: Part 3

Jira Service Management Courses

- Jira Service Management space admin: Part 1
- Jira Service Management space admin: Part 2

Confluence Courses

- Onboard to Confluence: Part 1
- Onboard to Confluence: Part 2

Rovo Courses

- Onboard to Rovo: Part 1
- Onboard to Rovo: Part 2

Organization Admin Courses

- Org admin: Part 1
- Org admin: Part 2

Navigate, track, and find your work

Duration: 1 day

In this 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.

- This course is designed for beginner Jira users.
- There are no prerequisites for this course.
- Each participant receives a hands-on sandbox environment.

You'll learn how 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

Modules:

- Navigate Jira
- Manage work in Jira
- Find the work items you need in Jira
- View and create dashboards

Create plans in Jira



Plan and track work across teams and initiatives

Duration: ½ day

In this course, an expert instructor will teach you how to use Jira Plans to bring work from multiple projects/spaces and teams together so you can confidently manage work and adapt to change quickly. You will also learn how to identify and map dependencies across work, track team capacity, and customize your plan view.

- This course is designed for intermediate Jira users.
- Before taking this course, participants should complete **Onboard to Jira** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Explain how time, scope, and resources go into planning work
- Explain how project managers use Plans
- Describe the key features of Plans
- Create a plan and map dependencies
- Choose the best view for your work
- Configure your plan view

Modules:

- Create plans in Jira



Training Partner

Valid until December 2026

Automate work in Jira



Improve accuracy and reduce manual tasks

Duration: ½ day

In this course, an expert instructor will teach you how to set Jira up to automatically respond to events and changes without anyone on your team intervening. You will also learn how to make sure the right people see work sooner and how to apply priority consistently.

- This course is designed for intermediate Jira users.
- Before taking this course, participants should complete **Onboard to Jira** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Create automations for your team, like work item assignments, updating fields and labels, and notifications
- Explain who can create automation rules in which context
- Create automation rules manually and using Rovo
- Troubleshoot Jira automations
- Monitor automations

Modules:

- Automate work in Jira



Training Partner

Valid until December 2026

Design & standardize Jira workflows



Support your teams' rhythms

Duration: 1 day

In this course, an expert instructor will teach you how to build workflows that reflect the way your teams actually work. You will also learn how to add rules to workflows to meet more complex needs, and how to standardize configurations across your Jira site with workflow schemes

- This course is designed for admins of company-managed Jira spaces.
- Before taking this course, participants should complete **Onboard to Jira** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Create workflows that match your teams' rhythms
- Add rules to workflows to meet complex needs
- Configure workflow schemes to standardize configurations across your Jira site

Modules:

- Design and standardize Jira workflows



Training Partner

Valid until December 2026

Jira space admin: Part 1



Configure space settings and access

Duration: ½ day

In this course, an expert instructor will teach you how to configure your company-managed space to meet your team's needs, assign people to the right space roles, and design Jira's navigation to reflect the way your team works.

- This course is designed for admins of company-managed Jira spaces.
- Before taking this course, participants should complete **Onboard to Jira** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Describe Jira admin roles and responsibilities
- Configure space details, navigation, and layout
- Determine if global or space permissions are appropriate
- Add people to space roles
- Troubleshoot space access

Modules:

- Explore Jira administration
- Configure space settings
- Manage space access



Training Partner

Valid until December 2026

Jira space admin: Part 2



Configure versions, components, and forms

Duration: 1 day

In this course, an expert instructor will teach you how to configure the fields, forms, components, and versions your team needs to capture and track work. You will also learn how to build and troubleshoot automation rules so Jira responds to events and changes without manual effort.

- This course is designed for admins of company-managed Jira spaces.
- Before taking this course, participants should complete **Jira space admin: Part 1** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Decide which fields are useful to your team
- Create forms to prioritize intakes and preserve ideas
- Use components to group, categorize, and track work
- Use versions to track progress
- Design and troubleshoot Jira automations that respond to events and changes

Modules:

- Collect information with forms
- Release work in versions
- Group and track work with components
- Automate work in Jira



Training Partner

Valid until December 2026

Jira app admin: Part 1



Configure permissions and global settings

Duration: 1 day

In this course, an expert instructor will teach you how to build a solid foundation so you can administer Jira Cloud with confidence. You will also learn how to configure global settings and permissions, and scale your administrative impact by using schemes.

- This course is designed for Jira cloud app admins.
- Before taking this course, participants should complete **Onboard to Jira** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Describe Jira admin roles and responsibilities
- Configure global Jira settings and permissions
- Create and manage space roles

Modules:

- Explore Jira administration
- Configure global Jira settings
- Configure Jira global permissions
- Access and permissions schemes



Training Partner

Valid until December 2026

Jira app admin: Part 2



Standardize a site with schemes

Duration: 1 day

In this course, an expert instructor will teach you how to build a solid foundation so you can administer Jira Cloud with confidence. You will also learn how to build and apply work type, field, screen, and workflow schemes so configurations stay consistent across your site.

- This course is designed for Jira cloud app admins.
- Before taking this course, participants should complete **Jira app admin: Part 1** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Build a work type scheme
- Create global custom fields and add them to the catalog
- Build a field scheme and associate it with a space
- Create screens to manage what users see in work items
- Build workflows from business requirements
- Create a workflow scheme

Modules:

- Work types and work type schemes
- Fields and field behavior
- Configure screens and screen schemes
- Design and standardize workflows



Training Partner

Valid until December 2026

Jira app admin: Part 3



Effectively govern a site

Duration: ½ day

In this course, an expert instructor will teach you how to build a solid foundation so you can administer Jira Cloud with confidence. You will also learn how to create and manage spaces across your site, configure notification schemes, and put governance practices in place to keep your site healthy.

- This course is designed for Jira cloud app admins.
- Before taking this course, participants should complete **Jira app admin: Part 1** and **Jira app admin: Part 2** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Create space templates
- Archive and delete spaces
- Create and troubleshoot notification schemes
- Govern a Jira site

Modules:

- Create and manage Jira spaces globally
- Automate work in Jira across the site
- Govern and maintain a Jira site



Training Partner

Valid until December 2026

Jira Service Management space admin: Part 1



Explore space settings and configure access

Duration: 1 day

In this course, an expert instructor will teach you how to set up a service space that meets the needs of customers and support teams.

- This course is designed for beginner JSM space admins.
- There are no course prerequisites, however, you should have a working knowledge of JSM.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Define what Jira Service Management is and the roles within it
- Set up a new service space
- Add agents and collaborators to the service space
- Manage organizations

Modules:

- Explore Jira administration
- Jira Service Management basics
- Set up a service space
- Manage access and permissions



Training Partner

Valid until December 2026

Jira service management space admin: Part 2



Configure request types, queues, SLAs, and channels

Duration: 1 day

In this course, an expert instructor will teach you how to configure the request types, queues, and SLAs that keep a service space running. You will also learn how to set up request channels and customize the notifications customers receive.

- Before taking this course, participants should complete **Jira service management space admin: Part 1** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Build and configure request types
- Configure queues to help agents triage and prioritize incoming work
- Configure, customize, and monitor SLAs so teams can set service expectations and track performance
- Configure request channels
- Troubleshoot common email intake problems
- Customize and test customer notifications

Modules:

- Build request types and the portal
- Configure queues for agent triage
- Configure service-level agreements (SLAs)
- Set up request channels and notifications



Training Partner

Valid until December 2026

Onboard to Confluence: Part 1



Navigate and create content

Duration: 1 day

In this course, an expert instructor will teach you how to create and share ideas, preserve knowledge, and collaborate in a centralized place.

- This course is designed for beginner Confluence users.
- There are no prerequisites for this course.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Navigate Confluence
- Create, edit, and collaborate on pages and live docs
- Generate and enhance content with Rovo
- Search for content and information
- Enhance pages and live docs with rich content, Smart Links, and basic macros
- Create a whiteboard
- Use Rovo to generate content in whiteboards

Modules:

- Start working in Confluence
- Create and collaborate on pages and live docs
- Enhance pages and live docs
- Use Confluence whiteboards



Training Partner

Valid until December 2026

Onboard to Confluence: Part 2



Organize and share your work

Duration: ½ day

In this course, an expert instructor will teach you how to organize content so your team can find it, and control who can see and edit it. You will also learn how to bring work from other apps into Confluence with Smart Links so everything lives in one place.

- This course is designed for beginner Confluence users.
- Before taking this course, participants should complete **Onboard to Confluence: Part 1** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Organize content effectively
- Publish, update, and share content
- Set permissions
- Bring content from other apps to Confluence using Smart Links and keep all your work in one place

Modules:

- Manage and share content
- Organize and find content



Training Partner

Valid until December 2026

Onboard to Rovo: Part 1



Improve accuracy and reduce manual tasks

Duration: 1 day

In this course, an expert instructor will teach you how to use Rovo to find, learn, and act on information. You will also see examples of helpful ways to use Rovo and explore ideas for using Rovo.

- This course is designed for beginner Rovo users.
- There are no prerequisites for this course.
- Each participant receives a hands-on sandbox environment.

You'll learn how 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

Modules:

- Get started with Rovo
- Use search to find information
- Prompting best practices for AI
- Generate and improve content



Training Partner

Valid until December 2026

Onboard to Rovo: Part 2



Create AI agents and automation

Duration: ½ day

In this course, an expert instructor will teach you how to use Rovo to find, learn, and act on information. You will also see practical examples of Rovo at work and explore ideas for applying it to your own team's tasks.

- This course is designed for beginner Rovo users.
- Before taking this course, participants should complete **Onboard to Rovo: Part 1** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- 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

Modules:

- Find and use agents
- Build custom agents & basic automations



Training Partner

Valid until December 2026

Org admin: Part 1



Manage sites, subscriptions, and users

Duration: ½ day

In this course, an expert instructor will teach you how to manage employee Atlassian accounts, app access, and your company's licenses without using up too many license seats or granting unauthorized access to data. Org admins will also learn how to manage app changes and integrations, administer Rovo, and secure the organization with Atlassian Guard.

- This course is designed for organization admins — those who are responsible for managing users, access, sites, apps, and security across their organization.
- Before taking this course, participants should be familiar with Atlassian app administration for Jira and Confluence, as well as basic IT administration concepts.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Efficiently manage user access to an organization and its apps
- Navigate Atlassian Administration and describe admin roles
- Manage product billing and access
- Add, manage, and update users and groups
- Revoke user access and control access by network location
- Monitor your organization with the audit log, analytics, and usage insights

Modules:

- Understand the organization landscape
- Navigate your Atlassian organization
- Manage sites and subscriptions
- Manage users and access
- Monitor your organization



Training Partner

Valid until December 2026

Manage apps and security

Duration: ½ day

In this course, an expert instructor will teach you how to manage employee Atlassian accounts, app access, and your company's licenses without using up too many license seats or granting unauthorized access to data. Org admins will also learn how to manage app changes and integrations, administer Rovo, and secure the organization with Atlassian Guard.

- This course is designed for organization admins — those who are responsible for managing users, access, sites, apps, and security across their organization.
- Before taking this course, participants should complete **Org admin: Part 1** or have equivalent experience.
- Each participant receives a hands-on sandbox environment.

You'll learn how to:

- Plan and test changes with release tracks and sandbox environments
- Control where Rovo is available and how it's used
- Monitor Rovo and AI activity with Rovo Insights and the audit log
- Secure your organization with Atlassian Guard authentication and data security policies
- Identify when to use Guard Standard versus Guard Premium

Modules:

- Manage app changes and integrations
- Administer Rovo in your organization
- Secure your organization with Atlassian Guard

Course Logistics

delivered by Sketch's Atlassian Certified Trainers

BETTER
TEAMS.

BETTER
SOFTWARE.

Pricing

\$3,000 USD per private virtual session. In-person available — contact us for pricing.

Format:

Live, instructor-led virtual via Zoom.
Microsoft Teams upon request.

Enrollment:

Up to 15 participants per session.

Instructors:

Atlassian Certified Trainers who actively consult on client projects.

Technical Requirements for Participants:

- A computer with a stable internet connection
- Zoom (or Teams) access
- A microphone & camera — individual mics recommended
- Two monitors recommended

Recording Policy:

In accordance with Atlassian's training guidelines, sessions may not be recorded.

Questions? training@sketchdev.io or call us at (314) 414-3556



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