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Question 1

Question Type: MultipleChoice

Your company has a single Atlassian Cloud organization.

Atlassian Access discovered "shadow IT".

Which statement explains how this occurred?

Options:

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

Answer:

A

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 complexity¹. 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 logs². Atlassian Access also offers a feature called automatic product discovery, which helps admins discover and manage the shadow IT products created by their managed users¹.

A managed user is a user whose account is on a domain that is verified by an organization³. A verified domain is a domain that an organization has proven ownership of by adding a DNS or HTTPS record⁴. 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 Trello⁵. A product belongs to a site, which is a collection of products that share a URL and administration settings⁶. A site belongs to an organization, which is a way to group and manage multiple sites and products under one central admin console⁷.

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 organization¹.

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 enabled¹. 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 created¹.

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.

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?

Question 2

Question Type: MultipleChoice

You went to the pricing page for one of the Cloud products and started a site with a Premium subscription trial to that product.

You used your work email address, "trainer@malamute.edu".

What was definitely created?

Options:

- A- 'site-admins' group
- B- sandbox
- C- Preview track
- D- Jira Administration product
- E- 'malamute.edu' approved domain

Answer:

A

Explanation:

When you start a site with a Premium subscription trial to a Cloud product, you automatically create a "site-admins" group that contains your account as the only member. The "site-admins" group has the site admin role, which allows you to manage the site settings, products, users, and groups. You can also add other users to the "site-admins" group if you want to delegate some of the site administration tasks.

Reference=[Create and update groups and Manage site-level permissions](#)

Question 3

Question Type: MultipleChoice

Ahmed, a new org admin, made a change to organization settings that caused a problem in Jira Software.

When users respond to notifications, the replies are no longer being sent to "support@acme.com" but instead to "jira@acme.atlassian.net".

What change did Ahmed make?

Options:

- A- removed an email domain
- B- removed an approved domain
- C- changed Jira Software product access
- D- removed a Jira product admin
- E- updated the Jira Software product URL

Answer:

E

Explanation:

Updating the product URL changes the email address from which notifications are sent and

received. Ahmed should have configured the sender email address for the Jira Software project to use the custom email address "support@acme.com".

Question 4

Question Type: MultipleChoice

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.

Options:

- A- add an upstream port
- B- generate a security key
- C- configure multiple application tunnels
- D- create an application tunnel
- E- create an IP allowlist

Answer:

A

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.

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

Question 5

Question Type: MultipleChoice

Which statement is true about groups?

Options:

- A- Groups can provide access to multiple products.
- B- Groups can provide access to multiple organizations.
- C- Groups must contain at least one member.
- D- Groups must provide product access.
- E- Groups can be suspended and deleted.

Answer:

A

Explanation:

Groups are used to manage users with your organization who need the same permissions or restrictions. You can assign groups to one or more products within your organization, such as Jira Software, Confluence, or Bitbucket1.

Question 6

Question Type: MultipleChoice

Which set of unique billable users will definitely be included in your bill for Atlassian Access?

Options:

- A- managed accounts with access only to Jira Software Free
- B- deactivated accounts on Jira Software Standard plan
- C- users on the Confluence Enterprise plan
- D- portal-only customers on Jira Service Management Standard

Answer:

C

Explanation:

For Atlassian Access billing, users on paid plans, like the Confluence Enterprise plan, are included in the bill. Atlassian Access provides security and centralized administration across all Atlassian Cloud products. Users on free plans, deactivated accounts, and portal-only customers (who typically access only a service desk portal and do not use licensed seats) are not counted as billable users for Atlassian Access.

Question 7

Question Type: MultipleChoice

A Cloud organization has two sites and products as shown.

Site	Products
Alpha	Jira Software
Beta	Jira Software Jira Service Management

Which statement is definitely true?

Options:

- A- Both sites are on the same pricing plan for Jira Software.
- B- Both sites have the same users for Jira Software.
- C- Both sites have the same product admins.
- D- Both sites have the same org admins.
- E- Both sites have the same default groups.

Answer:

D

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