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Atlassian Cloud Organization Admin Training

3 days (21 hours)

Overview

The Atlassian Cloud Organization Admin Certification training course prepares you for the official Atlassian Cloud Organization Admin (ACP-520) certification and equips you with the skills needed to administer an Atlassian Cloud organization systematically, securely, and efficiently.

This course is designed for professionals who manage users, products, and global settings within an Atlassian organization. You'll prepare for the official exam by reinforcing key concepts in cloud governance, access management, and site management.

You'll learn how to configure and maintain an Atlassian organization, as well as manage sites, products, subscriptions, users, groups, and administrative roles. You'll also explore product access mechanisms, approved domains, and access requests.

The preparation covers security and advanced administration topics, including policies, domain verification, audit logs, email settings, and the responsibilities associated with organizational roles.

Upon completion of the training, you will be able to apply best practices in administration to real-world scenarios, analyze exam-like scenarios, and take the Atlassian Cloud Organization Admin (ACP-520) certification exam with structured preparation.

Like all our training courses, this one will introduce you to **the latest stable version** of the technology and its new features.

Objectives

- Master the administration of an Atlassian Cloud organization
- Manage users, groups, product access, and administrative roles
- Configure security and governance settings at the organization level
- Administer sites, products, subscriptions, and access requests
- Analyze and resolve administration scenarios in line with the ACP-520 exam requirements
- Prepare for the Atlassian Cloud Organization Admin (ACP-520) certification exam

Target Audience

- Atlassian Cloud Administrator
- Jira Cloud Administrator
- Confluence Cloud Administrator
- Systems and Identity Administrator
- Atlassian Consultant

Prerequisites

- Have some experience administering an Atlassian Cloud product
- Understand the principles of managing users, groups, and access rights
- Be familiar with using Jira Cloud, Confluence Cloud, or another Atlassian product
- Basic knowledge of identity management and authentication is recommended

Technical Prerequisites

- Access to an Atlassian Cloud organization dedicated to training
- Sufficient permissions to manage users, groups, roles, and product access during the exercises
- Access to the Atlassian Cloud sites and products used during the hands-on exercises
- Ability to test access settings, policies, and organizational administration features
- Access to the security and identity management features required for the workshops

Our Atlassian Cloud Organization Admin Training Curriculum

[Day 1 - Morning]

Certification Framework and Organizational Administration

- Understand the role of the Atlassian Cloud Organization Admin (ACP-520) certification and the skills it assesses
- Identify the responsibilities of the organization admin, site admin, and product admin
- Explore Atlassian Administration and organization-wide administrative objects
- Distinguish between Atlassian organizations, sites, products, users, and accounts

- Analyze exam question scenarios and adopt a reading strategy tailored to the exam

[Day 1 - Afternoon]

Organizations, sites, and cloud products

- Create and manage an Atlassian organization in a multi-site environment
- Add, identify, and organize Jira, Confluence, and other cloud products
- Manage site settings, URLs, the host product, and product transfers
- Understand subscriptions, licenses, user tiers, and billing considerations
- Hands-on workshop: Set up a demo organization with multiple sites, products, and organizational settings

[Day 2 - Morning]

Users, Groups, and Product Access

- Manage the user lifecycle, from invitation to suspension or deletion
- Creating and managing groups to structure access
- Understanding product access rules and their impact on licenses
- Configure invitations, invitation links, approved domains, and access requests
- Resolve common issues such as denied access, duplicate accounts, or unavailable licenses

[Day 2 - Afternoon]

Security, Identities, and Administrative Roles

- Assign administrative roles according to the principle of least privilege
- Implement controls related to verified domains and organizational policies
- Understand the benefits of Atlassian Guard, SSO, and SCIM provisioning
- Use audit logs and security settings to ensure traceability
- Hands-on workshop: design a role matrix, secure access, and analyze an audit log

[Day 3 - Morning]

Advanced Features and Governance

- Configure global settings for governing an Atlassian Cloud organization
- Manage custom email addresses and understand DNS and DMARC requirements
- Assess the implications of a change in organization, location, product, or field
- Implement practices for access control, role review, and license tracking
- Review key considerations and common mistakes in practical certification scenarios

[Day 3 - Afternoon]

Targeted review and exam preparation

- Review key exam topics: organization, users and groups, roles, and advanced functions
- Apply a strategy for answering single-choice questions and managing time
- Identify keywords that help distinguish between the organizational, site, and product scopes
- Assess acquired knowledge using cross-functional administration scenarios
- Hands-on workshop: take a mock exam with feedback, review answers, and develop a personalized study plan

Target Audience

This training is intended for both individuals and companies—large or small—that wish to train their teams in new, advanced IT technologies or to acquire specific industry knowledge or modern methods.

Entry-Level Assessment

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency level across various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

Teaching Methods

Hands-On Training: 60% Practical, 40% Theoretical. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.