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Jira Cloud Administration Training

2 days (14 hours)

Overview

The Jira Cloud Administration Certification Training prepares you for the official ACP-120 certification and enables you to master the configuration, security, and governance of Jira Cloud in a professional setting.

This ACP-120 certification preparation course is designed for administrators who want to demonstrate their ability to configure and administer Jira Cloud to meet the needs of business, product, and development teams.

You'll learn how to structure access, groups, roles, and permissions; distinguish between company-managed and team-managed projects; and configure schemas, issue types, fields, screens, and workflows.

The training also covers automations, notifications, the JQL language, filters, dashboards, and global settings. The exercises will help you analyze scenarios, choose the most appropriate configuration, and apply the best practices expected on the exam.

Upon completion of the Jira Cloud Administration Certification Training, you will be able to effectively prepare for the ACP-120 exam, secure Jira usage, maintain a consistent configuration, and make administrative decisions suited to a scalable cloud environment.

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

Objectives

- Identify the skill areas assessed by the ACP-120 certification
- Configure access, groups, roles, and permissions in Jira Cloud
- Administer projects, schemas, ticket types, fields, and screens
- Design workflows, automations, and notifications tailored to operational needs
- Use JQL, filters, and dashboards to address advanced use cases
- Implement an exam preparation strategy based on administration scenarios

Target Audience

- Jira Cloud Administrator
- Application administrator
- Atlassian Consultant
- IT Project Manager
- Collaborative Tools Manager

Prerequisites

- Hands-on experience using Jira Cloud
- Knowledge of projects, tickets, boards, and filters in Jira
- Basic experience configuring projects or access rights
- Understanding of project management or IT service management processes

Technical Prerequisites

- Stable internet connection with no filtering that blocks access to Atlassian Cloud services
- An Atlassian account and access to a Jira Cloud test instance, ideally with admin privileges

Our Jira Cloud Administration Training Curriculum

[Day 1 - Morning]

Certification Framework and Access Administration

- Overview of the official ACP-120 certification, the skills assessed, and the logic behind scenario-based questions
- Jira Cloud architecture: organization, site, product, project, and administrative responsibility levels
- Administrative
- Management of users, groups, product access, and administrative privileges
- Distinction between global permissions, project roles, and project permissions
- Principles of least privilege, governance, and resolving access issues
- Hands-on Workshop: Setting Up a Test Organization with Users, Groups, Product Access Rights, and Roles Tailored to Multiple Profiles

[Day 1 - Afternoon]

Projects, Permissions, and Ticket Security

- Comparison of company-managed and team-managed projects based on standardization and autonomy needs
- Creating and configuring projects: details, keys, categories, components, versions, and automatic assignment
- Organizing permission schemes, project roles, and rights associated with stakeholders
- Implementing security at the ticket level and analyzing its impact on visibility
- Certification case study: diagnosing an access issue and selecting the most sustainable configuration
- Hands-on workshop: creating a secure company-managed project, applying a permissions scheme and restrict sensitive tickets

[Day 2 - Morning]

Ticket modeling and automation

- Configuring ticket types, subtasks, priorities, resolutions, and translations
- Managing custom fields, contexts, screens, and screen layouts
- Designing workflows: statuses, transitions, conditions, validators, and post-action steps
- Automation in Jira Cloud: triggers, conditions, actions, rule actors, and managing side effects
- Configuring notification schemes and selecting recipients based on events in the lifecycle
- Hands-on workshop: modeling a processing workflow, configuring its workflow, screens, and an associated automation rule

[Day 2 - Afternoon]

Advanced Features and Final Preparation

- Writing advanced JQL queries to translate business requirements into precise searches
- Managing shared filters, subscriptions, dashboards, gadgets, and bulk edit operations
- Global settings: appearance, language, attachments, ticket links, time tracking, and user communications
- Review of exam topics: configuration trade-offs, cloud limitations, maintainability, and scalability
- Test-taking strategy: reading scenarios, eliminating answer choices, time management, and review
- Hands-on workshop: Conducting a typical ACP-120 case study combining JQL, permissions, workflow, automation, and governance recommendations

Target Companies

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

Assessment at the Start of Training

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 with 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.