

# ACP-120 Exam Topics v3

## Jira Administration for Cloud

V3 | April 2021

### Important Note about Atlassian Admin Hub

Atlassian is rolling out Improved User Management experience in the Atlassian Admin Hub incrementally to new and existing Atlassian users. Therefore, the site which you use for exam practice may or may not have the new functionality in place.

For the exam, all questions are agnostic between the old way and the new way of user management. That means it will not matter whether the instance you use for practice has or does not have the Improved User Management experience. The Certification Prep Course teaches you the new way. And in the future, when all sites have the new experience rolled out, the exam will have questions that are specific to the new functionality.

### Legend

\*Topic wording updated effective 15 April 2021

\*\*New topic added effective 1 June 2021

<b>User Features (10-15% of the exam)</b>
Translate business requirements into appropriate JQL queries
Manage shared filters and dashboards and identify the outcome of filter subscription configurations
Describe the results and implications of a bulk change operation
<b>Configuring Global Settings and User Communications (5-10% of the exam)</b>
Modify Jira general configuration settings according to requirements (look and feel options, default language, user default settings, system dashboard)
Given a scenario, determine changes to attachment options, issue links, and time tracking
<b>Product and Project Access and Permissions (30-35% of the exam)</b>

*Demonstrate understanding of Jira Cloud user management
*Determine appropriate administrator privileges
*Configure product access, groups, roles, project and global permissions
*Troubleshoot product access, groups, roles, project and global and permissions
*Determine the impact of removing or suspending user access and deleting groups
Recognize the impacts of changes and configurations available to Jira's user default settings and personal settings
*Configure and troubleshoot issue-level security
<b>General Project Configuration (10-15% of the exam)</b>
Describe how to manage general project configurations (e.g. project details, project sidebar)
Determine project configuration based on business requirements (modifying an existing project, creating a project from shared configurations or a project template)
Describe how versions are managed in Jira
Determine how to create and configure project components and auto-assignment
*Describe the features of a team-managed project
*Given requirements determine whether to use a company-managed or team-managed project
<b>Issue Types, Fields and Screens (15-20% of the exam)</b>
Implement changes to statuses, resolutions, priorities, translations, issue types and sub-tasks
*For company-managed projects, identify the appropriate issue type configurations to satisfy business requirements
Determine the impacts of modifying or moving active issue types and schemes
*For company-managed projects, determine the correct configuration of a field, considering field context, field configuration (scheme) and screens (schemes)

\*For company-managed projects, troubleshoot the correct configuration of a field, considering field context, field configuration (scheme) and screens (schemes)

**Workflows and Automation\*\* (5-10% of the exam)**

\*Determine an appropriate workflow configuration for company-managed projects

Troubleshoot workflow configurations

\*\*Configure and troubleshoot automation rules

**Notifications and Email (5-10% of the exam)**

Given business requirements, recommend the appropriate project notifications including events

Troubleshoot issues with notifications including events

Identify and troubleshoot the configuration of an incoming mail handler

**Administering and Extending Jira (5-10% of the exam)**

Demonstrate how to appropriately configure issue collectors

Describe methods for backing up and restoring content