

Atlassian Training

Service Definition Document

Our in-depth training sessions with certified experts empower teams to work smarter with Atlassian tools



valiantys



Platinum
Solution Partner
ENTERPRISE



Crown
Commercial
Service
Supplier



Platinum
Marketplace Partner

Atlassian Training

Service Overview

Our extensive training sessions empower teams to work smarter with Atlassian tools. Created and delivered by Atlassian experts, our courses cater to all levels and are rooted in real-life experience in the field, focusing on the topics that matter to you. Specifically,

1. **Training** (public and private classes)
2. **Coaching**
3. **Custom Training** based on your specific needs
4. **Remote Training** for the modern working era

Types of training with Valiantys

We offer a variety of flexible Atlassian training sessions:

Public classes: Regularly planned sessions geared for easy registration of a few users. Get the opportunity to exchange meaningful information with other participants.

Private classes: Training designed for a single customer. We bring our proven trainings to the table, but customers have the option to customize based on their own use cases (see “Custom training” below).

Coaching: In-depth, use-case focused training for a few individuals, aimed specifically at your needs.

Custom training: Personalised sessions for your teams, based on your applications and processes.

Remote training: Live, interactive sessions for teams in different locations - without having to leave the office.

Why Valiantys?

Valiantys have a proven track record of accelerated time to value in public sector organizations; we understand the challenges of statutory obligations, regulatory duties, service to UK citizens and the security & defence of the United Kingdom. Valiantys have delivered over 5,500 Atlassian projects and developed over 200 Atlassian apps. We have been an Atlassian partner since 2006 and are 100% focused on Atlassian products and solutions, having developed a broad portfolio of services to best support our customers.

**Kingston
University
London**



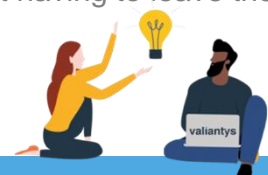
Department
for Work &
Pensions

NHS



Driver & Vehicle
Licensing
Agency

**GREATER
LONDON
AUTHORITY**



System C 
Connected Care

“While the change was very rapid, staff were quick to get on track and pick up on the huge raft of benefits of what they can do with Jira Software and Jira Service Management.”

Averil F.

6,000+

staff trained by our teams

100+

Atlassian certifications

30+

certified trainers

- We have training centres in 7 countries/regions - France, UK, US, Germany, Benelux, Switzerland, Canada - making it easy to deploy international training sessions
- Our instructors are based in Europe and North America. No matter where you are, we have a solution: our courses are available remotely or in-person, in our offices or yours, depending on your

The Valiantys Difference

- Our instructors are Atlassian-certified consultants and have on-the-ground experience working with Valiantys' clients as consultants
- We mix custom and standard sessions, onsite or online, to optimize the efficiency of your training plan
- Your training can be adapted to your business and situation
- You can choose how you want the content to be delivered in order to accommodate your staff's busy schedules
- Our practical, interactive and engaging content is adapted to your team members' level
- Our instructional content is always up-to-date with new product versions
- We can integrate your training sessions into a Valiantys-managed global implementation plan
- Hands-on, practical training based on real use cases
- A personalised experience packed with tips and best practices



Languages :    

For all levels



New users



Advanced users



Project managers



Administrators



Decision makers

| TRAINING | DESCRIPTION |
|-----------------------------------|---|
| JIRA BOOT CAMP | Enhance your Jira mastery through our comprehensive 3-day class, specifically crafted to equip both novice and seasoned admins with the essential skills to efficiently manage your Jira instance. |
| ATLASSIAN USER ACADEMY | Boost productivity for you and your teams with our concise yet comprehensive one-day class focused on the essential fundamentals of Jira and Confluence. |
| JIRA FOR AGILE TEAMS | Led by our expert Atlassian consultants, this session uses hands-on exercises to give you the confidence to make the most of your Agile team – and to leverage Jira features to effectively track all of your projects. |
| JIRA SERVICE MANAGEMENT BOOT CAMP | Empower your administrators and service desk managers to implement and maximize the potential of Jira Service Management in your enterprise through our comprehensive 2-day class. |
| JIRA SERVICE MANAGEMENT FOR ITSM | Designed for service desk administrators and agents who are considering or adopting Jira Service Management for their ITSM platform solution, this 2-day course will enable attendees to set up a service desk with service requests, change management, incident management, and problem management. |
| CONFLUENCE BOOT CAMP | Level up your productivity with our intensive 1-day class designed for users at all experience levels, from beginners to mid-level proficiency. |
| ATLASSIAN GOVERNANCE | Designed for service desk administrators and agents who are considering or adopting Jira Service Management for their ITSM platform solution, attendees will set up a service desk with service requests, change management, incident management, and problem management. |
| EAZYBI | In this course, you'll learn the main underlying principles of EazyBI such as data source connections, EazyBI accounts, cubes and calculated measures. You'll learn how to build your own reports and you'll get a unique opportunity to get advice and expert feedback from our experienced trainer. |
| ADVANCED ROADMAPS TRAINING | Discover the data-driven Agile roadmap, resource and capacity planning, real-time forecast and roll-up reporting features of Portfolio for JIRA and learn how to use them at their full potential with our half-day training course. |
| LEADING SAFE® | During this two-day course, you will gain the knowledge necessary to lead a Lean-Agile enterprise by leveraging the Scaled Agile Framework® (SAFe®), and its underlying principles derived from Lean, systems thinking, Agile development, product development flow, and DevOps. |

Coaching

An alternative to our classic training sessions through an Agile hands-on approach. Learn from an Atlassian expert face to face.

- SAFe® is the world's leading framework for scaling Agile across the enterprise. Used by hundreds of the world's largest organizations, SAFe® sustains and drives faster time-to-market, dramatic increases in productivity and quality, and improvement in employee engagement
- Learn "by doing" with our consultant, thanks to our **agile** approach between **training** and **configuration**
- Gain skills on the subjects that are most important to you thanks to **personalised** and **practical coaching**
- Enjoy a **greater return on investment** with a session that targets only your needs
- Expert and personalised answers to strengthen your autonomy over your Jira and Confluence instances

Our approach

During the coaching, the consultant will sit with trainees (two max) to provide them with advice and assistance in the use of the tools. The consultant will also dedicate time to share best practices and tips with the trainees and will reply to any questions they may have.

- Our **Atlassian coaching** sessions are fully **interactive** and **100% operational**: you ask your questions, we show you how through products demonstrations
- Configuration review of your Atlassian Products
- Our sessions are limited to two participants for optimal skills transfer, but we can adapt to your request
- We cover all subjects (configuration, administration, etc.) and all Atlassian products: **Jira, Jira Service Management, Confluence, Bitbucket, Bamboo, and Plug-ins (Apps) from the Atlassian Marketplace**
- The coaching session(s) will show the application features in detail as well as the configuration for the client's specific needs
- We can offer you occasional or regular sessions

Valiantys Difference

- Our **Atlassian certified consultants** have product, market and implementation knowledge to meet your deployment objectives
- From the automation of customer complaints on Life Insurance to the management of access to secure facilities, our consultants have designed all kinds of **applications with Jira and Confluence**
- Our recommendations are informed by the analysis of our knowledge base, which includes **hundreds of projects**

Pick your training course

Pick your training course: Leverage the full potential of Jira Software, Jira Service Management, Confluence, Bitbucket, Advance Roadmaps and Marketplace apps through hands-on classes – delivered by Atlassian experts.

Custom training

An alternative to our standardised training course for clients with specific needs. This can cover a variety of areas, including:

- custom training content: the course is adapted your processes and configuration
- custom training materials: user guides/leaflets, corporate identity and logo, etc.
- train-the-trainer course, training of key users, etc.

What we offer

- Need analysis / framing, understanding of the client use case
- Definition of a detailed course plan
- Validation of the course plan, proposal of a roadmap for building the course materials and exercises
- Setting up custom training materials and exercises
- Trainer training
- Training delivery
 - Delivery of a first course as a pilot
 - Adjustment of materials
 - Training delivery to end-users

Remote Training

Our training sessions are available online. Improve your skills on Atlassian tools on remote thanks to our certified trainers.

 Jira  Confluence

 Jira Align  Opsgenie

 Jira Service Desk

 Bitbucket  Bamboo

 **ATLASSIAN** Marketplace

**GET
STARTED**

sales.uk@valiantys.com

+44 (0) 203 176 7980

valiantys.com/contact

valiantys