

# Exam Topics: ACP-400 Jira Service Desk Server Administration

Issue Date	Exam Validated for Product(s)
06 Apr 2020	Jira Service Desk Server Enterprise Releases (3.16 and above)

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## Authentication, Access, and Security (15-25% of exam)

- Given a scenario, determine the appropriate use of application access, groups, roles and permissions
- Determine the impact of deleting a user and/or group on Service Desk-specific functionality
- Given a scenario, determine the appropriate setup of Service Desk customers and organizations to meet business requirements
- Recommend the appropriate access configurations and/or troubleshoot user permission issues for a specific JSD project
- Determine if and how issue-level security should be configured in a project

## Project Configuration and Workflows (20-30% of exam)

- Recognize the benefits and limitations of using a scheme and the implications of using project templates.
- Given requirements, determine how to create and configure project components and auto-assignment.
- Given business requirements, determine the appropriate configuration of fields and screens.
- Troubleshoot issues with fields and screens.
- Given business requirements, determine the appropriate Jira workflow configuration.
- Identify the appropriate Request Type configurations to satisfy business requirements.

## Manage the Jira Service Desk (50-60% of exam)

### Queues

- Identify and troubleshoot appropriate queue configurations.

## **Reporting**

- Recommend the appropriate Jira Service Desk reports, configuration, and format based on business requirements.
- Interpret Jira Service Desk reports to identify trends and/or service management improvements.

## **SLAs and Calendars**

- Given a scenario, recommend an appropriate SLA and Goal.
- Predict and manage the effects of changes to SLAs.

## **Confluence Knowledge Base**

- Given business requirements, identify and troubleshoot appropriate knowledge base configurations.

## **Notifications**

- Describe the options for creating, editing and managing canned responses.
- Given a scenario, identify and troubleshoot the setup of notifications in a Jira Service Desk project.
- Recommend and/or troubleshoot appropriate email configuration for a Jira Service Desk project.

## **Automation and Approvals**

- Given a scenario, recommend the appropriate automation rule configuration.
- Troubleshoot automation rules.
- Determine the appropriate configuration of an approval.
- Troubleshoot approvals.

## **General Administration**

- Modify Help Center and Portal configurations to match the company's brand.
- Evaluate the need for re-indexing following a set of modifications, and explain the effects of re-indexing.