



ATLASSIAN ACA-910 STUDY GUIDE PDF

Grab the Atlassian ITSM with Jira Service Management
Foundations Certification PDF Questions & Answers

Details of the Exam-Syllabus-Questions

ACA-910

**Atlassian Certified Associate - ITSM with Jira Service Management
Foundations (ACA-ITSMF)**

30 Questions Exam – 72% Cut Score – Duration of 60 minutes

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Get an Overview of the ACA-910 Certification:

Who should take the [ACA-910 exam](#)? This is the first question that comes to a candidate's mind when preparing for the ITSM with Jira Service Management Foundations certification. The ACA-910 certification is suitable for candidates who are keen to earn knowledge on the Jira service management and grab their Atlassian Certified Associate - ITSM with Jira Service Management Foundations (ACA-ITSMF). When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But ACA-910 study guide PDF is here to solve the problem. ACA-910 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the Atlassian ACA-910 Certification?

There are several reasons why one should grab the ACA-910 certification.

- The ITSM with Jira Service Management Foundations certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the [Atlassian Certified Associate - ITSM with Jira Service Management Foundations \(ACA-ITSMF\)](#) is a powerful qualification for a prosperous career.

What Is the Atlassian ACA-910 Certification Exam Structure?

Exam Name	Atlassian Certified Associate - ITSM with Jira Service Management Foundations (ACA-ITSMF)
Exam Code	ACA-910
Exam Price	\$100 (USD)
Duration	60 mins
Number of Questions	30
Passing Score	72%
Books / Training	Prepare for the ITSM with Jira Service Management Foundations certification
Schedule Exam	Certmetrics
Sample Questions	Atlassian ITSM with Jira Service Management Foundations Sample Questions
Practice Exam	Atlassian ACA-910 Certification Practice Exam

Enhance Knowledge with ACA-910 Sample Questions:

Question: 1

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?

- 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: 2

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

- a) Request participant notification
- b) Team notification
- c) Customer notification
- d) Approval notification

Answer: b

Question: 3

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?

- a) Security management
- b) Asset management
- c) Change management
- d) Knowledge management
- e) Configuration management

Answer: d

Question: 4

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?

- a) Automation
- b) SLAs
- c) Escalation policies
- d) Alerts
- e) Team notifications

Answer: a

Question: 5

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

- 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

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?

- a) Portal groups
- b) SLAs
- c) Automation
- d) Queues
- e) Screens

Answer: a

Question: 7

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

- a) Change management
- b) Incident management
- c) Knowledge management
- d) Problem management

Answer: d

Question: 8

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

- a) To add an approval step to certain service requests.
- b) To inform all users about the statuses of different services.
- 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: b

Question: 9

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?

- 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: 10

What distinguishes the user types of collaborator and request participant?

- 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

What Study Guide Works Best in Acing the Atlassian ACA-910 ITSM with Jira Service Management Foundations Certification?

The ACA-910 study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the ITSM with Jira Service Management Foundations exam, getting in full touch of the [syllabus](#) is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

Do not forget to join the Atlassian ACA-910 training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a [PDF format](#) or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and Utilize the Atlassian ACA-910 Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, ACA-910 practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven ACA-910 Practice Test for Success!!!

Do you want to pass the ACA-910 exam on your first attempt? Stop worrying; we, CertFun.com are here to provide you the best experience during your Atlassian ITSM with Jira Service Management Foundations preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [ACA-910 practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.