

ACP-520^{Q&As}

Atlassian Cloud Organization Admin Certification

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QUESTION 1

Your organization only has the following two products: Which feature can you configure in your organization?

Product	Plan	Users
Jira Software https://alpha.atlassian.net	Free	9
Confluence https://alpha.atlassian.net/wiki	Standard	21

- A. custom email address
- B. release tracks
- C. sandbox
- D. Organization insights
- E. IP allowlists

Correct Answer: D

Organization insights is a feature that provides analytics and reports on your organization's users, products, and security. You can access it from the Insights tab in your organization settings. Organization insights is available for all Atlassian

cloud products and plans¹.

References :

[View organization insights](#)

QUESTION 2

Which statement is true about groups?

- A. Groups can provide access to multiple products.
- B. Groups can provide access to multiple organizations.
- C. Groups must contain at least one member.
- D. Groups must provide product access.
- E. Groups can be suspended and deleted.

Correct Answer: A

Groups are used to manage users with your organization who need the same permissions or restrictions. You can assign groups to one or more products within your organization, such as Jira Software, Confluence, or Bitbucket¹.

References: Manage groups, Create and update groups

QUESTION 3

Jack could see several issues. Then an org admin made a change in the admin hub.

Now Jack can no longer see those same issues, but he can see others.

Where in the admin hub was the change made?

- A. groups
- B. user access settings
- C. managed accounts
- D. permission schemes
- E. security

Correct Answer: D

Permission schemes control who can see and do what in Jira projects. If the org admin changed the permission scheme for the project that Jack was working on, it could affect his visibility and access to the issues.

References:

How to prepare for ACP-520: Atlassian Cloud Organization Admin Certification, section "Users and Groups"

Manage project permissions

QUESTION 4

Your organization only has Jira Software.

You are viewing a list of names under Directory > Users.

The status for Jim shows as "Invited".

Which statement is definitely true?

- A. Jim has an Atlassian account.
- B. Jim can be granted the org admin role.
- C. Jim belongs to at least one group.
- D. Jim was invited by an org admin.
- E. Jim's email address has been verified.

Correct Answer: A

When a user is invited to join a product or site, they automatically get an Atlassian account. The status "Invited" means that the user has not accepted the invitation yet, but they already have an account created for them.

References:

Accept the invitation to join your service project team Customer is not receiving invitation emails when invited to a Service Management project

QUESTION 5

You separated the group "engineers" into two new groups and then deleted the original group.

As a result, Joe and John had four problems in Jira.

Which problem did not occur?

- A. They could no longer select other users in dropdown fields.
- B. They could no longer view some dashboards.
- C. They could no longer edit their own comments.
- D. They could no longer transition issues.
- E. They could no longer view the billing history.

Correct Answer: E

The problem that did not occur for Joe and John is that they could no longer view the billing history. This is because the billing history is not related to the groups or permissions in Jira, but to the organization and site administration. Only the organization admin or the billing contact can view the billing history for the products and subscriptions¹² The other problems could have occurred for Joe and John if the group "engineers" had specific permissions or roles in Jira that were not granted to the new groups. For example, if the group "engineers" had the Browse Users global permission, they could select other users in dropdown fields, such as assignee or reporter. If the group "engineers" had the View Dashboard project permission, they could view some dashboards that were shared with the project. If the group "engineers" had the Edit Own Comments issue permission, they could edit their own comments on issues. If the group "engineers" had the Transition Issues issue permission, they could transition issues from one status to another³⁴⁵ References = View your billing history, Manage your bill for Standard and Premium plans, Manage global permissions, Manage project permissions, Manage project roles

QUESTION 6

You are an org admin. Your organization contains the two users shown below.

User	Type of account
Maya	managed
Ula	unmanaged

Which statement is true?

- A. You can only delete Ula\\'s account.
- B. Both Maya and Ula can delete their accounts.
- C. You can only delete Maya\\'s account.
- D. Only Maya can delete her account.
- E. You can delete both accounts.

Correct Answer: E

As an organization admin, you can delete both managed and unmanaged accounts. Managed accounts are those that belong to your organization and are verified by a domain or an allowlist. Unmanaged accounts are those that do not belong to your organization and are not verified by a domain or an allowlist. Deleting an account removes the user\\'s access to all Atlassian products and services, and deletes their personal data.

QUESTION 7

Jira Software was just installed on the "ewok7a" cloud site.

How were groups configured for this product by default?

- | Group | Default group | Product roles |
|----------------------------|---------------|---------------|
| jira-software-users-ewok7a | ✓ | User |
| site-admins | ✓ | User |
- | Group | Default group | Product roles |
|----------------------------|---------------|---------------|
| jira-software-users-ewok7a | ✓ | User |
| site-admins | | User |
- | Group | Default group | Product roles |
|-----------------------------|---------------|---------------|
| jira-software-users-ewok7a | | User |
| jira-software-guests-ewok7a | ✓ | User |
- | Group | Default group | Product roles |
|-----------------------------|---------------|---------------|
| jira-software-users-ewok7a | ✓ | User |
| jira-software-admins-ewok7a | | Product admin |

- A. Option A
- B. Option B
- C. Option C
- D. Option D

Correct Answer: A

By default, Jira Software creates two groups: jira-software-users and jira-software-admins. The jira-software-users group is granted the Jira Software User role, and the jira-software-admins group is granted the Jira Software Admin role. These roles determine the permissions and access that the group members have within Jira Software. The default groups also have a suffix that matches the site name, in this case "ewok7a". Therefore, the default groups for Jira Software on the "ewok7a" cloud site are jira-software-users-ewok7a and jira-software-admins-ewok7a, as shown in Option A12 References = Manage product access, Manage project roles

QUESTION 8

You just invited Omar to join your site and to Confluence only. But he reports that he can see Jira projects, as well.

Identify the root cause.

- A. verified domains
- B. managed accounts
- C. groups
- D. product roles
- E. project roles

Correct Answer: C

The most likely root cause of Omar being able to see Jira projects is that he belongs to a group that has access to both Confluence and Jira products. Groups are used to manage users who need the same permissions or restrictions, and

they can be assigned to multiple products. When you invite a user to join your site and a product, you can also add them to a group that has access to that product. However, if the group also has access to other products, the user will be able

to see those products as well. To prevent this, you can either create a new group that only has access to Confluence, or remove the Jira access from the existing group that Omar is in.

References = [Manage groups] and [Give users access to products]

QUESTION 9

Your Cloud organization has multiple products on multiple sites.

Currently, Edmund is a brand new user with no product access.

You selected Edmund from Directory > Users, clicked "Add products", and set the User product role from the Product roles dropdown for a single product on

a single site. For all other products, the Product roles dropdown was None.

Which is NOT a possible outcome for Edmund?

- A. He gains access to different products on multiple sites.

- B. He is granted product admin privileges.
- C. He gains access to the same product on multiple sites.
- D. He gains access to a single product on a single site.
- E. He gains access to multiple products on a single site.
- F. He is granted org admin privileges.

Correct Answer: F

The only outcome that is not possible for Edmund is that he is granted org admin privileges. This is because org admin privileges are not related to product access or product roles, but to organization settings and management. To grant Edmund org admin privileges, you would need to go to Settings > Organization admins and add him there. The other outcomes are possible depending on the product access settings and the groups that Edmund belongs to. References = [Give users access to products] and [Manage organization admins]

QUESTION 10

The following tasks need to be performed:

1.
Verify an email domain
2.
Configure an email handler in Jira Software
3.
Add a custom email address.
4.
Customize a notification scheme for a Jira Software project
5.
Manage personal notification settings

How many of these tasks can be performed only by an org admin?

- A. none
- B. one
- C. two
- D. all
- E. three

Correct Answer: C

Out of the five tasks, only verifying an email domain and adding a custom email address require org admin permissions. Configuring an email handler, customizing a notification scheme, and managing personal notification settings can be done by project admins or site admins. References: Verify a domain to manage accounts, Add custom email addresses for product notifications, Create issues and comments from email, Configure notification schemes, Manage your Jira personal settings

QUESTION 11

Ahmed, a new org admin, made a change to organization settings that caused a problem in Jira Software.

When users respond to notifications, the replies are no longer being sent to "support@acme.com" but instead to "jira@acme.atlassian.net".

What change did Ahmed make?

- A. removed an email domain
- B. removed an approved domain
- C. changed Jira Software product access
- D. removed a Jira product admin
- E. updated the Jira Software product URL

Correct Answer: E

Updating the product URL changes the email address from which notifications are sent and received. Ahmed should have configured the sender email address for the Jira Software project to use the custom email address "support@acme.com". References: Configure email notifications, Update a product URL to a new URL

QUESTION 12

Which statement is true about Atlassian Access?

- A. It complies with both Cloud and Data Center platforms.
- B. It works across multiple sites within an organization.
- C. It manages all your company's products, including shadow IT.
- D. It enforces policies for both managed and non-managed accounts.
- E. It calculates billing across multiple Cloud organizations.

Correct Answer: B

Atlassian Access is a subscription that connects your Atlassian cloud products to your identity provider. It allows you to enable enterprise-grade authentication features, and additional oversight, across your company domains¹. References: Understand Atlassian Access, Atlassian Access: Enhanced Cloud Data Security and Governance

QUESTION 13

In your organization, you navigate to Directory > Managed accounts, and you see the following:

Total	Deactivated
8	0

What can you definitely conclude?

- A. You have 8 verified domains.
- B. You have 8 verified email addresses.
- C. You have 8 entries on that page.
- D. You have 8 billable users.

Correct Answer: D

The table is showing the total number of managed accounts in the organization and the number of deactivated accounts. The total number of managed accounts is the number of billable users in the organization, regardless of whether they have verified their email addresses or not. The deactivated accounts are the accounts that have been suspended by the organization admin and do not consume a license. Therefore, you can definitely conclude that you have 8 billable users in your organization.
12 References = View and manage your bill, Remove or suspend a user

QUESTION 14

Bob only needs to update project schemes in your Jira site.

He should not have too much access or use a license if it is not necessary.

Which product access configuration is correct?

- | Product | Product roles |
|---------------------|---------------|
| Jira Administration | Product admin |
- | Product | Product roles |
|---------------|---------------|
| Jira Software | User |
- | Product | Product roles |
|---------------|---------------------|
| Jira Software | Product admin, User |
- | Product | Product roles |
|---------------------|---------------|
| Jira Software | User |
| Jira Administration | Product admin |

A. Option A

- B. Option B
- C. Option C
- D. Option D

Correct Answer: D

The correct product access configuration for Bob is Jira Administration with Product admin role and Jira Software with User role. This will allow Bob to update project schemes in Jira Software, as well as other project settings, without using a license. The Product admin role for Jira Administration grants access to the Jira Administration product, which is a separate product from Jira Software that does not consume a license. The User role for Jira Software grants access to the Jira Software product, which does consume a license, but is necessary for Bob to view and edit project schemes¹² References = Manage product access, Jira Administration overview

QUESTION 15

Your billing preview appears as shown.

Products	Subscription Plan	Users
Jira Software	Standard	11
Confluence	Premium	21

In order to keep your license count in control, you just removed a user who had access to both products. What will happen to your subscriptions immediately afterward?

- A. The subscriptions will remain the same.
- B. Confluence will be downgraded to a Standard plan.
- C. Confluence will begin a Standard plan trial period.
- D. Jira Software will be downgraded to a Free plan.
- E. Jira Software will begin a Free plan trial period.

Correct Answer: A

Removing a user from an Atlassian Cloud Organization does not affect the subscription plan for the products. The subscription plan remains the same until you change it manually or it expires. The billing preview shows the estimated cost for the next billing cycle based on the current number of users and the subscription plan. If you remove a user, the billing preview will reflect the reduced cost, but the subscription plan will not change¹² References = Manage product access, Manage your bill for Standard and Premium plans