Exam Topics: ACP-400

Jira Service Desk Administration

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<th>Issue Date</th>
<th>Version</th>
<th>Exam Validated for Product(s)</th>
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<tr>
<td>May 2019</td>
<td>V3</td>
<td>Jira Service Desk Enterprise Release</td>
<td>This is Version 3</td>
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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