

# Exam Topics: ACP-400

---

## Jira Service Desk Administration

| Issue Date | Version | Exam Validated for Product(s)        | Description       |
|------------|---------|--------------------------------------|-------------------|
| May 2019   | V3      | Jira Service Desk Enterprise Release | This is Version 3 |

Exam topics are subject to change. Visit [atlassian.com/certification](https://atlassian.com/certification) to ensure you have the most up-to-date topics.

---

### Authentication, Access, and Security

- ☐ 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

- ☐ 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**

### **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