

ACP-520^{Q&As}

Atlassian Cloud Organization Admin Certification

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QUESTION 1

Your organization has a single site with a single product, Jira Software on the Standard subscription plan.

What two actions can you perform? (Choose two.)

- A. Create a sandbox for Jira Software on the existing site.
- B. Add Jira Software on the existing site.
- C. Change Release Tracks for Jira Software on the existing site.
- D. Add Jira Service Management on the existing site.
- E. Create a sandbox for Jira Work Management on the existing site.
- F. Add Jira Software on a new site.

Correct Answer: DF

With a Standard subscription plan, you can add multiple products to your existing site, such as Jira Service Management¹. You can also add Jira Software to a new site, if you need to create a separate instance for a different team or project². However, you cannot create or use sandboxes, which are only available for Premium and Enterprise plans³. You also cannot change release tracks, which are only available for Enterprise plans⁴. References: Manage your bill for Standard and Premium plans, Add a new product to your organization, How many instances of a product does my organization need?, Manage product sandboxes, Release tracks for cloud products

QUESTION 2

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 organization¹² References = View and manage your bill, Remove or suspend a user

QUESTION 3

Your organization only has Jira Software and Jira Work Management. Your directory lists the following users.

User	Status	Product(s)	More information
Anne	Active	none	Last active a week ago.
Bob	Invited	none	Never logged in.
Clyde	Invited	1 product	Never logged in.
Derek	Invited	2 products	Invitation email not sent.
Earl	Invited	1 product	Invitation email sent to wrong email addresss.
Francis	Suspended	2 products	Last active today.

How many of these users are considered billable?

- A. 1 user
- B. 2 users
- C. 3 users
- D. 4 users
- E. 5 users
- F. 6 users

Correct Answer: E

Users who have access to at least one product are considered billable. In this case, Clyde, Derek, Earl, Francis, and Anne are billable users. Bob is not billable because he has not accepted the invitation to join the organization.

References = [Manage users and user tiers] and [Control how users get access to products]

QUESTION 4

Holly just signed up for a new Confluence Cloud site.

What was definitely created along with the site?

- A. two products
- B. two user accounts
- C. two approved domains
- D. two groups
- E. two sandboxes

Correct Answer: D

When Holly signed up for a new Confluence Cloud site, two groups were definitely created along with the site. These are the default groups for Confluence: confluence-users and site-admins. The confluence-users group grants access to Confluence and allows users to create and edit pages. The site-admins group grants administrative privileges for Confluence and allows users to manage global settings, templates, permissions, and more¹² References = Manage product access, Manage groups

QUESTION 5

There are several methods to grant Confluence product access to new users, with or without admin approval.

One of those methods never requires admin approval.

Identify that method.

- A. invitation links
- B. approved domains
- C. user invites
- D. anonymous access
- E. allowlist

Correct Answer: D

Anonymous access is a method to grant Confluence product access to new users without requiring admin approval or an Atlassian account. Users can view public spaces and pages in Confluence without logging in. However, anonymous access does not allow users to edit, comment, or create content in Confluence.

QUESTION 6

Your Cloud organization has the following:

- . 2 production instances of Jira Software
- . 2 production instances of Confluence

What else does your organization definitely have?

- A. at least 2 sites
- B. at least 1 verified domain
- C. exactly 4 landing products
- D. at least 1 Premium subscription plan
- E. at least 2 sandboxes

Correct Answer: A

An Atlassian Cloud organization can have one or more sites, each containing one instance of each product¹. A site has

its own URL and administration settings². Since your organization has two instances of Jira Software and two instances of Confluence, it must have at least two sites to host them. For example, one site could have the URL `acme.atlassian.net` and contain Jira Software and Confluence, while another site could have the URL `acme-dev.atlassian.net` and contain another instance of Jira Software and Confluence. The other options are not necessarily true for your organization. Having multiple sites does not imply that you have verified your domain, which is a process that allows you to manage the Atlassian accounts of your users and apply security policies to them³. You may or may not have verified your domain, depending on whether you have access to your domain's DNS or HTTPS settings. Verifying your domain is not required to use Atlassian cloud products. A landing product is the product that your users see first when they log in to your site⁴. You can only set the landing product to Jira or Confluence. Therefore, you cannot have exactly four landing products, as you can only have one landing product per site. You may have two landing products if you set one for each site, or you may have none if you do not set any. A Premium subscription plan is a plan that offers advanced features, unlimited storage, 99.9% uptime SLA, and 24/7 Premium support for Jira Software, Confluence, Jira Service Management, and Jira Work Management⁵. You may or may not have a Premium subscription plan for your products, depending on your needs and budget. Having multiple sites or products does not automatically mean that you have a Premium subscription plan. A sandbox is an isolated environment where you can test and experiment before making changes to production⁶. A sandbox is available for Jira Software, Jira Service Management, and Confluence with Premium and Enterprise plans⁶. You may or may not have sandboxes for your products, depending on whether you have a Premium or Enterprise plan and whether you have created a sandbox from your organization. Having multiple sites or products does not automatically mean that you have sandboxes. References : Understand Atlassian sites and organizations What is an Atlassian organization? Verify a domain to manage accounts Set your site's landing product Atlassian Cloud Premium Manage product sandboxes

QUESTION 7

A group is deleted from your organization and then recreated with the same name.

One thing is automatically restored as a result.

Identify it.

- A. access to a User product role
- B. group membership
- C. access to a Product Admin role
- D. global permissions
- E. access to shared filters

Correct Answer: B

When you delete a group from your organization, the group name and its members are removed from your organization's directory. However, the group name and its members are not deleted from the products that the group had access to.

Therefore, if you recreate a group with the same name, the group will automatically regain access to the same products and inherit the same product roles and permissions that it had before deletion¹. This means that the group membership

is automatically restored as a result of recreating the group with the same name.

The other options are not automatically restored as a result of recreating the group with the same name. Access to a User product role, access to a Product Admin role, global permissions, and access to shared filters are all product-specific

settings that depend on how the group is configured in each product. They are not affected by deleting or recreating the group from the organization's directory1.

References :

Delete a group

QUESTION 8

Which statement is true about managed accounts in an organization?

- A. They come from verified domains.
- B. They must have product access.
- C. They come from approved domains.
- D. They have verified email addresses.
- E. They are all billable users.

Correct Answer: A

Managed accounts are accounts with an email address that you have claimed from your verified domain1. Verifying a domain proves that you own it and allows you to manage the accounts associated with it2. Managed accounts do not necessarily have product access, verified email addresses, or billable status.

References:

What are managed accounts?

Verify a domain to manage accounts

QUESTION 9

You can perform various actions on a single managed account. One action can only be performed for all managed accounts from a particular verified domain and not just for one single account. Identify that action.

- A. enforce two-step verification
- B. revoke API tokens
- C. convert to unmanaged
- D. deactivate account
- E. view discovered products
- F. add to an authentication policy

Correct Answer: C

Converting a managed account to an unmanaged account requires changing the email address of the account to a domain that is not verified by the organization. This action can only be done for all accounts from a verified domain, not for individual accounts. <https://support.atlassian.com/user-management/docs/make-changes-to-a-managed-user-account/>

QUESTION 10

Review the users and roles below.

User	Role
Owen	Org admin
Jeselle	Jira admin
Praj	Project admin in Jira Software

Which statement is true?

- A. Owen and Jeselle can remove users from Jira Software.
- B. Owen and Jeselle can generate Invitation links for Jira Software.
- C. Jeselle and Praj can configure the User invites setting for Jira Software.
- D. Jeselle can make Praj a Jira admin.
- E. Owen can make Praj an org admin.

Correct Answer: E

According to the Atlassian Cloud Organization Admin ACP-520 documents and learning resources, only an org admin can make another user an org admin. In this case, Owen is the only org admin, so he is the only one who can make Praj an org admin. <https://community.atlassian.com/t5/Training-Certification-articles/How-to-prepare-for-ACP-520-Atlassian-Cloud-Organization-Admin/ba-p/2441713> <https://support.atlassian.com/organization-administration/docs/learn-aboutatlassian-organizations/>

QUESTION 11

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 change.12 References = Manage product access, Manage your bill for Standard and Premium plans

QUESTION 12

A secure pathway needs to be configured between a self-managed Jira Software instance and several Atlassian Cloud products. Identify one configuration step that must be done in a self-managed instance.

- A. add an upstream port
- B. generate a security key
- C. configure multiple application tunnels
- D. create an application tunnel
- E. create an IP allowlist

Correct Answer: A

Adding an upstream port is one of the configuration steps that must be done in a self-managed instance to enable a secure pathway between a self-managed Jira Software instance and several Atlassian Cloud products. An upstream port is the port on your self-managed instance that receives traffic from the application tunnel. You need to configure the upstream port for each product that you want to connect to the tunnel. References = Configure required connections and upstream ports and Create an application tunnel to your self-managed instance

QUESTION 13

A Cloud organization has two sites and products as shown.

Site	Products
Alpha	Jira Software
Beta	Jira Software Jira Service Management

Which statement is definitely true?

- A. Both sites are on the same pricing plan for Jira Software.

- B. Both sites have the same users for Jira Software.
- C. Both sites have the same product admins.
- D. Both sites have the same org admins.
- E. Both sites have the same default groups.

Correct Answer: D

QUESTION 14

Your site currently only has Confluence and product access is granted to these 3 groups, among others:

- . confluence-users
- . confluence-admins
- . site-admins

You have just added the Jira Software product to the site and are configuring its product access.

Which action is NOT possible?

- A. Grant "site-admins" the Product admin role for Jira Administration.
- B. Make "site-admins" a default group for Jira Software.
- C. Grant "confluence-admins" the Product admin role for Jira Administration.
- D. Make "confluence-admins" a default group for Jira Software.
- E. Make "confluence-users" a default group for Jira Software.

Correct Answer: C

The Product admin role for Jira Administration is only available for groups that have access to Jira Software¹. The "confluence-admins" group does not have access to Jira Software by default, so you cannot grant them this role. You can only grant this role to groups that have the Jira Software User role or the Jira Software Admin role². References: Manage groups Manage product roles

QUESTION 15

Martha needs to be able to use and update global templates and blueprints.

Which product access configuration is correct for Martha?

- ☐

Product	Product roles
Confluence	User, Product admin
- ☐

Product	Product roles
Jira	User, Product admin
- ☐

Product	Product roles
Jira Administration	Product admin
Confluence Administration	Product admin
- ☐

Product	Product roles
Confluence	User
Confluence Administration	Product admin
- ☐

Product	Product roles
Jira Software	User
Jira Administration	Product admin

A. Option A

B. Option B

C. Option C

D. Option D

E. Option E

Correct Answer: D

Martha needs to be able to use and update global templates and blueprints. The correct product access configuration for Martha is Confluence Administration with Product admin role. This role allows her to manage global templates and blueprints, as well as other site- wide settings for Confluence. She also needs the User role for Confluence to access and edit pages. References = Manage product access, Administer global templates

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