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The ACP-120 Certification is recognized by Atlassian, the company behind Jira, and is a valuable credential for IT professionals who want to advance their careers and demonstrate their expertise in Jira Cloud administration. Jira Cloud Administrator certification also provides access to a community of Jira experts and resources, including training materials, best practices, and networking opportunities.

ATLASSIAN Jira Cloud Administrator Sample Questions (Q56-Q61):

NEW QUESTION # 56
You want to restore a Cloud instance with another Jira Cloud backup. Which is not a valid option?

- A. Merge with existing Cloud users
- B. Import apps

- C. Overwrite existing Cloud users
- D. Import data
- E. Import media

Answer: B

Explanation:
Restoring a Jira Cloud instance with a backup involves importing data, users, and media from the backup file.
Valid options include importing data, merging or overwriting users, and importing media. However, importing apps (Option B) is not a valid option, as apps are not included in Jira Cloud backups and must be reinstalled separately.
* Explanation of the Correct Answer (Option B):
* Jira Cloud backups include issues, configurations, users, and media (e.g., attachments) but do not include installed apps or their data. Restoring a backup does not involve importing apps, as apps must be reinstalled from the Atlassian Marketplace and configured separately.
* Exact Extract from Documentation:
Restore Jira Cloud from a backup
A Jira Cloud backup includes:
* Issues and their history.
* Configurations (e.g., workflows, schemes).
* Users and groups.
* Media (e.g., attachments). When restoring:
* Import data: Restore issues and configurations.
* Merge with existing Cloud users: Add users from the backup without overwriting existing users.
* Overwrite existing Cloud users: Replace existing users with those from the backup.
* Import media: Restore attachments and other media. Note: Apps and their data are not included in backups. Reinstall apps from the Atlassian Marketplace after restoring. (Source:
Atlassian Support Documentation, "Restore your Jira Cloud site from a backup")
* Why This Fits: Importing apps is not a valid option for restoring a Jira Cloud backup, as apps are excluded from backups, making Option B the correct answer.
* Why Other Options Are Incorrect:
* Import data (Option A):
* Importing data is a valid option, as it restores issues, configurations, and other Jira data from the backup.
* Extract from Documentation:
Import data to restore issues, projects, and configurations from a Jira Cloud backup.
(Source: Atlassian Support Documentation, "Restore your Jira Cloud site from a backup")
* Merge with existing Cloud users (Option C):
* Merging users is a valid option, allowing users from the backup to be added to the existing Cloud instance without overwriting current users.
* Extract from Documentation:
Choose Merge with existing Cloud users to add users from the backup while preserving existing user accounts.
(Source: Atlassian Support Documentation, "Restore your Jira Cloud site from a backup")
* Overwrite existing Cloud users (Option D):
* Overwriting users is a valid option, replacing existing users with those from the backup.
* Extract from Documentation:
Choose Overwrite existing Cloud users to replace current users with those from the backup.
(Source: Atlassian Support Documentation, "Restore your Jira Cloud site from a backup")
* Import media (Option E):
* Importing media is a valid option, restoring attachments and other media files from the backup.
* Extract from Documentation:
Import media to restore attachments and other files included in the backup.
(Source: Atlassian Support Documentation, "Restore your Jira Cloud site from a backup")
* Additional Notes:
* Restoring a Jira Cloud backup requires Jira administrator or organization admin privileges and is done via Settings > System > Restore.
* After restoring, apps must be reinstalled, and their data may need to be reimported if the app supports it.
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Atlassian Support Documentation: Restore your Jira Cloud site from a backup Atlassian Support Documentation: Manage apps in Jira Cloud

NEW QUESTION # 57

You want to use a bulk operation to move issues between two company-managed projects that use different field configurations. Which field will definitely be updated?

- A. Assignee
- B. Resolved Date
- C. Components
- D. Status
- E. Custom fields

Answer: D

Explanation:
When moving issues between two company-managed projects with different field configurations using a bulk operation, certain fields may need to be updated due to differences in workflows, field configurations, or project-specific settings. The field that willdefinitelybe updated isStatus(Option E), as issues must be mapped to a valid status in the target project's workflow.
* Explanation of the Correct Answer (Option E):
* Each company-managed project can have its ownworkflow scheme, which assigns workflows to issue types. When moving issues between projects, the source project's workflow may have different statuses than the target project's workflow. During a bulk move, you must map the current status of each issue to a valid status in the target project's workflow, as the source status may not exist in the target workflow. This status mapping is a mandatory step in the bulk move process, ensuring thatStatusis always updated.
* Exact Extract from Documentation:
Move issues between projects
When moving issues to a different project in Jira Cloud, you must map the issue's status to a valid status in the target project's workflow.
To move issues:
* Select issues and chooseBulk change>Move issues.
* Choose the target project and issue type.
* Map the source status to a target status for each issue type.Note: Status mapping is required because projects may use different workflows with distinct statuses.(Source: Atlassian Support Documentation, "Move issues in Jira Cloud")
* Why This Fits: The bulk move operation always requires mapping theStatusfield to a valid status in the target project's workflow, makingStatusthe field that will definitely be updated.
* Why Other Options Are Incorrect:
* Assignee (Option A):
* TheAssigneefield is not necessarily updated during a move. If the assignee is a valid user in the target project and has theAssignable Userpermission, the assignee remains unchanged. Only if the assignee is invalid (e.g., lacks permissions) might you need to update it, but this is not guaranteed.
* Extract from Documentation:
TheAssigneefield is preserved during a move unless the user is not assignable in the target project, in which case you may be prompted to choose a new assignee.
(Source: Atlassian Support Documentation, "Move issues in Jira Cloud")
* Custom fields (Option B):
* Custom fieldsmay need to be updated if the target project's field configuration requires values for fields that were not required in the source project. However, this is not guaranteed, as it depends on the specific field configurations. If the custom fields are optional or have compatible values, no update is needed.
* Extract from Documentation:
Custom fields may require updates if the target project's field configuration mandates values not required in the source project. This is not always necessary.
(Source: Atlassian Support Documentation, "Move issues in Jira Cloud")
* Resolved Date (Option C):
* TheResolved Date(orResolution Date) is a read-only system field set automatically when an issue'sResolutionis set (e.g., via a workflow transition). It is not directly updated during a move unless the status mapping triggers a resolution change, which is not guaranteed.
* Extract from Documentation:
TheResolution Dateis set by workflow transitions, not directly by moving issues. It remains unchanged unless the move alters the resolution.
(Source: Atlassian Support Documentation, "Configure advanced work item workflows")
* Components (Option D):
* Componentsare project-specific, and the target project may have different components.
During a move, you may need to map or clear components if the source components do not exist in the target project. However, this is not guaranteed, as components may be compatible or optional.
* Extract from Documentation:

Components may need to be mapped or cleared if the target project has different components, but this is not always required.
(Source: Atlassian Support Documentation, "Move issues in Jira Cloud")
* Additional Notes:
* The bulk move operation is performed viaIssues > Search for issues > Bulk change > Move issues, requiring theMove Issuespermission.
* The mandatory status mapping ensures compliance with the target project's workflow, making Statusthe only field always updated.
* Other fields (e.g.,Assignee,Custom fields) may be updated depending on configurations, but only Statusis certain.
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Atlassian Support Documentation:Move issues in Jira Cloud
Atlassian Support Documentation:Configure advanced work item workflows

NEW QUESTION # 58
The OPS team will start using Jira to track and approve Change Requests in the OPS project.
They have these workflow requirements:
- Requests can be approved by two individuals only.
- The approvers will change weekly.
Jira is connected to your corporate LDAP with Read-Only permissions.
What is the best way to structure permissions for the OPS project to support these workflow requirements?

- A. Create a new project role for approvers and have the Project Role (Administrators) maintain it.
- B. Request the group it-approvers to be created in the corporate LDAP directory and add it to the Approve Issues permission for the project.
- C. Create the group it-approvers in the Jira Internal Directory and have the approvers maintain it.
- D. Add individual names to Project Role (Administrators) and add this role to the Approve Issues permission for the project.
- E. Request the group it-approvers to be created in the corporate LDAP directory and have the Project Role (Administrators) maintain it in Jira.

Answer: B

NEW QUESTION # 59
You are setting up Jira Software Cloud for an organization of 250 employees. Product access is already configured to grant new users access to Jira Software by default You now need to configure site access so that it meets these 3 conditions
1. Minimum administration overhead is required
2. Access is granted to the entire organization at the same time
3. Access is restricted only to your organization
Which solution meets these requirements? (Choose one)

- A. Approve any domain in the site access settings
- B. Enable existing users to send invitations to all current and future employees
- C. Add all your company's domains as approved domains
- D. Create an invite link and share it with all current and future employees
- E. Set the global mode to public and enable CAPTCHA on sign up

Answer: C

NEW QUESTION # 60
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 new project role
- B. As a new group
- C. As a security level
- 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 theBrowse Projectspermission in the shared permission scheme, granting customer support staff access to view issues in all projects.
* Sharing filters: Sharing filters requires theShare dashboards and filtersglobal 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 Projectsand 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 inSettings > 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 theBrowse Projectspermission to allow members to view issues, and to the Share dashboards and filtersglobal 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 theBrowse Projects permission (via the shared permission scheme) and theShare dashboards and filtersglobal 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 theBrowse Projectspermission, 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 likeShare 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 inSettings > User management > Groups.
* Add customer support staff to the group.
* Add the group to theBrowse Projectspermission in the shared permission scheme (Settings > Issues > Permission schemes).
* Add the group to theShare dashboards and filtersglobal permission (Settings > System > Global permissions).
* This approach requiresJira administratorprivileges 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 # 61

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