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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q30-Q35):

NEW QUESTION # 30

The Department of Disaster Assistance would like to enhance its existing grant management experience using the "Grants

Management" Public Sector Solution. What are the correct sequential stages involved in the grant management lifecycle?

- A. Engage, Apply, Plan, Review, Award, Manage and Close Out
- B. Plan, Engage, Apply, Review, Award, Manage and Close Out
- C. Apply, Engage, Plan, Apply, Review, Award, Manage and Close Out
- **D. Plan, Apply, Engage, Review, Award, Manage and Close Out**

Answer: D

Explanation:

The grant management lifecycle within the Salesforce Public Sector Solutions' "Grants Management" framework typically follows a structured sequence to ensure systematic processing and management of grants.

The correct stages in sequential order are:

- * Plan: Initial stage where the goals, objectives, and framework of the grant program are defined.
- * Apply: Potential grantees submit their applications for consideration.
- * Engage: Interaction occurs between the grantors and the applicants, which can include clarifications, additional information requests, and preliminary assessments.
- * Review: Submitted applications are thoroughly reviewed and evaluated against the grant criteria.
- * Award: Successful applicants are selected and grant awards are officially made.
- * Manage: The ongoing management of granted funds, monitoring of the project's progress, and compliance with grant conditions.
- * Close Out: Finalization of the grant process, including the submission of final reports, financial reconciliation, and formal closure of the grant file.

This sequence ensures a comprehensive approach from the initial planning to the closure of the grant, making Option A (Plan, Apply, Engage, Review, Award, Manage and Close Out) the correct answer.

NEW QUESTION # 31

A government agency is planning for a project Implementation. The project has to comply with regulations for storing protected health information (PHI). What are two different Salesforce security tools that can be used to meet this requirement?

- A. Event Monitoring
- **B. Field Audit Trail**
- C. Setup Audit Trail
- **D. Platform Encryption**

Answer: B,D

Explanation:

Field Audit Trail and Platform Encryption are two different Salesforce security tools that can be used to meet the requirement of storing protected health information (PHI). Field Audit Trail allows government agencies to track changes to sensitive data fields over time and set retention policies for field history data. Platform Encryption allows government agencies to encrypt sensitive data at rest while preserving critical platform functionality. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design>

/secure-data-with-platform-encryption

NEW QUESTION # 32

A government agency is currently using Business Rules Engine (BRE). Part of the current Prioritization matrix includes household income and household size. To correctly calculate the Households Area Median Income (AMI) pool, the Expression Set needs to calculate the AMI and then evaluate the percentage against a predefined Federal Income Limit table to determine the prioritization pool.

To accomplish this, the BRE designer should include how many decision matrices?

- A. 1; Only one to contain the prioritization pools with the Federal Income Limits.
- B. 3; One to contain the percentages in each prioritization pool, a second to contain the household data, and the third to contain the Federal Income limits to evaluate.
- **C. 2; One to contain the percentages in each prioritization pool and the second to contain the Federal Income limits to evaluate.**
- D. 1; Only to contain the prioritization pools.

Answer: C

Explanation:

In the context of a government agency using the Business Rules Engine (BRE) to calculate and determine Households Area Median Income (AMI) prioritization using a matrix, the BRE designer should use two decision matrices (Option C). One matrix is necessary to calculate the AMI and to evaluate it against the federal income limits, which involves determining the percentage of AMI relative to these limits. The second matrix is then used to categorize these percentages into different prioritization pools. This allows for a clear separation of logic in handling the data: one matrix for the determination of AMI percentages and another for the allocation into prioritization pools based on these percentages.

Option A and D, which suggest using only one matrix, would not provide the necessary separation of calculations and evaluations for clarity and maintenance. Option B suggests using three matrices, which overcomplicates the process without clear necessity for three separate matrices when two are sufficient for the tasks at hand.

NEW QUESTION # 33

A public sector organization (PSO) is implementing Public Sector Solutions. As part of this implementation, the PSO is deploying a new site to provide constituents with information about the service they provide.

Constituents will be able to register and log into this new site to access some features as well. The PSO needs to ensure that constituents are unable to see each other by default for all sites that they configure.

What can the Technical Consultant configure to meet this requirement for the PSO?

- A. Remove access to the user object from the Permission Set assigned to the external users
- B. Disable the user sharing in the site administration settings page
- C. Uncheck the 'Site User Visibility' checkbox in the sharing settings page
- D. Set the Organization Wide Default for the User Object to "Public Read Only"

Answer: C

Explanation:

In Salesforce Public Sector Solutions, to ensure that constituents (external users) cannot see each other by default on the new site, the sharing settings must be appropriately configured. Specifically, the 'Site User Visibility' setting is designed to control whether users can see each other within the site. Here's how to configure it:

* Navigate to Sharing Settings:

* Go to Setup > Security > Sharing Settings.

* Uncheck Site User Visibility:

* Locate the 'Site User Visibility' checkbox within the sharing settings.

* Uncheck this box. This setting ensures that site users (constituents) cannot see each other's profiles and details by default.

By unchecking the 'Site User Visibility' checkbox, the PSO ensures that user records are private and not visible to other users on the site. This is a critical setting for maintaining privacy and security for constituents interacting with the PSO's site.

References:

* Salesforce Help: Sharing Settings

* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 34

The City of Snaxboro has several License and Permit forms that are long and complex. Applicants often fill out these forms incorrectly and forget to submit key pieces of information, resulting in requests for more information on their applications. The city wants to use Public Sector Solutions and digitize these forms to increase the accuracy of information submitted by applicants and reduce processing times.

What three recommendations should a Technical Consultant provide to the city to achieve this?

- A. Create a PDF form and integrate it with the Public Sector Solutions application intake form process
- B. Review the application forms and try to replicate them as much as possible in a single step using OmniScripts.
- C. (Analyze all the application forms and create simple, reusable OmniScripts for processes that are repeatable.
- D. Add spaces in the names of each of the elements. This ensures improvement to OmniScript's load time.
- E. Review the application forms and find logical points in the process that can be broken into shorter steps.

Answer: B,C,E

Explanation:

To help the City of Snaxboro enhance the accuracy of submissions and reduce processing times for complex license and permit forms, here are three recommendations using Salesforce Public Sector Solutions:

* Review the application forms and find logical points in the process that can be broken into shorter steps (Option C). This

approach helps simplify the application process by breaking lengthy forms into more manageable parts, reducing the cognitive load on applicants and decreasing the likelihood of errors. This is a best practice in user experience design, especially for complex form processes.

* Review the application forms and try to replicate them as much as possible in a single step using OmniScripts (Option D). For parts of the form that are straightforward and do not necessarily benefit from being broken down, using OmniScripts to replicate the process in a single step can streamline data entry and make the process faster for users. This approach should be used judiciously to avoid overwhelming users and should be balanced with breaking down more complex sections.

* Analyze all the application forms and create simple, reusable OmniScripts for processes that are repeatable (Option E).

OmniScripts allow for creating dynamic, guided experiences that can simplify complex processes and ensure data is captured accurately. By creating reusable scripts for common processes across different forms, the city can maintain consistency and efficiency, reducing the administrative burden and improving the user experience.

Options A and B were not selected because:

* Option A suggests adding spaces in element names to improve OmniScript's load time, which is not a recognized or effective practice for this purpose.

* Option B proposes using a PDF form integrated with the application intake process, which would counteract efforts towards digital transformation by relying on a less interactive and less flexible format.

The chosen options (C, D, E) leverage Salesforce's capabilities to digitize and streamline complex forms effectively, thus enhancing the quality of submissions and operational efficiency. These practices are supported by Salesforce's guidelines for designing user-friendly digital forms and processes within its Public Sector Solutions framework.

NEW QUESTION # 35

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