Jira®: Basic Administration  
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Quiz Data, Source: Pre-existing content (“Intro to Jira Cloud”, “Intro to Jira Server”)  
  
Key: **✔**Correct answer, 🗙 Incorrect answer

Quiz: Types of Jira

**Question 1**

* Question: **Which can you do with Jira?**
* Question type: Multiple choice
* Selections:
  + **✔**Manage your team or product pipeline
  + **✔**Report time and monitor progress
  + 🗙Post blog-style announcements
  + **✔**Report and fix bugs
  + **✔**Keep an authoritative, historical, and legal record
* Answer response:
  + Jira helps you schedule and record work, manage project pipelines, report and fix bugs, triage issues, report time and monitor progress, track changes and tasks, and keep an authoritative, historical, and legal record. To post blog-style announcements use wiki or collaboration software like Confluence.

**Question 2**

* Question: **What is a Jira project?**
* Question type: Single choice
* Selections:
  + 🗙 An initiative your team is working on
  + **✔**A collection of issues
* Answer response:
  + A “Project” is a collection of issues. The word “Project” in Jira is different than an initiative your team is working on outside of Jira. Think of a Jira project as a *container* for all your team’s initiatives, projects, and tasks.

**Question 3**

* Question: **Which are Jira application types?**
* Question type: Multiple choice
* Selections:
  + 🗙Jira Cloud
  + **✔**Jira Software
  + **✔**Jira Core
* Answer response:
  + The Jira application types are Jira Core, Jira Software, and Jira Service Desk. The Jira deployment types are Cloud, Server, and Data Center.

Quiz: Types of Jira Admins

**Question 1**

* Question: **How many admin user levels exist?**
* Question type: Single choice
* Selections:
  + 🗙1
  + 🗙2
  + **✔**3
  + 🗙4
* Answer response:
  + There are three types of admin users: (1) System Level Administrators (Server) – Users with the ability to perform absolutely every Jira administration function, (2) Application Level Administrators – Users with permissions to perform most Jira administration functions, and (3) Project Level Administrators – Users with permissions to manage settings for individual Jira projects. (Example: Components, project users, etc.)

**Question 2**

* Question: **Which type of users see the “cog” (or “gear”) icon in the main navigation?**
* Question type: Multiple choice
* Selections:
  + **✔** Project Level Administrators
  + **✔** Application Level Administrators
  + **✔** System Level Administrators
  + 🗙 End Users
* Answer response:
  + Project, application, and system-level administrators see the “cog” icon. The available options in the admin menu depend on the admin type, however.

**Question 3**

* Question: **Which Global Permissions should you limit to *internal* users?**
* Question type: Multiple choice
* Selections:
  + **✔** Make bulk changes (Cloud) or Bulk Change (Server)
  + 🗙 Create next-gen projects (Cloud)
  + **✔** Browse users and groups (Cloud) or Browse Users (Server)
* Answer response:
  + You may want to exclude external users from making large issue changes in bulk. You may also want to exclude external users from browsing the list of internal users in custom fields or sharing functions. You may want to limit the ability to create Next-gen projects (Cloud) to your Jira admin team or a small group of power users.

Quiz: Test Environment Considerations

**Question 1**

* Question: **Which are ways to distinguish a test environment from production?**
* Question type: Multiple choice
* Selections:
  + **✔**Change the color scheme
  + **✔**Add an announcement banner
  + **✔**Change the application’s display name
  + **✔**Change the application’s logo
  + **✔**Change your account avatar icon
* Answer response:
  + All these methods help distinguish between a test and production application.

**Question 2**

* Question: **What does the instructor recommend disabling in the test environment?**
* Question type: Single choice
* Selections:
  + 🗙Comments
  + **✔**Email
  + 🗙Attachments
* Answer response:
  + Disable email in the test environment to avoid notifying users with duplicate or test data.

Quiz: User Management

**Question 1**

* Question: **Which represents a Role?**
* Question type: Multiple choice
* Selections:
  + **✔**Administrators
  + **✔**Developers
  + 🗙 jira-software-users
* Answer response:
  + “Administrators” and “Developers” are default project roles. “jira-software-users” is an application access group. Think of a role as a common function on a team and a group as a list of individual users who perform that function.

**Question 2**

* Question: **How does the instructor recommend handling an unneeded user account?**
* Question type: Single choice
* Selections:
  + **✔**Make the account inactive
  + 🗙Delete the account
* Answer response:
  + Instead of deleting an account, make it inactive to maintain a historical record of actions.

**Question 3**

* Question: **Are you billed for inactive users?**
* Question type: Single choice
* Selections:
  + 🗙Yes
  + **✔**No
* Answer response:
  + Inactive users are not included in license counts.

Quiz: Project Creation

**Question 1**

* Question: **Which application types have project templates?**
* Question type: Multiple choice
* Selections:
  + **✔**Jira Core
  + **✔**Jira Software
  + **✔**Jira Service Desk
* Answer response:
  + All Jira application types have templates to help you quickly build new projects. Jira Core has templates for business-type projects, Jira Software has templates for development-type projects, and Jira Service Desk has templates for support-type projects.

**Question 2**

* Question: **What is a scheme?**
* Question type: Single choice
* Selections:
  + 🗙An individual item in Jira
  + 🗙A collection of Jira issues
  + **✔**A configuration or collection of settings
* Answer response:
  + A scheme is a configuration or collection of settings in a Jira project. Some new schemes are automatically built for new Jira projects. Other settings are assigned to a default scheme.

**Question 3**

* Question: **Which deployment type requires creating a board and a project to create test data?**
* Question type: Single choice
* Selections:
  + **✔**Jira Cloud
  + 🗙Jira Server
* Answer response:
  + In Cloud, start by creating a new board and click the “Create a Scrum/Kanban board with sample data”. A new project will be created in the process. In Server, simply create a new project and click the “Create sample data” link. No board is necessary.

Quiz: Workflow Concepts

**Question 1**

* Question: **Which represent steps in a workflow’s lifecycle?**
* Question type: Single choice
* Selections:
  + 🗙Properties
  + **✔**Statuses
  + 🗙Transitions
* Answer response:
  + Statuses are the different steps each issue goes through from the beginning to the end of its lifecycle. Statuses are represented visually by colored boxes. Common statuses include: Open, Closed, To Do, Done, etc.

**Question 2**

* Question: **What are transitions leading to a status sometimes called?**
* Question type: Single choice
* Selections:
  + **✔**Incoming transitions
  + 🗙Outgoing transitions
  + 🗙Backward transitions
* Answer response:
  + Transitions leading to a status are sometimes called “incoming” transitions. Transitions leaving a status are sometimes called “outgoing” transitions.

**Question 3**

* Question: **Which are workflow states?**
* Question type: Multiple choice
* Selections:
  + **✔**Active
  + 🗙Unassociated
  + **✔**Draft
  + **✔**Inactive
* Answer response:
  + There are three workflow states: Active, Draft, and Inactive. Active workflows are in use and assigned to projects. Draft workflows are unpublished versions of active workflows. Inactive workflows are not in use or assigned to any projects.

**Question 4**

* Question: **Which workflow editing mode creates global transitions?**
* Question type: Single choice
* Selections:
  + **✔**Diagram mode
  + 🗙Text mode
* Answer response:
  + You can only create a global transition from diagram mode. You can edit a global transition in either mode, however.

Quiz: Jira Permissions

**Question 1**

* Question: **Which is true about Issue Security Schemes?**
* Question type: Multiple choice
* Selections:
  + 🗙They secure an entire project
  + 🗙They are created by default
  + **✔**They utilize custom security levels to restrict access
  + **✔**You should add users and groups to security levels
* Answer response:
  + Issue Security Schemes secure individual issues in a project. Issue security schemes are not created automatically. If you need one, you must manually create it, add levels, add users or groups to the levels, and associate it with a project.

**Question 2**

* Question: **How many workflows can a Jira project have?**
* Question type: Multiple choice
* Selections:
  + 🗙 Zero
  + **✔** One
  + **✔** One per issue type
  + 🗙 One per project role
* Answer response:
  + A Jira project can have one or more workflows. A Workflow Scheme determines which issue types use which workflow.

**Question 3**

* Question: **How should you start any permission investigation?**
* Question type: Single choice
* Selections:
  + 🗙Visit the user's profile at Admin > User management
  + 🗙Login as the user, to experience the reported issue
  + **✔**Use the Permission Helper
* Answer response:
  + Use the Permission Helper to uncover why a user can or cannot interact with an issue.

**Question 4**

* Question: **Who can use the Permission Helper?**
* Question type: Multiple choice (Only one correct answer, by design, however.)
* Selections:
  + **✔**Application Administrators
  + 🗙Project Administrators
  + 🗙Any logged in user
* Answer response:
  + This helper app is only visible to Jira Administrators.

Quiz: Jira Notifications

**Question 1**

* Question: **Which represents a custom event notification?**
* Question type: Multiple choice
* Selections:
  + **✔**Alert a senior exec that approval is needed
  + 🗙Alert the reporter that an issue was updated
  + **✔**Alert the testing team that an issue is ready for verification
* Answer response:
  + Alerting a senior exec or the testing team are examples of *custom* notification events. Alerting the reporter of an update is a *standard* notification event.

**Question 2**

* Question: **How many Notification Schemes can a project have?**
* Question type: Multiple choice
* Selections:
  + **✔**Zero
  + **✔**One
  + 🗙Multiple
* Answer response:
  + Projects are not required to have a Notification scheme. They can have one or none.

**Question 3**

* Question: **What are common causes of email related problems?**
* Question type: Multiple choice
* Selections:
  + **✔**Problems with the mail server
  + **✔**Problems with a user’s email address or mailbox
  + **✔**Notification Scheme configuration
  + **✔**Incorrect user expectations
* Answer response:
  + There are many causes of email related problems. Once you’ve ruled out non-Jira problems with the mail server, and the user’s mailbox, use the Notification Helper to check Jira settings and Notification Schemes.

Template

**Question ###**

* Question: **###**
* Question type: Multiple choice
* Selections:
  + **✔**###
  + 🗙###
* Answer response:
  + ###