

ACP-620 Exam Topics

V2 | March 2023

Preparing for the Exam

The Managing Jira Projects course establishes the foundation of knowledge you will need to pass the exam, but it does not cover everything you will need to know.

You should prepare for every exam topic by practice with the product; explore all the related Jira functionality and settings.

- Content marked with an asterisk was not covered in the course, either at all or not in depth, but is tested on the certification exam. We've provided some links to additional resources to help you prepare.
- The **sample questions** that accompany the course are designed to teach you some of the additional material. Try all the sample questions and read all the explanations for every response option.

ID	Exam Topic	Resources
620.1	Project Creation (10-15% of exam)	Jira Cloud project administrators are responsible for the creation of team-managed projects and may be called upon to help users decide the best project type for new projects. They are also responsible for managing project settings and working with Jira administrators on company-managed project configurations.
620.1.1	Given a scenario, recommend a project implementation (company-managed, team-managed , project templates, shared configuration) This topic includes: <ul style="list-style-type: none">• Understand use cases for each project type• Know feature differences between company-managed and team-managed projects	What are team-managed and company-managed projects?
620.1.2	Create and configure team-managed projects This topic includes: <ul style="list-style-type: none">• Understand how to create team-managed projects• Understand team-managed project access and permissions• Understand how to add users to team-managed projects	Get started with team-managed projects Manage and administer team-managed projects Team-managed project permissions Team-managed project permissions Manage how people access your team-managed project Add people to team-managed projects
620.1.3	Given business requirements, recommend an issue type configuration for a company-managed project This topic includes: <ul style="list-style-type: none">• Understand the features associated with epics, base (standard) and sub-task issue types	What are issue types Configure sub-tasks
620.1.4	Describe how to manage general project configurations (project details, project sidebar) This topic includes: <ul style="list-style-type: none">• Know how to update project details and configure the project sidebar• Understand each feature of project details• Understand the impacts of modifying project details• Understand how to create and use project categories• Know how to move a project to trash	Edit a project's details Add, assign and delete project categories Trash for Jira cloud projects
620.2	Board Configuration (25-35% of exam)	Jira Cloud project administrators are responsible for creating and managing scrum and Kanban boards for teams. This includes creating filters and configuring boards to accommodate each project's data and workflows.

620.2.1	<p>Given a scenario, recommend an appropriate board type (Scrum, Kanban, Kanban with backlog)</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understand board types and features for each - scrum, Kanban and Kanban with backlog 	<p>What is a Jira Software board</p> <p>Create a board</p>
620.2.2	<p>Given business requirements, configure boards across multiple teams and projects</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Know how to create cross-project boards • Understand the implications of cross-project boards • Understand which board configurations support cross-project boards 	<p>Create a board</p> <p>Change the location of a board</p>
620.2.3	<p>Configure board columns to match a workflow process</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understand the relationship between board columns and workflow statuses • Know how to add and remove columns • Understand the implications of adding and removing columns 	<p>Configure columns</p>
620.2.4	<p>Translate requirements into board filters, sub-filters, and quick filters</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Know how to create a board from a filter and add a sub-filter • Understand the impact of updating the board filter • Know how to create quick filters • Understand how quick filters integrate with board filters 	<p>Create a board</p> <p>Configure filters</p> <p>Configure quick filters</p>
620.2.5	<p>Determine the effects of estimation and time tracking on Scrum boards</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Know how to modify the estimation selection on scrum boards • Understand the relationship between estimation metric and board reports 	<p>Configure estimation and time tracking</p>
620.2.6	<p>Configure board swimlanes, card colors, card layout, working days, and issue detail view</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Know how to apply each board configuration - card colors, card layout, working days, and issue detail view • Understand the use cases for each board configuration item • Understand the relationship between working days settings and board reports 	<p>Configure boards</p> <p>Configure a company-managed board</p> <p>Configure swimlanes</p> <p>Customize cards</p> <p>Configure the issue detail view</p> <p>Configure working days</p>
620.2.7	<p>Troubleshoot board and filter configurations</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understand the relationship between the board filter and board columns • Understand the use of RANK in board filters • Understand the impact of filter permissions on board access • Understand the behavior of stacked quick filters 	<p>Configure filters</p> <p>Configure quick filters</p>

620.3	Managing Projects (25-35% of exam)	<p>Jira Cloud project administrators are responsible for managing project configurations, including permissions, project roles, versions, components and fields. Some of these configurations, such as global permissions, time tracking, issue linking and custom fields are managed by Jira Cloud administrators, but project administrators need to understand these features in order to collaborate with Jira administrators.</p>
620.3.1	<p>Determine appropriate permissions for project team members (project, global)</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understand how global permissions impact use of features in Jira Software • Understand the functionality of each project permission • Understand how some features in Jira software require multiple project permissions • Understand the relationship between project permissions and project roles • Understand the use of the Administer Projects permission 	<p>How do Jira permissions work</p> <p>Manage global permissions</p> <p>Manage project permissions</p> <p>View and edit project role permissions</p>
620.3.2	<p>Assign team members to project roles</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Know how to add users to a project role • Understand the relationship between project permissions and project roles • Understand the use of the Administer Projects permission 	<p>View and edit project role permissions</p> <p>Manage project roles</p> <p>How do Jira permissions work</p>
620.3.3	<p>Implement versioning, manage releases and roadmaps, and predict the impact of scope changes</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Know how to create and modify versions • Understand the features of the release hub • Understand how to use the project roadmap • Understand how scope is reflected on board reports 	<p>Manage versions</p> <p>Generate a report</p> <p>Add links with the Related work feature</p> <p>What is the roadmap</p>
620.3.4	<p>Recommend a method to sub-categorize issues (components, labels, custom fields)</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understand use cases for components, labels and custom fields • Know what custom field types are available 	<p>Organize work with components</p> <p>Custom field types in company-managed projects</p>
620.3.5	<p>Configure and troubleshoot automatic issue assignment (project default, components)</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understand how components, project default and automation rules can be used to auto-assign issues • Understand auto-assignment behavior when there are multiple components 	<p>Organize work with components</p> <p>Edit a project's details</p> <p>Who does the Automatic assignee option assign an issue to</p> <p>Jira automation actions</p>
620.3.6	<p>Configure issue field layout</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understand configuration options for the issue view • Understand the relationship between fields and project permissions 	<p>Configure field layout in the issue view</p> <p>Update an issues details</p>

620.3.7	<p>Evaluate ways to enrich issues (attachments, links, time tracking, developer information)</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Know how to add time tracking fields to issue layout • Understand how issue links are used to relate issues • Understand how links are used to reference web and Confluence pages • Know how to at-mention and watch issues • Understand how attachments can be added to Jira issues to include additional information • Understand how Jira can be integrated with Bitbucket to allow developers to reference Jira issues in Bitbucket actions 	<p>Configure field layout in the issue view</p> <p>Update an issues details</p> <p>Configure time tracking</p> <p>Configure issue linking</p> <p>Link an issue</p> <p>Watch, share, and comment on an issue</p> <p>Add files, images, and other content to describe an issue</p> <p>Use Jira Cloud with Bitbucket</p>
620.4	Automation (15-20% of exam)	<p>Jira Cloud Software includes multiple methods to automatically update data and issue statuses. Project administrators need to understand how each functions and the applicable use cases for these features. Some features such as workflow post functions will require collaboration with a Jira administrator.</p>
620.4.1	<p>Identify ways to automate Jira (bulk change, workflow, automation, apps)</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understanding how Automation for Jira can be used to update issues • Understanding how filter subscriptions can be used to notify users based on specific criteria • Understand the available options for bulk update • Understand how workflow post functions can be used to update issues 	<p>https://www.atlassian.com/software/jira/guides/expand-jira/automation</p> <p>Create and edit Jira automation rules</p> <p>Edit issues with Jira automation</p> <p>Save your search as a filter</p> <p>Edit multiple issues at the same time</p> <p>Configure advanced issue workflows - post functions</p>
620.4.2	<p>Create an automation rule based on business requirements</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understand the functionality of each part of an automation rule • Understand how branches in automation rules can be used to update related issues • Understand smart values 	<p>https://www.atlassian.com/software/jira/guides/expand-jira/automation</p> <p>Create and edit Jira automation rules</p> <p>Edit issues with Jira automation</p> <p>Jira automation branches</p> <p>Jira automation triggers</p> <p>Jira automation conditions</p> <p>Jira automation actions</p> <p>Smart values in Jira automation</p>
620.4.3	<p>Troubleshoot Jira automation</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understand the relationship between project permissions and automation rules • Understand the typical root causes for rule failure 	<p>How do Jira permissions work</p> <p>Manage project permissions</p> <p>Create and edit Jira automation rules</p>
620.5	Reporting (15-20% of exam)	<p>In order to assist teams to make data-driven decisions, Jira Cloud Project Administrators can utilize Jira reporting features including advanced searching, dashboards and the agile board reports. They may also be called upon to provide input on Atlassian tools to enable scaled agile including Advanced Roadmaps and Jira Align.,</p>

620.5.1	<p>Translate business requirements into appropriate JQL queries</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understand how advanced searching can be used to create filters for complex criteria • Understand each part of advanced searching - fields, functions, keywords and operators 	<p>Free Course: Gain Project Insights through JQL</p> <p>What is advanced searching in Jira Cloud</p> <p>Advanced search reference - JQL fields</p> <p>Advanced search reference - JQL functions</p> <p>Advanced search reference - JQL keywords</p> <p>Advanced search reference - JQL operators</p>
620.5.2	<p>Determine an appropriate gadget and dashboard configuration</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Know how to create and configure a dashboard • Understand the features and use cases for dashboard gadgets 	<p>What is a Jira dashboard</p> <p>Create and edit dashboards</p> <p>Configure custom dashboards</p> <p>Use dashboard gadgets</p>
620.5.3	<p>Analyze information from agile reports and issue analysis reports</p> <p>This topic includes:</p> <ul style="list-style-type: none"> • Understand the use cases for each Agile report in both scrum and Kanban boards • Understand how to interpret data provided on the Agile reports 	<p>Free Course: Jira Reporting Basics</p> <p>Generate a report</p> <p>View and understand the epic report</p> <p>View and understand the epic burndown report</p> <p>View and understand the control chart</p> <p>View and understand the cumulative flow diagram</p> <p>View and understand the sprint report</p> <p>View and understand the burnup chart</p> <p>View and understand the burndown chart</p>