Exam Topics: ACP-100 JIRA Administration

Version

<table>
<thead>
<tr>
<th>Issue Date</th>
<th>Version</th>
<th>Exam Validated for Product(s)</th>
<th>Description</th>
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<tbody>
<tr>
<td>1 November 2015</td>
<td>V1</td>
<td>JIRA 6.4, JIRA 7</td>
<td>This is Version 1.</td>
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Exam topics are subject to change. Visit atlassian.com/certification to ensure you have the most up-to-date topics.

Exam Topics

Configuring the Layout, Design, and User Communications

- Modify JIRA configuration settings to match the organization's requirements (look and feel, logo, website links in the application navigator, default language).
- Judge the appropriate content for the system dashboard, user/team dashboards, and filter columns for an organization.
- Determine appropriate methods for communicating information to users.

User and Group Management

- Identify a user’s settings and appropriate group membership.
- Determine when to use groups and roles.
- Troubleshoot user profile and settings such as user sessions and “remember my login” tokens.
- Determine an appropriate group structure and user membership.
- Determine the effects of deleting and deactivating a user and/or group.
- Assess the effects of user directory order and quantity.
- Evaluate the appropriate method of authentication and sign-up for an organization.

Project Configuration

- Apply the appropriate project settings.
- Determine if and when a project should be created instead of incorporating the new request into an existing project.
- Determine which schemes to apply to a project or whether to use a project template.
- Describe the appropriate use of components and versions.
- Determine which project activities should be delegated to the project lead/administrators.
- Evaluate project role membership requirements.

Security and Permissions

- Recognize the appropriate actions needed to secure JIRA.
- Determine the appropriate password policy to be applied.
- Determine and manage appropriate global permissions.
Assess whether or not a JIRA instance is appropriately secured.
Determine the appropriate roles and permission structure for the project.
Troubleshoot permission issues with a user.
Determine if and how issue-level security should be configured in a project.

Issue Types, Fields, and Screens

- Identify and implement appropriate changes to built-in fields including statuses, resolutions, priorities, translations, and issue types.
- Determine the appropriate issue types for a given project.
- Determine the effects of modification or deletion of issue types.
- Determine the necessity for a new field and the appropriate configuration.
- Troubleshoot why a field does not appear on an issue.
- Determine which field configuration scheme is required and configure it appropriately.
- Assess the relationship between fields, screens, screen schemes, and issue type screen schemes.

Workflows

- Associate the correct workflows with issue types in a workflow scheme.
- Describe a JIRA workflow to match a process flow.
- Evaluate the best method for editing the workflow given current workflow usage.
- Given a workflow, describe which attributes will and will not be imported/exported.
- Explain the use of workflow properties, triggers, validators, conditions, and post functions.
- Describe how to set resolution value.
- Explain how to create and leverage a custom event.
- Given a design document, explain how a business requirement would be implemented with workflow properties, validators, conditions, or post functions.
- Troubleshoot why a user is unable to execute a transition.

Email

- Outline the necessary settings to properly configure the outbound mail server.
- Determine the appropriate notification scheme/configuration based on given requirements.
- Troubleshoot email notifications.
- Explain the appropriate configuration of the mail handler and its implications.

Moving or Archiving Individual Projects

- Explain the business considerations of project end-of-life and appropriate archive methods in JIRA (excluding offline archiving).
- Describe the roles of individuals involved with splitting a JIRA instance.

Global Settings and Integrations

- Determine which global settings to modify to meet provided business requirements.
- Describe the JIRA Administrator’s role in managing shared filters and dashboards.
- Given business requirements, recommend integrations to other Atlassian applications such as Bitbucket, Bamboo, Fisheye/Crucible, and Confluence.

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Application Administration

☐ Recognize the benefits of having production and non-production instances.
☐ Given a scenario, recommend whether or not to upgrade and determine the effects of roll-back.
☐ Evaluate the need for re-indexing following a set of modifications, and explain the effects of re-indexing.
☐ Demonstrate how to write additional information to the JIRA logs.
☐ Troubleshoot application-level problems with JIRA and escalate when appropriate.
☐ Compare and contrast the different hosting options of JIRA.

Extending JIRA

☐ Modify the settings for an issue collector in order to provide embeddable code.
☐ Illustrate the purpose, functionality, and benefits of Atlassian Add-Ons.
☐ Demonstrate how to use the universal plug-in manager.
☐ Given business requirements, evaluate the fit of an Add-On for an organization.

Advanced User Features

☐ Provided a JQL query, translate, critique, and optimize it.
☐ Demonstrate how to create group subscriptions and the impact of the group subscriptions.
☐ Describe the effects of a bulk change.
☐ Describe the effects of a CSV import.