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ATLASSIAN ACA-910

ITSM with Jira Service Management Foundations



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Question: 1

In a particular portal, customers see request types categorized by the type of device they need help with, including “Laptops”, “Mobile devices” and “Printers”. What determines this categorization?
Response:

- A. Portal groups
- B. SLAs
- C. Automation
- D. Queues
- E. Screens

Answer: A

Question: 2

Over the weekend, a server unexpectedly went off line. Which ITSM practice will be used to determine the root cause?
Response:

- A. Change management
- B. Incident management
- C. Knowledge management
- D. Problem management
- E. Asset management

Answer: D

Question: 3

Alan is a developer who needs to review tickets and then provide internal comments to assist the agents in a JSM project. What configuration change is needed?
Response:

- A. Update the JQL in a queue.
- B. Modify the default notification scheme.
- C. Assign Alan to a role.
- D. Add an approval step to the workflows.
- E. Remove a field from a screen.

Answer: C

Question: 4

The ACME company regularly documents their incident resolutions, provides access to troubleshooting and how-to articles, enables user feedback, holds regular content reviews, and archives documents when needed.

What is the correct ITSM term for this practice?

Response:

- A. Security management
- B. Asset management
- C. Change management
- D. Knowledge management
- E. Configuration management

Answer: D

Question: 5

Several actions were performed by different user types in Jira Service Management. Which action was definitely performed by an agent?

Response:

- A. Assigned themselves to a ticket.
- B. Viewed a ticket submitted by another customer.
- C. Added an attachment to a ticket.
- D. Submitted a request through the customer portal.
- E. Approved a request for a new laptop.

Answer: A

Question: 6

Currently, your team only has Jira Service Management. Which task would require implementing another Atlassian tool?

Response:

- A. To inform all users about the statuses of different services.
- B. To add an approval step to certain service requests.
- C. To create an Incident ticket.

- D. To share a ticket with another customer.
- E. To request more information from the customer who submitted a ticket.

Answer: A

Question: 7

Review the following timeline of events:

1. Dave submitted a ticket through an online portal that his laptop was having issues.
2. The agent working the ticket cross-referenced the serial number and determined that Dave's computer needed a software patch.
3. The agent wrote a how-to article to help other users who need the patch.

Which three tools were used in this timeline?

Response:

- A. Jira service management, Assets, Statuspage
- B. Jira service management, Assets, Confluence
- C. Jira service management, Confluence, Statuspage
- D. Jira, Jira service management, Assets
- E. Atlassian Assist, Assets, Confluence

Answer: B

Question: 8

Jake received an email stating that his assigned ticket was approved. Which notification type is this?
Response:

- A. Request participant notification
- B. Team notification
- C. Customer notification
- D. Approval notification

Answer: B

Question: 9

What distinguishes the user types of collaborator and request participant?
Response:

- A. The ability to view a ticket submitted by someone else.
- B. The ability to submit a ticket on behalf of another customer.

- C. The ability to approve someone else's ticket.
- D. The ability to be assigned to a ticket.
- E. The ability to add an internal comment.

Answer: E

Question: 10

Requirements state that P3 tickets should be set to Escalated status if they have not been updated in a week. Which feature of Jira Service Management can be configured to satisfy this requirement?

Response:

- A. Escalation policies
- B. SLAs
- C. Automation
- D. Alerts
- E. Team notifications

Answer: C

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