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.

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

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.

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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