

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)

Exam topics are subject to change. Visit atlassian.com/certification to ensure you have the most up-to-date topics.

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.