Exam Topics: ACP-100 JIRA Administration

Version

Issue Date	Version	Exam Validated for Product(s)	Description
1 November 2015	V1	JIRA 6.4, JIRA 7	This is Version 1.

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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 best 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.

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.