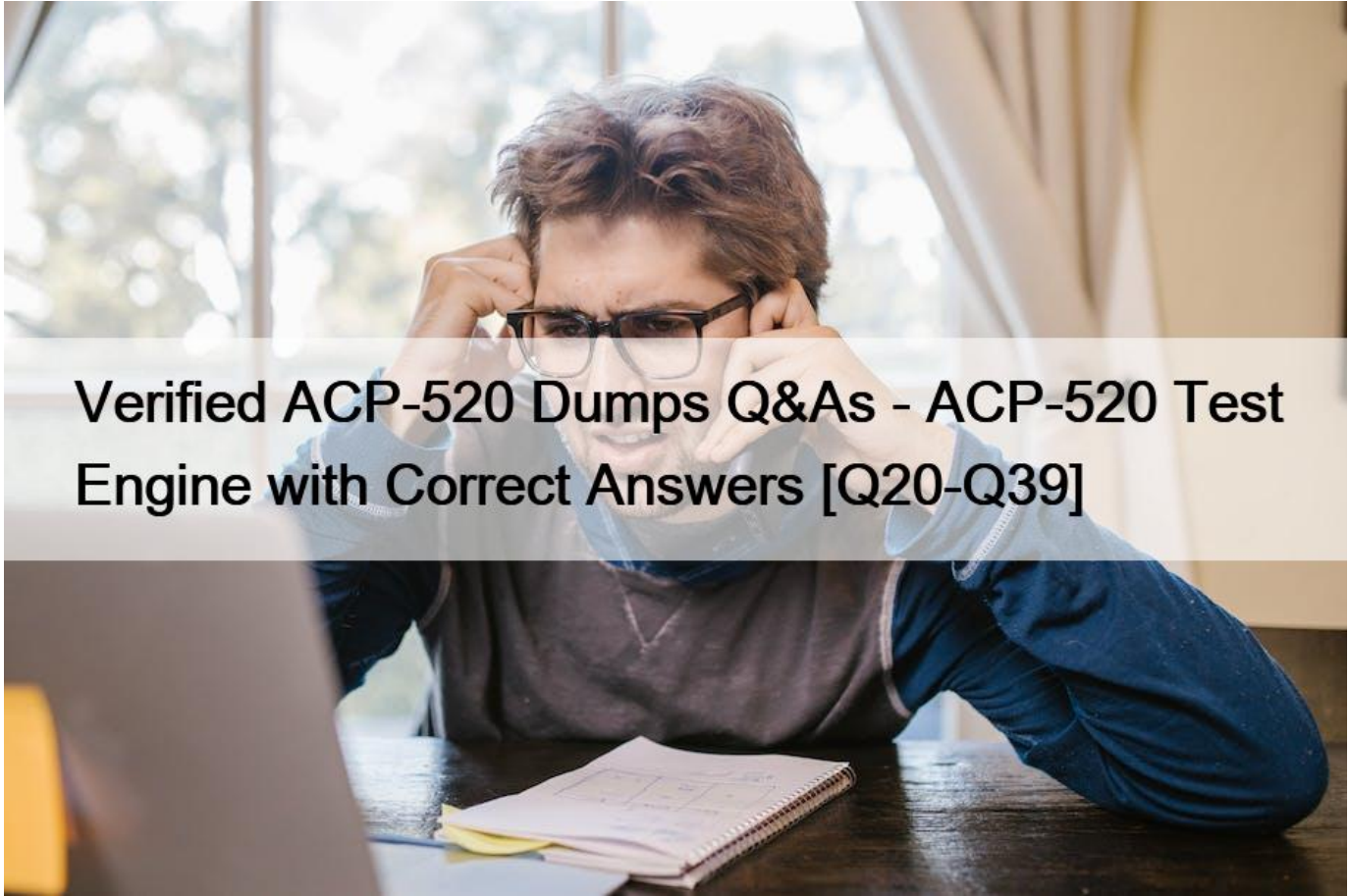


## Verified ACP-520 Dumps Q&As - ACP-520 Test Engine with Correct Answers [Q20-Q39]



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### NEW QUESTION 20

Your organization has multiple sites and Ann is a user.

The domain of Ann's email address is not verified.

What is possibly true about Ann's account?

- \* She has a managed account in another organization.
- \* You can enforce two-step verification on her account.
- \* You can deactivate her account.
- \* She has a managed account in one of your sites.
- \* You can delete her account.

Explanation

If Ann's email domain is not verified by your organization, it means that you do not own or manage her account. However, she may have a managed account in another organization that has verified her domain. In that case, you cannot enforce security policies, deactivate, or delete her account.

References:

Verify a domain to manage accounts

Solved: Verify domain; Missing accounts

### NEW QUESTION 21

You just created a sandbox for Jira Service Management and copied data from production.

Which statement is definitely true?

- \* Project admins from production can administer the same projects in the sandbox.
- \* Attachments are downloadable from the sandbox.
- \* Agents from production can log into the same projects in the sandbox.
- \* Comments are visible in the sandbox.
- \* Customers from production can log into the same portals in the sandbox.

Explanation

When you copy data from production to a sandbox, the user permissions and groups are also copied. This means that project admins from production can access and manage the same projects in the sandbox. However, customers and agents from production cannot log into the same portals or projects in the sandbox, because we disable app links, external email notifications, and integrations with Bitbucket and Slack. Attachments and comments are also not copied to the sandbox, unless you choose to copy with media files.

References = Manage product sandboxes, Copy data to sandbox

### NEW QUESTION 22

You are looking at the Jira Service Management product page on the beta site.

On this page, product access to Jira Service Management is granted to three groups, as shown.

Group	Members	Default group	Product roles
jira-servicemanagement-users-beta	7	✓	User
hr-managers	0	✓	User
site-admins	2		User

Which action can the org admin perform on this page?

- \* Update jira-servicemanagement-users-beta; so it is not a default group.
- \* Remove hr-managers from the product.
- \* Remove jira-servicemanagement-users-beta; from the product.
- \* Make site-admins a default group.
- \* Delete hr-managers group.

Explanation

The org admin can remove a group from a product, but they cannot update or delete a group, or make a group a default group.

References:

[How to prepare for ACP-520 Atlassian Cloud Organization Admin](#)

[Learn about Atlassian organizations](#)

### NEW QUESTION 23

Five users performed the following tasks:

Anne	Created an API token.
Bob	Revoked Anne's API token.
Cindy	Created an API key.
Doug	Used the API key created by Cindy in an automation rule.
Emily	Revoked the API key created by Cindy.

How many of these users are definitely org admins?

- \* 1 user
- \* 2 users
- \* 3 users
- \* 4 users
- \* 5 users

Explanation

Only Bob and Emily have performed tasks that are exclusive to org admins. However, Emily's task could have been performed by a site admin as well. Therefore, only Bob is definitely an org admin.

References =

[\[Manage an organization with the admin APIs\]](#) and [\[Manage API tokens for your Atlassian account\]](#)

[\[Verify a domain to manage accounts\]](#) and [\[Manage verified domains\]](#)

[\[Manage users, groups, permissions, and roles in Jira Cloud\]](#) and [\[Manage role and product permissions\]](#)

[\[Create an application tunnel to your self-managed instance\]](#) and [\[Configure required connections and upstream ports\]](#)

[\[Manage site-level permissions\]](#) and [\[Manage global permissions\]](#)

### NEW QUESTION 24

You added your domain `acme.com` to user access settings to make onboarding easier for all your employees to all your organization's products.

You asked employee Frank to test the configuration and he was able to access Confluence but not Jira Software.

Identify the cause of the problem.

- \* Frank's access to Jira Software has been suspended.
- \* Jira Software invitation link is disabled.
- \* Any domain has been deleted.
- \* User invites for Jira Software is set to None.
- \* On the Edit domain page, Jira Software product role is set to None.

Explanation

When you add a domain to user access settings, you can specify the default product role for each product in your organization. This determines the level of access that users with verified email addresses from that domain will have when they join your site. If you set the product role to None, users will not have access to that product unless you manually grant them access later.

ReferencesSpecify how users get site access User access settings

### NEW QUESTION 25

Your organization only has Jira Software.

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

The status for Jim shows as `&#8220;Invited&#8221;`.

Which statement is definitely true?

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

Explanation

When a user is invited to join a product or site, they automatically get an Atlassian account. The status

`&#8220;Invited&#8221;` 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

### NEW QUESTION 26

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?

- \* none
- \* one
- \* two
- \* all
- \* three

Explanation

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

### NEW QUESTION 27

You went to the Jira Software product pricing page in order to sign up for a new Atlassian site.

Which statement is true?

- \* You must be logged into an Atlassian account.
- \* You must already have an empty Atlassian organization.
- \* You must use an email address from a non-public domain.
- \* You must enter billing information.
- \* You must enter payment details.

### NEW QUESTION 28

You are the org admin. From time to time, you manually add new members to the `engineers` group.

Today, you noticed that the group has a lot more members than you have added manually.

Identify a direct cause.

- \* Invitation links for Jira Software have been enabled.
- \* User invites for Jira Software have been changed to `Invite anyone`.
- \* It is a default group for Jira Software product access.
- \* Project admins have been modifying the group.
- \* Jira product admins have been modifying the group.

Explanation

A direct cause for the `engineers` group having a lot more members than you have added manually is that it is a default group for Jira Software product access. This means that any new user who joins your site and has access to Jira Software will automatically be added to the `engineers` group. You can check and change the default group for Jira Software by going to Products > Jira Software > Manage product > Product roles.

References = [Default groups and permissions] and [Manage role and product permissions]

## NEW QUESTION 29

Your company has a single Atlassian Cloud organization.

Atlassian Access discovered shadow IT;

Which statement explains how this occurred?

- \* One of your managed accounts created a product in another Cloud organization.
- \* One of your users has multiple Atlassian IDs under different email addresses.
- \* The same domain was verified under both Settings > Domains and Settings > Emails.
- \* One of your groups provides default group access for multiple products.
- \* A domain was verified both by your organization and another Cloud organization.

Explanation

Shadow IT refers to the product creation and usage administered outside of an organization's IT department, which can lead to unexpected costs, security and compliance concerns, and operational complexity<sup>1</sup>. Atlassian Access is a service that provides enhanced security and governance features for Atlassian Cloud products, such as SAML SSO, user provisioning, enforced two-step verification, and audit logs<sup>2</sup>. Atlassian Access also offers a feature called automatic product discovery, which helps admins discover and manage the shadow IT products created by their managed users<sup>1</sup>.

A managed user is a user whose account is on a domain that is verified by an organization<sup>3</sup>. A verified domain is a domain that an organization has proven ownership of by adding a DNS or HTTPS record<sup>4</sup>. For example, if an organization verifies the domain acme.com, then any user with an email address ending with @acme.com is a managed user of that organization.

A product is an instance of an Atlassian Cloud product, such as Jira Software, Confluence, Bitbucket, or Trello<sup>5</sup>. A product belongs to a site, which is a collection of products that share a URL and administration settings<sup>6</sup>. A site belongs to an organization, which is a way to group and manage multiple sites and products under one central admin console<sup>7</sup>.

A managed user can create a product in another Cloud organization by using their work email address to sign up for a new site or join an existing site that is not owned by their organization<sup>1</sup>. This creates a shadow IT product that is not visible or controlled by their organization's admins. Atlassian Access can discover these shadow IT products by scanning the domains of all Atlassian Cloud products and matching them with the domains of the organizations that have Atlassian Access enabled<sup>1</sup>. Atlassian will proactively send an email to the organization admins with the number of shadow IT products created by their managed users and what the exact shadow IT product is. Within admin.atlassian.com, organization admins can also view additional information, such as the owner of these products, how many users are in that product, and the date it was created<sup>1</sup>.

Therefore, the statement that explains how Atlassian Access discovered shadow IT is that one of your managed accounts created a product in another Cloud organization.

References :

Automatic product discovery in Atlassian Access

Atlassian Access: Enhanced Cloud Data Security & Governance

What is a managed account?

Verify a domain to manage accounts

What is a product?

Understand Atlassian sites and organizations

What is an Atlassian organization?

### NEW QUESTION 30

You just approved an access request for Ann to access Jira Software.

She logged in and can access one project.

Identify one other access request you might see for Ann on the Access Requests page.

- \* access to another site
- \* access to be an org admin
- \* access to another project
- \* access to be a Jira admin
- \* access to another product

Explanation

One other access request you might see for Ann on the Access Requests page is access to another product.

This could happen if Ann tries to access a product that she does not have access to, such as Confluence or Jira Service Management. She would see a message prompting her to request access, and you would see her request on the Access Requests page. You can approve or deny her request from there.1 References = Approve or deny product access requests

### NEW QUESTION 31

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.)

- \* Create a sandbox for Jira Software on the existing site.
- \* Add Jira Software on the existing site.
- \* Change Release Tracks for Jira Software on the existing site.
- \* Add Jira Service Management on the existing site.
- \* Create a sandbox for Jira Work Management on the existing site.
- \* Add Jira Software on a new site.

Explanation

With a Standard subscription plan, you can add multiple products to your existing site, such as Jira Service Management.1. You can also add Jira Software to a new site, if you need to create a separate instance for a different team or project.2. However, you cannot create or use sandboxes, which are only available for Premium and Enterprise plans.3. You also cannot change release tracks, which are only available for Enterprise plans.4.

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

### NEW QUESTION 32

Alpha Corp. recently acquired one of its competitors, Beta Corp.



Each company had its own Atlassian Cloud organization.

You would like to manage users and groups from both corporations in a single location.

Identify the correct feature to use.

- \* Organization insights
- \* Release tracks
- \* Verify domains
- \* Transfer products
- \* Identity providers

Explanation

If you want to manage users and groups from both corporations in a single location, you need to consolidate your Atlassian Cloud organizations. This can be done by transferring all product instances in one organization to another. After the transfer, the unwanted organization is deleted<sup>1</sup>. This feature is called Transfer products and it is available from the organization settings<sup>2</sup>.

The other options are not features that can help you merge your organizations. Organization insights is a feature that provides analytics and reports on your organization's users, products, and security<sup>3</sup>. Release tracks is a feature that allows you to choose when your cloud products receive new features and improvements<sup>4</sup>. Verify domains is a feature that allows you to manage the Atlassian accounts of your users and apply security policies to them<sup>5</sup>. Identity providers is a feature that allows you to integrate your organization with external identity services, such as SAML or SCIM<sup>6</sup>.

References :

Should I merge my Atlassian organizations?

Transfer all products to another organization

View organization insights

Choose a release track for your cloud products

Verify a domain to manage accounts

Manage users from your identity provider

### NEW QUESTION 33

Which statement is FALSE about creating new sites and organizations?

- \* You can add a new product to an existing site.
- \* You can create a new site without an organization.
- \* You can add a new product to a new site and organization.
- \* You can create an empty organization without any products.

Explanation

This statement is false because every site belongs to an organization. When you create a new site, you either join an existing organization or create a new one<sup>1</sup>. You cannot have a site without an organization.

References: Get started with an Atlassian organization, Understand Atlassian sites and organizations



### NEW QUESTION 34

Review the users and roles below.

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

Which statement is true?

- \* Owen and Jeselle can remove users from Jira Software.
- \* Owen and Jeselle can generate Invitation links for Jira Software.
- \* Jeselle and Praj can configure the User invites setting for Jira Software.
- \* Jeselle can make Praj a Jira admin.
- \* Owen can make Praj an org admin.

Explanation

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>

<https://support.atlassian.com/organization-administration/docs/learn-about-atlassian-organizations/>

### NEW QUESTION 35

Foogie performed the following task.

He navigated to the Project Role Browser and set a default group in the Developers project role.

What admin privileges does Foogie definitely have?

- \* Product admin role for Jira Administration
- \* project admin role
- \* site admin role
- \* Product admin role for Confluence
- \* org admin role

Explanation

To access the Project Role Browser and set a default group for a project role, Foogie must have the Administer Jira global permission, which is granted by the site admin role<sup>1</sup>. The product admin role for Jira Administration does not have this permission<sup>2</sup>. The project admin role can only manage project role members for specific projects, not the default members<sup>3</sup>. The product admin role for Confluence and the org admin role are irrelevant for this task.

References: Manage project roles, Jira Cloud site and product administration, Project permissions

### NEW QUESTION 36

You went to the Jira Software product pricing page in order to sign up for a new Atlassian site.

Which statement is true?

- \* You must be logged into an Atlassian account.
- \* You must use an email address from a non-public domain.
- \* You must enter billing information.
- \* You must already have an empty Atlassian organization.
- \* You must enter payment details.

Explanation

When you go to the Jira Software product pricing page, you can sign up for a new Atlassian site by clicking the Try it free button. You will be asked to enter your email address and choose a site name and URL.

However, you must use an email address from a non-public domain, such as your company or organization domain. You cannot use an email address from a public domain, such as Gmail or Yahoo, because they are not allowed for security reasons<sup>12</sup> References = Sign up for an Atlassian Cloud site, Atlassian Cloud site and organization domains

### NEW QUESTION 37

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.

- \* add an upstream port
- \* generate a security key
- \* configure multiple application tunnels
- \* create an application tunnel
- \* create an IP allowlist

Explanation

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

### NEW QUESTION 38

Your Cloud organization has the following:

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

What else does your organization definitely have?

- \* at least 2 sites
- \* at least 1 verified domain
- \* exactly 4 landing products

\* at least 1 Premium subscription plan

\* at least 2 sandboxes

Explanation

An Atlassian Cloud organization can have one or more sites, each containing one instance of each product<sup>1</sup>. A site has its own URL and administration settings<sup>2</sup>. 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 them<sup>3</sup>. 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 site<sup>4</sup>. 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 Management<sup>5</sup>. 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 production<sup>6</sup>. A sandbox is available for Jira Software, Jira Service Management, and Confluence with Premium and Enterprise plans<sup>6</sup>. 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

### NEW QUESTION 39

Your organization has multiple products. You need a count of billable users only for Jira Software, which is on a monthly subscription of the Standard plan on your site `acme.atlassian.net`;

Where can you find this information?

\* Directory > Users > Total users

- \* Directory > Managed accounts > Total
- \* Directory > Users > Active users
- \* Groups > [jira-software-users-acme](#); > Members
- \* Billing > Jira Software [acme.atlassian.net](#); > Users

#### Explanation

The Billing page shows you the number of billable users for each product on your site, as well as the user tier and the monthly cost. You can filter by product and site to see the specific details for Jira Software on

[acme.atlassian.net](#);

#### References:

How to prepare for ACP-520: Atlassian Cloud Organization Admin Certification, section [Manage product subscriptions & billing](#); Manage your bill for Standard and Premium plans, subsection [View your bill](#);

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