

Application Configuration

Requirements and settings for the course use case

Jira

Considerations

- Which project type?
- Which project template?
- Which project name and key?
- Which issue types?
- Which workflow steps?
- Any special data to collect?
- Any project-specific permissions?
- Any special notification needs?
- And more

Create a Jira project with the following settings:

Project Name	Orders	Project Key	ORDER
Project Type	<ul style="list-style-type: none">• Cloud – company-managed business• Data Center – business	Project Template	<ul style="list-style-type: none">• Cloud – Project management or Blank project• Data Center – Project management
Issue Types	Task, Sub-task	Workflow Steps	To Do, In Progress, Done
Standard Fields	Description, Due date, etc.	Custom Fields	Purchase date, Price

Confluence

Considerations

- Which space template?
- Which space name and key?
- Any space-specific permissions?
- Any page-level restrictions needed?
- And more

Create a global Confluence space with the following settings:

Space Name	Documentation	Space Key	DOC
Space Template	<ul style="list-style-type: none">• Cloud – Collaboration• Data Center – Team space		

Jira Service Management

Considerations

- Which project type?
- Which project template?
- Which project name and key?
- Which issue and request types?
- Which workflow steps?
- Any special data to collect?
- Any project-specific permissions?
- Any special notification needs?
- And more

Create a Jira Service Management project with the following settings:

Project Name	Support	Project Key	SUPPORT
Project Type	<ul style="list-style-type: none">• Cloud – company-managed service management• Data Center – service	Project Template	<ul style="list-style-type: none">• Cloud – General service management or Blank project• Data Center – Customer service
Issue Types	Task	Workflow Steps	To Do, Pending, In Progress, Done
Request Types	Ask a question, Emailed request, Submit a request	Portal Settings	None
Standard Fields	Description, etc.	Custom Fields	None

Confluence (additional knowledge base space)

An additional Confluence global space is *automatically* created when a Jira Service Management project is created. The space has the following settings:

Space Name	Support	Space Key	SUPPORT
Space Template	<ul style="list-style-type: none">• Cloud – Knowledge base• Data Center – Knowledge base		
Permissions	Knowledge base settings (In JSM project): <ul style="list-style-type: none">• Who can view – All logged-in users• Who can edit – Only Confluence users		