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# Certinia PSA-Sysadmin Exam Syllabus Topics:

Topic	Details
Topic 1	<ul> <li>Schedule</li> <li>Review</li> <li>Delete Scheduled Jobs According to Business Needs; Perform Routine Cleanup, Configuration in 'Actuals Configuration Group' and Set Mode for Calculation, and App Log Maintenance.</li> </ul>

Topic 2	<ul> <li>PSA Custom Settings, Configuration Groups, and Metadata: This section covers Lightning Components &amp; Visualforce Pages, how to manage Lightning Pages, use Field Sets to Customize Lightning and</li> <li>or Visualforce Pages, PSA Configuration Groups, Manage Configuration Groups, PSA Custom Settings, Review &amp; Maintain Existing Custom Settings, and creating</li> <li>importing Regions-Practices-Groups.</li> </ul>
Topic 3	Automated Jobs & Scheduled Maintenance: In this section, the focus is on how to schedule Jobs
Topic 4	User Management: This section covers Security, how to manage User Access by Assigning & Managing, Permission Controls, User Access by Assigning Permission Controls, Workspaces, how to assign Workspaces to New Users, and how to maintain workspaces to Reflect Personas within the organization.
Topic 5	Configuration Management: In this section, the topics covered include General Configuration & UX customization, Customize Page Layouts, configuring Task Time Entry Mode, and creating Report and Dashboard Folders.

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# Certinia PSA System Administrator 2023 Sample Questions (Q15-Q20):

## **NEW OUESTION #15**

When setting up a Utilization calculation, what does the "Is Report Master" field mean?

- A. Calculated utilization value from this job gets surfaced on the Contact record
- B. In a Utilization calculation hierarchy based on Region hierarchy, this is the primary/highest job
- C. Calculated utilization value from this job gets surfaced in the Resource Planner "Availability column"

#### Answer: A

## Explanation:

The Is Report Master field in utilization calculation determines whether the results of the calculation are displayed on the Contact (Resource) record.

- \* Purpose of "Is Report Master":
- \* Ifchecked, the calculated utilization values appear directly on the Contact recordfor each resource.
- \* Ifunchecked, the utilization calculation is still processed but is not displayed on the resource's profile.
- \* Utilization Calculation Process:
- \* Utilization is calculated using timecards (historical utilization) and assignments (scheduled utilization).
- \* The system determines billable and available hours based on Work Calendars and time-tracked activities.
- \* Common Use Cases:
- \* Organizations oftencheck "Is Report Master" to ensureresource utilizations visible on Contact records for reporting purposes.
- \* If unchecked, utilization can still be accessed via reports and dashboards butwon't appear on the Contact record.
- \* Certinia PSA Utilization Calculation Guide
- \* PSA System Administration Essentials

#### References:

## **NEW QUESTION #16**

Which of the following "frequent tasks" would be found in the "System Administrator Workspace"?

- A. User Management
- B. Transaction Reconciliation
- C. Manage Accounts

Answer: A

#### **NEW QUESTION #17**

The Finance Team is interested in limiting the amount for a particular type of expense company-wide. Of the following, which is the best solution to accomplish this?

- A. Set up an Expense Limit that will limit the expense based on the Expense Type on the Expense Limit record at the global region level.
- B. Set up an Expense Limit that will limit the expense based on the Expense Type on the Resource Record.
- C. Set up an Expense Limit that will limit the expense based on the Expense Type on the RPG record.

#### Answer: A

#### Explanation:

Tolimit expenses company-widefor a particular type of expense, the best solution is:

- \* Use the Expense Limit record- This allows defining limits based on Expense Typeat aglobal region level.
- \* Set the maximum allowable amountper transaction, period, or user.
- \* Ensure that the Expense Limit applies across all users and regionsto enforce company-wide restrictions.
- \* Option B (Using the RPG record) is incorrect because it applies only to specific regions or practice groups, not company-wide.
- \* Option C (Using the Resource Record) is incorrect because it applies at an individual user level rather than enforcing a global limit. Thus, the correct answer is A.

References:

\* PSA Sys Admin Essentials Student Guide Fall 20

# **NEW QUESTION #18**

What does the Time Entry permission control do?

- A. It allows users to create a timecard on behalf of another
- B. It allows users to create a timecard for specific projects
- C. It allows users to create a timecard for themselves

#### Answer: A

#### Explanation:

The Time Entry Permission Controldetermines who cancreate and submit timecards in PSA.

- \* Primary Function:
- \* Grants users the ability toenter time on behalf of another user.
- \* Typically assigned tomanagers or team leadswho report time for their teams.
- \* Why This is Important:
- \* Some organizations require managers or admins tolog time entries when team members forget.
- \* Ensures accurateutilization tracking and reporting.
- \* Incorrect Answer Explanation:
- \* A. It allows users to create a timecard for themselves # Incorrect
- \* This is default behavior; users do not need a special permission for this.
- \* C. It allows users to create a timecard for specific projects # Incorrect
- \* Time Entry permission isnot project-specificbut rather user-specific.
- \* PSA System Administration Guide

References:

# NEW QUESTION # 19

You configured a new Salesforce approval process on the "Timecard" object. What is needed to make a user a Timecard approver

# in this process?

- A. The approver must have Read permissions on the "Timecard" object
- B. The approver must be in the same role hierarchy as the submitter
- C. The approver must be set up as a Delegated Approver for the submitter

Answer: C

#### **NEW QUESTION #20**

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