ACP-120 Exam Topics List

ID	Objective	Resources
1	**Access, Permissions, Security (28% of the exam)** Jira Cloud administrators are responsible for access at all levels: organization, product, project, and issue. This includes both licenced and anonymous access, managed and unmanaged accounts, appropriate administrator privileges, and use of groups and project roles, in both team-managed and company-managed projects. This also requires understanding the interdependence between product access, global permissions, project permissions, workflow conditions, and issue-level-security.	
1.2	**Determine appropriate administrator privileges** • The three admin types: org admin, Jira admin, project admin • Granting the admin privilege to each admin type • What actions can be performed by each admin type	Give users admin permissions Make a user an org admin Make a user a site admin Make a user a product admin Project admins
1.3	**Configure global permissions** • Purpose of each global permission • Global permissions are granted to groups	Manage global permissions Grant global permissions to a group of users How do Jira permissions work
1.4	**Configure project permissions** • Distinction between access in team-managed projects and permission schemes in company-managed projects • Purpose of each permission • Which permissions are needed in combination • When to use project roles versus groups • Configuring user/group custom fields in permissions • Relationship between certain project permissions and global settings (e.g. issue-linking and Link Issues permission)	Manage project permissions Project admins Manage project roles Permissions for company-managed projects Add users, groups, or roles to a permission scheme and grant their project permissions Permissions for team-managed projects Manage how people access your team-managed project Add people to team-managed projects ▲ Should I use Project Roles or Groups?
1.5	**Configure issue-level security** • Use cases for using issue-level security • Using Reporter, Assignee, and user/group custom fields as Security Level entries • Configurations required to enable issue-level security in a project • Use of restrictions in team-managed projects • Issue level security inheritance	Configure issue security schemes Apply comment permissions Restrict access to an issue type in team-managed projects Issue Security in Jira
2	**General Project Configuration (11% of the exam)** Jira Cloud administrators are responsible for creating and configuring the projects, including determining the correct project type, which template to use, configuring project details and implementing components and versions.	
2.1	Understand project types, templates, and shared configurations • Know differences between team-managed and company managed projects, including features, boards, and configuration options • Determine which project type to use - team-managed or company-managed project along with scrum versus Kanban • Project templates and how to select them • Advantages and limitations of shared configurations for company-managed project	What are team-managed and company-managed projects What are the project templates Manage and administer team-managed projects Create a project that shares its configuration with another project
2.2	Configure project details and sidebar • Project details configuration • Impact of modifying a project's name and/or key	Configure Projects Edit a project's details Things to consider before changing a project key
2.3	Manage versions • Implications of releasing a version with unresolved issues • Merge, delete and release a version • Version naming/unique names	What is a version Release your team's work in versions

2.4	Configure components and auto-assignments • Understand how default assignee is determined when multiple components are selected • Setting a project default assignee • Understand how default assignee is determined with a combination of project default assignee and component assignees	Organize work with components Add or change your project's default assignee
3	**Issue Types, Fields, Screens (18% of the exam)** Jira Cloud administrators are responsible for the creation and maintenance of issue types, fields, screens and their schemes. They need to know how to configure issue layouts in both team and company-managed projects. They must understand the use cases for the creation of new issue types, and custom fields and how to utilize custom field context. Jira admins must also understand the use cases for epics and sub-tasks, for both scrum and Kanban projects.	
3.1	Configure issue types • Creating issue types and issue type schemes • Impact of changing an issue type name • Mapping issue types to workflows, issue type screen schemes and field configuration schemes in company-managed projects • Use cases for utilizing sub-tasks • Understand how time-tracking on sub-tasks roll up to parent • Use cases for utilizing epics including cross-project epics • Creating issue types in team-managed projects	What are issue types Add, edit, and delete an issue type Configure sub-tasks What are issue type schemes Add, edit, and delete an issue type scheme Set up issue types in team-managed projects
3.2	Configure fields • Creating custom fields including using context • Field formatting in field configurations including text rendering, hidden, and required fields • Adding fields to team-managed projects	Add, edit, and delete a field configuration Change a field configuration Associate field behavior with an issue type Specify field behavior Create a custom field Configure a custom field Add a context to a custom field Custom fields types in company-managed projects Add a context to a custom field Customize an issue's fields in team-managed projects Available custom fields for team-managed projects
3.3	Configure screens and issue layout • Creating screens for company-managed projects • Configuring issue layout in company-managed projects • Configuring screens for issue types in team-managed projects	Manage issue screens Configure field layout in the issue view Copy an issue layout to other projects How fields appear on your issues in team-managed projects
4	**Workflows and Automation (14% of the exam)** Jira Cloud administrators are responsible for creating usable and sustainable workflows including project-level customizations in both company and team-managed projects. They need to understand all parts of workflow configuration and the relationship between workflows and boards. Jira Cloud administrators must be able to interpret business requirements to create automation rules to perform repetitive tasks. Finally they must understand the relationship between project roles, permissions and automation rules.	
4.1	Configure company-managed workflows • Parts of workflows including statuses and transitions • Parts of transitions including properties, conditions, validators, and post functions • Relationship between statuses and boards • Importance of setting resolution field • How to set the resolution field	Work with issue workflows Edit an issue workflow Configure advanced issue workflows Add a custom event Use workflow properties Use workflow validators for company managed projects Configure columns

4.2	Configure team-managed workflows • Configuring workflows for issue types • Creating and configuring workflow statuses • Workflow rules configuration	Manage how work flows in your team-managed project Set up a workflow in a team-managed project Create, edit and delete statuses in team-managed projects Add or remove workflow rules in team-managed projects Available workflow rules in team-managed projects Create, edit and delete transitions in team-managed projects Configure columns and statuses in your team-managed project
4.3	Configure automation rules • Impact of project versus global rules • Automation rule parts including rule details, triggers, branching, actions and conditions • How automation rules can refer to and update linked and related issues • If-else conditions • Smart value syntax • Relationship between project permissions and automation rules	Automation - Getting Started Guide Jira Automation Rule Playground Create and edit Jira automation rules Jira automation triggers Jira automation conditions Jira automation actions Jira automation branches Work with related issues with rule branching Advanced automation rule options
5	**Notifications (8% of the exam)** Jira Cloud administrators are responsible for creating and sometimes limiting the emails sent from Jira. They must understand each event within the notification scheme, and how to create custom notifications and add them to workflows. They need to understand how to configure notifications in team-managed projects. They must know how to troubleshoot notifications including understanding the relationship between notifications and personal settings. Jira Cloud administrators must know how to create, configure, and troubleshoot mail handlers.	
5.1	Configure company-managed notifications • Configuring notification schemes • Understand what event fires each type of notification • Relationship between events and recipients including project roles and groups • Creating and configuring custom events including workflow modifications • Relationship between notifications and personal settings	Configure projects Configure notification schemes Add a custom event Work with search results Manage your Jira personal settings
5.2	Configure team-managed notifications • Configuring notifications • Recipient options for notifications including project roles • Relationship between notifications and personal settings	Customize notifications in team-managed projects Manage your Jira personal settings
5.3	Understand personal notification settings • Notification options in personal settings • Relationship between notifications and personal settings	Manage your Jira personal settings
5.4	Configure mail handlers • Configuration options for mail handlers • Troubleshoot auto-assignment for issues created from mail handler	Configure email in Jira applications Create issues and comments from email
6	**Advanced User Features (12% of the exam)** Jira Cloud administrators need to know how to interpret user requirements to create complex filters, with multiple clauses, using Jira Query Language (JQL). Following filter creation, they need to know how to share filters, and create shared dashboards and subscriptions. Jira Cloud administrators also need to know how to perform bulk updates from filters, and the potential impacts of using that feature.	

6.1	**Write advanced JQL queries**	What is advanced searching in Jira Cloud
	• JQL fields, including use of custom fields	Advanced search reference - JQL functions
	• JQL functions and their available arguments	Advanced search reference - JQL fields
	• JQL operators	Advanced search reference - JQL keywords
	• JQL keywords	Advanced search reference - JQL operators
	• How to use parentheses in JQL statements to create clauses	What is JQL: functions, history, and sorting
	• How to find issues for specific time and date ranges via JQL	JQL: Get started with advanced search in Jira
	• Limitations of basic search	Gain Project Insights through JQL
		Working with search results
		Perform a basic search
6.2	**Configure filters, dashboards, subscriptions**	Save your search as a filter
	• Global permission for sharing dashboards and filters	Prevent or remove public access
	• How project permissions impact viewing shared filter results	Work with search results
	• Creating shared filters and dashboards	Subscribe to search results
	• Creating and configuring a filter subscription, including scheduling options	
	• Using groups in filter subscriptions	
	• Troubleshooting filter subscriptions	
	• Using currentUser() function in filters and their subscriptions	
6.3	**Understand bulk operations**	Edit multiple issues at the same time
	• Available options for bulk updates	Migrate between team-managed and company-managed projects
	• Relationship between project, issue, and workflow permissions to the availability of bulk update actions	
	• Relationship of workflow transitions and the availability of bulk update actions	
	• Field mapping during bulk update	
	• Potential implications of bulk update including replacing field values and sending notifications	
	• Limitations of moving issues between company-managed to team-managed projects via bulk update	
7	**System Administration (9% of the exam)**	
	Jira Cloud administrators need to understand how to create and manage global configurations including look and feel options, user default settings, links, and time tracking. They must also configure statuses, resolutions and priorities and understand the impact of modifying those items. Finally, Jira Cloud administrators must know how to import and export data including creating and restoring site backups.	
7.1	Configure global user interface features	Configure global settings
	• Options for user default settings	Configure the look and feel of Jira applications
	• Options for the instance look and feel, and announcement banner	Configure the default dashboard
	• Differences and relationship between user default settings and individual personal settings	Use dashboard gadgets
	• Impact of updating user default settings, on existing objects	Configure the user default settings
	• How to modify the Default dashboard	Manage your Jira personal settings
7.2	Configure attachments, issue links, app links, time-tracking globally	Configure issue linking
	• Enabling and configuring estimation and time tracking	Use AppLinks to link to Atlassian products
	• Troubleshooting time tracking	Create links in the application navigator
	• Enabling and configuring issue linking	Configure time tracking
	• Configuring application and instance links	Configure estimation and tracking
7.3	Configure statuses, resolutions, priorities and sub-tasks globally	What are issue statuses, priorities, and resolutions
	• Creating statuses, resolutions and priorities	Configure statuses, resolutions, and priorities
	• Impact of renaming statuses, resolutions and priorities	Configure sub-tasks
	• How to disable sub-tasks	
	• Impact of renaming workflow statuses in team-managed projects	
7.4	Understand system backup and import	Export data from Jira Cloud
	• Import options	What gets migrated with Jira site import
	• Steps for creating a backup, including media	Import issues
	• How to restore data from a backup	Import data from a CSV file
	• Permissions needed to perform backup and restore actions	Import data from Trello
	• How archived projects are handled during imports from backup	Import data from JSON