



# ACP-100<sup>Q&As</sup>

Jira Administrator

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### QUESTION 1

A project manager wants to stay aware of the support requests that are being raised in his project.

He wants to know if:

the team is able to handle the number of issues that are being raised in the project

there are team members who work on more than 2 issues at any given time there are sets of issues that need significantly more time to resolve when compared to others over time Which three gadgets will show him the information he needs? (Choose three.)

- A. Activity Stream
- B. Created vs. Resolved Chart
- C. Two Dimensional Filter Statistics
- D. Resolution Time
- E. Labels

Correct Answer: ACE

### QUESTION 2

The operations team currently uses the OPS project to track their tasks. They have a new requirement to begin handling change requests. Inspect the partial summary of the current OPS project configuration:

The screenshot displays four configuration sections for the OPS project:

- Issue Types:** Keep track of different types of issues, such as bugs or tasks. Each issue type can be configured differently. Schema: [SIM: Simple Issue Tracking Issue Type Scheme](#). Includes  Task and  Sub-Task (SUB-TASK).
- Workflows:** Issues can follow processes that mirror your team's practices. A workflow defines the sequence of steps that an issue will follow, e.g. "In Progress", "Resolved". Schema: [SIM: Simple Issue Tracking Workflow Scheme](#). Includes [SIM: Simple Issue Tracking Workflow](#).
- Versions:** For software projects, JIRA allows you to track different versions, e.g. 1.0, 2.0. Issues can be assigned to versions. Includes Q3 2015 and Q4 2015.
- Components:** Projects can be broken down into components, e.g. "Database", "User Interface". Issues can then be categorised against different components. Includes Automation [Hans Burger](#), Integration [Tri Nguyen](#), Maintenance [Param Reddy](#), and Upgrade [Andrew Jackson](#).

Which two requirements would require creating a new project? (Choose two.)



- A. Change requests will not use versions.
- B. Change requests will have different component leads.
- C. Change requests will have a different workflow.
- D. Change requests will notify different people for all system events.
- E. Change requests will require the Due Date field to be populated.

Correct Answer: DE

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### QUESTION 3

A team of technical writers works in the WRITE project. The project uses a single, shared workflow.

To better match the team's way of working they request a workflow change:

The initial status of their project's workflow should be changed from Open to Awaiting Inspiration.

You navigate to the Workflows section of the administration, update the Name of the status in the workflow designer and publish your change.

What are two implications of this change? (Choose two.)

- A. The workflow scheme for the WRITE project will need to be published before the change takes effect.
- B. Awaiting Inspiration will be created as a new Status in Jira.
- C. Transitions to the Awaiting Inspiration status will fail until the post functions for those transitions are updated.
- D. Filters and Gadgets that referred to the Open status by name will be broken.
- E. The Open Status will be changed to Awaiting Inspiration in all workflows using that status.

Correct Answer: AB

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### QUESTION 4

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

Correct Answer: C

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#### QUESTION 5

A project lead wants to conduct historical trend analysis, but she is worried that older issues are being updated in a way that inhibits their comparison. She wants to take a snapshot of the data in her project at regular intervals so she can compare different periods.

Which tool will help meet this need?

- A. Backup Jira data
- B. Project Export
- C. JQL Results Snapshot
- D. Issue Filter Export to CSV

Correct Answer: D

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