

ACP-120 Jira Administration for Cloud

3 Days

8 HOURS A DAY

8

MODULES

31

TOPICS

LEARNING OBJECTIVES

- Translate business requirements into JQL queries and shared filters
- Configure global settings, attachment options and time tracking
- Configure product access, groups, roles and project permissions
- Troubleshoot issue-level security and permission configurations
- Determine project configuration for company and team-managed projects
- Implement changes to issue types, statuses and field schemes
- Configure and troubleshoot workflows and automation rules
- Recommend and troubleshoot project notifications and mail handlers

8 Modules, 31 Topics

01

10-15%

User Features

TOPICS

- Translate business requirements into appropriate JQL queries
- Manage shared filters and dashboards and identify the outcome of filter subscription configurations
- Describe the results and implications of a bulk change operation

02

5-10%

Configuring Global Settings and User Communications

TOPICS

- Modify Jira general configuration settings according to requirements (look and feel options, default language, user default settings, system dashboard)
- Given a scenario, determine changes to attachment options, issue links, and time tracking

03

30-35%

Product and Project Access and Permissions

TOPICS

- *Demonstrate understanding of Jira Cloud user management
- *Determine appropriate administrator privileges
- *Configure product access, groups, roles, project and global permissions
- *Troubleshoot product access, groups, roles, project and global and permissions
- *Determine the impact of removing or suspending user access and deleting groups
- Recognize the impacts of changes and configurations available to Jira's user default settings and personal settings
- *Configure and troubleshoot issue-level security

04**10-15%**

General Project Configuration

TOPICS

- Describe how to manage general project configurations (e.g. project details, project sidebar)
- Determine project configuration based on business requirements (modifying an existing project, creating a project from shared configurations or a project template)
- Describe how versions are managed in Jira
- Determine how to create and configure project components and auto-assignment
- *Describe the features of a team-managed project
- *Given requirements determine whether to use a company-managed or team-managed project

05**15-20%**

Issue Types, Fields and Screens

TOPICS

- Implement changes to statuses, resolutions, priorities, translations, issue types and sub-tasks
- *For company-managed projects, identify the appropriate issue type configurations to satisfy business requirements
- Determine the impacts of modifying or moving active issue types and schemes
- *For company-managed projects, determine the correct configuration of a field, considering field context, field configuration (scheme) and screens (schemes)
- *For company-managed projects, troubleshoot the correct configuration of a field, considering field context, field configuration (scheme) and screens (schemes)

06**5-10%**

Workflows and Automation**

TOPICS

- *Determine an appropriate workflow configuration for company-managed projects
- Troubleshoot workflow configurations
- **Configure and troubleshoot automation rules

07**5-10%**

Notifications and Email

TOPICS

- Given business requirements, recommend the appropriate project notifications including events
- Troubleshoot issues with notifications including events
- Identify and troubleshoot the configuration of an incoming mail handler

Administering and Extending Jira

TOPICS

- Demonstrate how to appropriately configure issue collectors
- Describe methods for backing up and restoring content

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Hands-on exercises throughout the course
- Delivery by certified instructors and subject matter experts
- Course completion certificate from Koenig

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