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Jira Cloud Administrator

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1. Alana has set up a new incoming mail handler to create issues or add a comment to an existing

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ATLASSIAN Jira Cloud Administrator Sample Questions (Q74-Q79):

NEW QUESTION # 74

Your organization uses Jira Software and Confluence. Dave is a new employee who needs the following privileges

- * Approve access requests
- * Manage group memberships
- * Update billing details

You need to give him enough but not too many privileges. How should you configure Dave's user account? (Choose one)

- A. As an organization administrator
- B. As a trusted user
- C. As a site administrator
- D. As a member of the **jira-administrators** and **confluence-administrators** group
- E. As a member of the administrators group

Answer: D

NEW QUESTION # 75

An issue is showing the Time Tracking section as follows:



There is clearly an hour's difference between the Original and Remaining estimates. Identify two possible reasons Logged Time is showing as Not Specified. (Choose two.)

- A. Time tracking was not enabled when the work was logged.
- B. You do not have view permission to see the logged work.
- C. The work log would have exceeded the project's time allowance, so it cannot be counted.
- D. The hour's work was logged via a REST call by the user.
- E. The remaining estimate was adjusted without logging any effort.
- F. The original estimate was increased.

Answer: A,E

Explanation:

Reference: <https://confluence.atlassian.com/adminjiraserver/configuring-time-tracking-938847808.html>

NEW QUESTION # 76

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 project role
- C. As a new permission
- D. **As a new group**

Answer: D

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).

* 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 # 77

Peter is building a workflow in his team-managed project. He can add several rules to his workflow except for one rule. Identify that rule.

- A. Rule to clear the Assignee when closing.
- B. Rule to ensure only the Reporter can close bugs.
- C. Rule to ensure only Peter can approve Stories.
- D. Rule to clear the Description when reopening.
- E. Rule to reopen Sub-tasks when reopening Stories.

Answer: E

Explanation:

In team-managed projects, workflows are simplified and configured within Project settings > Workflow.

Users (typically project admins) can add rules to transitions, such as clearing fields, restricting transitions, or setting field values.

However, team-managed workflows do not support complex automation-like rules, such as automatically reopening Sub-tasks when a Story is reopened, as this requires interacting with related issues (Sub-tasks), which is not supported out-of-box in team-managed workflow rules.

* Explanation of the Correct Answer (Option B):

* The rule to reopen Sub-tasks when reopening Stories requires a workflow rule to detect the transition of a Story to an open status and then automatically transition its Sub-tasks to an open status. Team-managed workflows do not support rules that affect related issues (e.g., Sub-tasks) during a transition. This functionality requires Jira automation or a company-managed project workflow with custom post functions, which are not available in team-managed projects.

* Exact Extract from Documentation:

Configure workflows in team-managed projects

Team-managed projects use simplified workflows that allow adding rules to transitions, such as:

* Restricting transitions to specific users or roles.

* Setting or clearing field values (e.g., Assignee, Description).

* Requiring fields to be filled. Rules are limited to the issue being transitioned and cannot affect related issues (e.g., Sub-tasks, Epics). To automate actions on related issues, use Jira automation rules. Note: Team-managed workflows are project-specific and edited in Project settings > Workflow. (Source: Atlassian Support Documentation, "Configure workflows in team-managed projects")

* Why This Fits: The rule to reopen Sub-tasks requires interacting with related issues (Sub-tasks), which is beyond the capabilities of team-managed workflow rules, making Option B the correct answer.

* Why Other Options Are Incorrect:

* Rule to clear the Assignee when closing (Option A):

* Team-managed workflows support rules to clear fields during a transition. A rule can be added to the transition to the `Closed` status to clear the `Assignee` field.

* Extract from Documentation:

You can add a rule to a transition to clear a field, such as `Assignee`, when moving to a status like `Closed`.

(Source: Atlassian Support Documentation, "Configure workflows in team-managed projects")

* Rule to ensure only Peter can approve Stories (Option C):

* Team-managed workflows allow restricting transitions to specific users or roles. A rule can be added to the transition to anApprovedstatus to allow only Peter to perform it.

* Extract from Documentation:

Add a rule to restrict a transition to a specific user (e.g., Peter) or role, ensuring only they can move issues to a status like Approved. (Source: Atlassian Support Documentation, "Configure workflows in team-managed projects")

* Rule to clear the Description when reopening (Option D):

* Team-managed workflows support clearing fields during transitions. A rule can be added to the transition to anOpenstatus to clear theDescriptionfield.

* Extract from Documentation:

Rules can clear fields like Description during a transition, such as when reopening an issue.

(Source: Atlassian Support Documentation, "Configure workflows in team-managed projects")

* Rule to ensure only the Reporter can close bugs (Option E):

* Team-managed workflows allow restricting transitions to specific users, including the Reporter. A rule can be added to the transition to theClosedstatus for bugs to allow only the Reporter to perform it.

* Extract from Documentation:

Restrict a transition to the Reporter to ensure only they can move issues to a status like Closed.

(Source: Atlassian Support Documentation, "Configure workflows in team-managed projects")

* Additional Notes:

* Team-managed workflows are designed for simplicity, with rules limited to the issue being transitioned. Complex logic, such as affecting Sub-tasks (Option B), requires Jira automation rules, which are separate from workflow rules.

* Peter, as a project admin in a team-managed project, can edit the workflow inProject settings > Workflow.

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Atlassian Support Documentation:Configure workflows in team-managed projects Atlassian Support Documentation:Automate your Jira Cloud instance

NEW QUESTION # 78

You are a site admin for your company.

Which function can you NOT perform? (Choose one)

- A. Enable invite links for your products
- B. Deactivate a Cloud site
- **C. Enable Single Sign On for your Atlassian Cloud site(s)**
- D. Manage users and groups
- E. Configure products in your Atlassian Cloud site(s)

Answer: C

NEW QUESTION # 79

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