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ATLASSIAN Jira Cloud Administrator Sample Questions (Q26-Q31):

NEW QUESTION # 26

Your Jira Cloud instance has hundreds of company-managed projects which are used only by the development team at your organization. All projects share a single permission scheme. New business requirements state:

- * Customer support staff at your organization need to view all issues in all the projects.
- * They also need to share filters with other users.
- * They should not be granted too much access.

Identify the appropriate way to configure customer support staff in Jira.

- A. As a security level
- **B. As a new group**
- C. As a new project role
- D. As a new permission

Answer: B

Explanation:

To meet the requirements of allowing customer support staff to view all issues in all company-managed projects, share filters, and avoid granting excessive access, configuring the staff as a new group (Option A) is the most appropriate approach. This allows the group to be granted specific permissions in the shared permission scheme and global permissions without requiring structural changes to the projects.

* Explanation of the Correct Answer (Option A):

* Viewing all issues: All projects share a single permission scheme, which defines permissions like Browse Projects (required to view issues). By creating a new group (e.g., "Customer Support"), you can add this group to the Browse Projects permission in the shared permission scheme, granting customer support staff access to view issues in all projects.

* Sharing filters: Sharing filters requires the Share dashboards and filters global permission.

Adding the "Customer Support" group to this global permission allows staff to share filters with other users.

* Minimal access: Using a group ensures that only the necessary permissions (Browse Projects and Share dashboards and filters) are granted, avoiding excessive access (e.g., editing issues, administering projects).

* Exact Extract from Documentation:

Manage groups in Jira Cloud

Groups are used to manage user permissions efficiently across multiple projects.

To grant permissions to a group:

* Create a new group in Settings > User management > Groups.

* Add users to the group.

* Add the group to permissions in the permission scheme (Settings > Issues > Permission schemes) or global permissions (Settings > System > Global permissions). Example: Add a group to the Browse Projects permission to allow members to view issues, and to the Share dashboards and filters global permission to share filters. Note: Groups are ideal for applying permissions across multiple projects with a shared permission scheme. (Source:

Atlassian Support Documentation, "Manage groups in Jira Cloud")

* Why This Fits: Creating a new group allows you to efficiently grant the Browse Projects permission (via the shared permission scheme) and the Share dashboards and filters global permission to customer support staff, meeting all requirements while keeping access minimal.

* Why Other Options Are Incorrect:

* As a security level (Option B):

* Security levels (part of an issue security scheme) restrict who can view specific issues within a project. The requirement is to grant visibility to all issues, not restrict it, so security levels are irrelevant. Additionally, security levels do not address sharing filters.

* Extract from Documentation:

Issue security levels restrict issue visibility to specific users, groups, or roles. They are not used to grant broad access like viewing all issues.

(Source: Atlassian Support Documentation, "Configure issue security schemes")

* As a new project role (Option C):

* Project roles are used in permission schemes to grant permissions within projects. While a new project role (e.g., "Customer Support Role") could be created and added to the Browse Projects permission, this would require adding the role to each project's role membership, which is inefficient for hundreds of projects. A group is more practical, as it can be added once to the shared permission scheme. Project roles also do not directly address global permissions like Share dashboards and filters.

* Extract from Documentation:

Project roles are project-specific and require membership configuration in each project. Groups are more efficient for permissions across multiple projects with a shared scheme.

(Source: Atlassian Support Documentation, "Manage project roles")

* As a new permission (Option D):

* Creating a new permission is not a valid option in Jira, as permissions are predefined (e.g., Browse Projects, Edit Issues). The requirement is met by granting existing permissions (Browse Projects, Share dashboards and filters) to a group, not by creating a new permission type.

* Extract from Documentation:

Jira permissions are fixed and cannot be extended with new permission types. Use existing permissions in permission schemes or global permissions.

(Source: Atlassian Support Documentation, "Manage permissions in Jira Cloud")

* Additional Notes:

* Steps to configure:

* Create a "Customer Support" group in Settings > User management > Groups.

* Add customer support staff to the group.

* Add the group to the Browse Projects permission in the shared permission scheme (Settings > Issues > Permission schemes).

* Add the group to the Share dashboards and filters global permission (Settings > System > Global permissions).

* This approach requires Jira administrator privileges to manage groups and permissions.

* A group is more scalable than a project role for hundreds of projects, as it avoids per-project configuration.

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Atlassian Support Documentation: Manage groups in Jira Cloud

Atlassian Support Documentation: Configure issue security schemes

Atlassian Support Documentation: Manage project roles

Atlassian Support Documentation: Manage permissions in Jira Cloud

Atlassian Support Documentation: Manage global permissions

NEW QUESTION # 27

A new user needs access to all applications of your Atlassian Cloud site to configure projects without consuming any user licenses. Select two items which, when combined, will satisfy this requirement? (Choose two)

- A. Trusted user role
- **B. Administration access**
- C. User groups
- D. Individual users
- **E. Site access**
- F. Product access

Answer: B,E

NEW QUESTION # 28

You created a new project and need to configure notifications.

Managers should be notified when

- * Someone mentions them while adding or editing a comment
- * The issue assignee or reporter is changed
- * Issue links are added or deleted

You assume that users have not turned off any notifications through their Personal settings. Identify the two notification events to which managers should definitely be added (Choose two)

- **A. Issue Updated**
- B. Issue Commented
- C. Generic Event
- D. Issue Deleted
- **E. Issue Assigned**

Answer: A,E

NEW QUESTION # 29

Jenni wants to populate several custom fields of type User Picker (single user). But she does not see any users to select when she starts typing a name. What is Jenni missing?

- A. Global permission
- B. Project role
- **C. Project permission**
- D. Product role
- E. Product access

Answer: C

Explanation:

The issue described indicates that Jenni is unable to see users when trying to populate a User Picker (single user) custom field, suggesting she lacks the necessary permission to browse or select users. In Jira Software Cloud, the ability to select users in a User Picker field is controlled by the Browse Users and Groups global permission or the User Picker field's configuration, but the most relevant factor here is a project permission (Option B), specifically the Browse Projects permission, which determines whether Jenni can see users associated with the project.

* Explanation of the Correct Answer (Option B):

* The User Picker (single user) custom field allows users to select a single Jira user from a dropdown or autocomplete list. To see users in this field, Jenni must have permissions to view users in the context of the project, which is typically governed by the Browse Projects permission in the project's permission scheme. If Jenni lacks this permission for the project where the field is used, she may not see any users when typing in the field.

* Additionally, the User Picker field can be configured with a user filter (e.g., restricting selectable users to those in a specific role or group). If Jenni does not have access to the relevant project or the users are filtered out, she will not see any users.

* Exact Extract from Documentation:

Configure User Picker fields

The User Picker (single user) field allows selecting a single Jira user. To populate the field:

- * The user must have the Browse Projects permission for the project to view and select users associated with the project.
- * The field can be configured with a user filter (e.g., only users in a specific role or group). If a filter is applied, only users matching the filter are shown. Note: If no users appear in the User Picker, check the user's project permissions and the field's configuration.

(Source:

Atlassian Support Documentation, "Configure custom fields")

* Why This Fits: The most likely reason Jenni cannot see users is that she lacks the Browse Projects permission for the project, which prevents her from accessing the user list in the User Picker field. Alternatively, a restrictive user filter in the field configuration could be the cause, but this is still tied to project-level access.

* Why Other Options Are Incorrect:

* Product access (Option A):

* Product access (e.g., access to Jira Software or Jira Service Management) determines whether a user can log in to Jira and use its features. However, Jenni is already interacting with the User Picker field, indicating she has product access. Product access does not control the visibility of users in a User Picker field.

* Extract from Documentation:

Manage product access

Product access grants users the ability to use Jira products. It does not control specific permissions like viewing users in fields, which are managed by global and project permissions.

(Source: Atlassian Support Documentation, "Manage product access")

* Global permission (Option C):

* The Browse Users and Groups global permission allows users to see other users and groups across Jira (e.g., in user pickers or sharing dialogs). While this permission is relevant for user visibility, it is less likely the issue here, as Jenni's problem is specific to a project's User Picker field, suggesting a project-level restriction rather than a global one.

* Extract from Documentation:

Global permissions

The Browse Users and Groups permission allows users to select users in fields like User Picker. If this permission is missing, users may not see any users in pickers. However, project-specific permissions like Browse Projects also affect user visibility in project contexts.

(Source: Atlassian Support Documentation, "Manage global permissions")

* Product role (Option D):

* Product roles (e.g., Jira Software User, Jira Service Management Agent) define access to specific products but do not control permissions for selecting users in fields. This is not relevant to Jenni's issue.

* Extract from Documentation:

Product roles define access to Jira products and are not related to project-specific permissions or field behaviors.

(Source: Atlassian Support Documentation, "Manage product roles")

* Project role (Option E):

* Project roles (e.g., Administrator, Developer) are used in permission schemes to grant permissions. While Jenni might need a project role to have the Browse Projects permission, the role itself is not the missing element—rather, it's the permission granted by the role.

Option B (project permission) is more precise.

* Extract from Documentation:

Project roles are used in permission schemes to grant permissions like Browse Projects. The permission, not the role, determines whether a user can select users in a User Picker field.

(Source: Atlassian Support Documentation, "Manage project roles")

* Additional Notes:

* If a user filter is applied to the User Picker field (e.g., limiting selectable users to a specific group or role), Jenni might not see users if she or the users are not in the filtered set. This should be checked in the field's configuration (Settings > Issues > Custom fields).

* To resolve the issue, verify Jenni's Browse Projects permission in Project settings > Permissions and check the User Picker field's configuration for restrictive filters.

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Atlassian Support Documentation: Configure custom fields

Atlassian Support Documentation: Manage project permissions

Atlassian Support Documentation: Manage global permissions

Atlassian Support Documentation: Manage product access

Atlassian Support Documentation: Manage project roles

NEW QUESTION # 30

Boris is reviewing his assigned issues. He wants to move them from the backlog into a planned sprint so he can work on them. Which two permissions does he need? (Choose two.)

- **A. Edit Issues**
- B. Move Issues
- C. Manage Sprints
- D. Work On Issues
- E. Assignable User

- **F. Schedule Issues**

Answer: A,F

Explanation:

To move issues from the backlog to a planned sprint in a Jira Software Cloud project, Boris needs permissions to modify the issue's sprint field and edit the issue itself. The two permissions required are Schedule Issues (Option B) and Edit Issues (Option D).

- * Explanation of the Correct Answers:

- * Schedule Issues (Option B):

- * The Schedule Issues permission allows a user to add issues to a sprint, remove issues from a sprint, or move issues between sprints. This permission is necessary to move issues from the backlog (which is not part of a sprint) into a planned sprint.

- * Exact Extract from Documentation:

Schedule Issues permission

The Schedule Issues permission allows users to:

- * Add issues to a sprint.

- * Remove issues from a sprint.

- * Move issues between sprints or to the backlog. This permission is required to manage the sprint field in issues, such as moving an issue from the backlog to a planned sprint. Note: This permission is granted via the project's permission scheme. (Source: Atlassian Support Documentation, "Manage permissions in Jira Cloud")

- * Why This Fits: Moving an issue to a planned sprint involves updating the Sprint field, which requires the Schedule Issues permission.

- * Edit Issues (Option D):

- * The Edit Issues permission allows a user to modify issue fields, including the Sprint field.

Without this permission, Boris cannot edit the issue to set its sprint, even if he has the Schedule Issues permission.

- * Exact Extract from Documentation:

Edit Issues permission

The Edit Issues permission allows users to modify issue fields, such as Summary, Description, or Sprint. This permission is required to update an issue's details, including moving it to a sprint if combined with the Schedule Issues permission.

Note: This permission is granted via the project's permission scheme.

(Source: Atlassian Support Documentation, "Manage permissions in Jira Cloud")

- * Why This Fits: Editing the Sprint field to move an issue into a planned sprint requires the Edit Issues permission, as it involves modifying the issue's metadata.

- * Why Other Options Are Incorrect:

- * Work On Issues (Option A):

- * The Work On Issues permission allows users to log work on issues (e.g., record time spent). It is not related to moving issues to a sprint or editing issue fields.

- * Extract from Documentation:

Work On Issues permission

Allows users to log work on issues using the time tracking feature. This does not include editing issue fields or managing sprints.

(Source: Atlassian Support Documentation, "Manage permissions in Jira Cloud")

- * Move Issues (Option C):

- * The Move Issues permission allows users to move issues between projects or change their issue type within the same project.

Moving an issue to a sprint does not involve changing its project or issue type, so this permission is not required.

- * Extract from Documentation:

Move Issues permission

Allows users to move issues to a different project or change their issue type. This is not required for moving issues to a sprint within the same project.

(Source: Atlassian Support Documentation, "Manage permissions in Jira Cloud")

- * Manage Sprints (Option E):

- * The Manage Sprints permission allows users to create, start, complete, or delete sprints.

While this permission is necessary for managing the sprint itself, it is not required to move issues into a planned sprint, as Boris is not creating or modifying the sprint.

- * Extract from Documentation:

Manage Sprints permission

Allows users to create, start, complete, or delete sprints. Moving issues to an existing sprint requires the Schedule Issues and Edit Issues permissions, not Manage Sprints.

(Source: Atlassian Support Documentation, "Manage permissions in Jira Cloud")

- * Assignable User (Option F):

- * The Assignable User permission allows a user to be assigned to issues (i.e., set as the Assignee). It does not affect the ability to move issues to a sprint.

- * Extract from Documentation:

Assignable User permission

Allows users to be set as the assignee of an issue. This does not include editing other fields like the Sprint field.

(Source: Atlassian Support Documentation, "Manage permissions in Jira Cloud")

* Additional Notes:

* Boris likely already has the Browse Projects permission, as he can review his assigned issues. The Schedule Issues and Edit Issues permissions are specifically required for the action of moving issues to a sprint.

* These permissions are granted via the project's permission scheme, which can be checked in Project settings > Permissions.

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Atlassian Support Documentation: Manage permissions in Jira Cloud

Atlassian Support Documentation: Manage sprints in company-managed projects

NEW QUESTION # 31

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