

## JIRA Service Desk Administration

Issue Date	Version	Exam Validated for Product(s)	Description
1 October 2016	V1	JIRA Service Desk	This is Version 1.

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### Exam Topics (Page 1 of 3)

#### Configuring the Layout, Design, and User Communications

- Modify JIRA configuration settings to match the organization's requirements (look and feel, logo, website links in the application navigator, default language).
- Judge the appropriate content for the system dashboard, user/team dashboards, and filter columns for an organization.
- Determine appropriate methods for communicating information to users.

#### User and Group Management

- Identify a user's settings and appropriate group membership.
- Determine an appropriate group structure and user membership.

#### Project Configuration

- Given business requirements, determine the appropriate configuration of a JIRA Service Desk project.
- Determine if and when a project should be created instead of incorporating the new request into an existing project.
- Describe the appropriate use of components and versions.

#### Security and Permissions

- Recognize the appropriate actions needed to secure JIRA Service Desk.
- Assess whether or not a JIRA Service Desk project is appropriately secured.
- Troubleshoot permission issues with a user.
- Determine if and how issue-level security should be configured in a project.

#### Issue Types, Fields, and Screens

- Identify and implement appropriate changes to built-in fields including statuses, resolutions, priorities, and issue types.
- Determine the effects of modification or deletion of issue types.
- Determine the necessity for a new field and the appropriate configuration.
- Troubleshoot why a field does not appear on an issue.
- Determine which field configuration scheme is required and configure it appropriately.
- Assess the relationship between fields, screens, screen schemes, and issue type screen schemes.

## Exam Topics (Page 2 of 3)

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### Workflows

- Associate the correct workflows with issue types in a workflow scheme.
- Describe a JIRA Service Desk workflow to match a process flow.
- Evaluate the best method for editing the workflow given current workflow usage.
- Given a workflow, describe which attributes will and will not be imported/exported.
- Explain how to create and use a custom event.
- Given business requirements, identify the appropriate workflow configuration using workflow properties, validators, conditions, and post functions.

### Email

- Determine the appropriate notification scheme/configuration based on given requirements.
- Explain the appropriate configuration of the mail handler and its implications.

### Moving or Archiving Individual Projects

- Identify the appropriate archive method for a given situation (excluding offline archiving).

### Global Settings and Integrations

- Determine which global settings to modify to meet business requirements (attachment options, issue links, time tracking, subtasks, general configuration).
- Describe the JIRA Service Desk Administrator's role in managing shared filters and dashboards.

### Application Administration

- Recognize the benefits of having production and non-production instances.
- Given a scenario, recommend whether or not to upgrade and determine the effects of roll-back.
- Evaluate the need for re-indexing following a set of modifications, and explain the effects of re-indexing.

### Extending JIRA Service Desk

- Demonstrate how to use the universal plug-in manager.
- Given business requirements, evaluate the fit of an Add-On for an organization.

### Advanced User Features

- Provided a JQL query, translate, critique, and optimize it.
- Demonstrate how to create group subscriptions and the effects of group subscriptions.
- Describe the effects of a bulk change.
- Describe the effects of a CSV import.

### Manage the JIRA Service Desk

- Analyze the design of JIRA Service Desk queues based on varying business requirements.
- Evaluate the use of JQL queries and JIRA Service Desk reports to meet business requirements.
- Interpret JIRA Service Desk reports to identify trends and/or service management improvements.
- Evaluate the design of SLAs and their accompanying calendars to meet varying business requirements.
- Map a JIRA Service Desk project to a Confluence Knowledge Base.
- Identify appropriate configuration for suggesting pages.
- Troubleshoot the display of a Knowledge Base article in JIRA Service Desk.