



ACP-100^{Q&As}

Jira Administrator

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QUESTION 1

You want to introduce Jira to your small non-profit organization.

Since you are unsure of the optimal deployment option you have gathered some requirements:

You need to manage a team of up to 15 employees.

You need to be able to track a backlog of staff action items.

You want to easily visualize the progress of ongoing work.

The solution must require minimal administration since your organization only has a part-time IT volunteer.

What solution is most appropriate for your organization?

- A. Jira Service Desk Cloud
- B. Jira Software Data Center
- C. Jira Service Desk Data Center
- D. Jira Core Server

Correct Answer: A

QUESTION 2

You have just deployed a new Support Workflow and Support Notification Scheme. Manager Maria should be receiving notifications when users click the Escalate workflow transition, but she is not.

Identify two possible reasons Maria is not receiving the notifications. (Choose two.)

- A. Maria is not listed in the right custom event of the Support Notification Scheme.
- B. The Escalate workflow transition is firing the wrong event.
- C. The right custom event has been deleted from the Support Notification Scheme.
- D. Maria is not listed in the Issue Escalated (System) event of the Support Notification Scheme.
- E. The Escalate workflow transition is firing the right event, but the event is marked Inactive.
- F. The Escalate workflow transition is firing the right event but uses the wrong email template.

Correct Answer: CF

QUESTION 3



Sundar's development projects are falling behind. He wants to write a JQL query to find issues that meet all three of these criteria:

1.

He is the project lead of the project or the project is DEV.

2.

fixVersion had been set to 4.3 at some point but was later removed.

3.

Issues were created in the first 15 days of this month. The Exhibit shows the JQL query he created.

```
(Project in ProjectsLeadByUser() or Project=DEV) AND  
(FixVersion was 4.3 and FixVersion != 4.3 or FixVersion is EMPTY) AND  
(Created > StartOfMonth() and Created < StartOfMonth("15"))
```

Which statement about Sundar's query is true?

- A. The query will not return the right set of issues because the parentheses are wrong.
- B. The query will not return the right set of issues because lines 2 and 3 are wrong.
- C. The query will return the right set of issues, but it is inefficient.
- D. The query is well written and will return the right set of issues.
- E. The query is valid, but it will not run without a Jira Marketplace app.
- F. The query will not return the right set of issues because line 2 only is wrong.

Correct Answer: E

QUESTION 4

Your project is configured as follows:

several issue types, components and versions a single, simple unique workflow – OPEN --> IN PROGRESS --> DONE
Fix Version(s) can be set on the transition to IN PROGRESS Component(s) are required and new issues are automatically assigned to component leads all component leads are members of the Administrators project role

Now you have to implement the following requirements:

an affected version needs to be added to the issue upon creation only component leads can choose or add a fix version when the issue is transitioned to IN PROGRESS

What two configurations are prerequisites to meet the requirements? (Choose two.)

- A. Ensure Affects Versions/s is required in the used field configurations and on the correct screen.



- B. Add a condition limiting execution to the Administrators role to the IN PROGRESS transition and require Fix Version/s to be set.
- C. Ensure Component/s, Affects Versions/s, and Fix Version/s are required in the used field configurations.
- D. Ensure that only members of the Administrators project role have Resolve Issues permission.
- E. Add a condition limiting execution to the IN PROGRESS transition to the current assignee.

Correct Answer: DE

QUESTION 5

Three team members have left the company and their issues need to be re-assigned to various -users. All of their issues are in the Marketing project which uses the Default Notification Scheme. The scheme has never been updated.

How do you inform the new assignees about their re-assigned issues?

- A. Add an announcement banner to the marketing project to inform team members.
- B. Perform a single bulk operation to mention all new assignees in a comment.
- C. Add an announcement banner to each new assignee's dashboard.
- D. Perform bulk operations to re-assign the issues and notify the new assignees.
- E. Use the Send email feature to inform the individual new assignees.

Correct Answer: C

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