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## Saviynt Certified Advanced IGA Professional (Level 200) Sample Questions (Q21-Q26):

### NEW QUESTION # 21

An EIC Administration has a requirement to configure a separate password policy for service accounts along with the password policy for regular accounts. How can this be achieved in EIC?

- A. Define a separate Password Policy for Service Account and select it in Policy Rule Service Account field under Global Configurations
- B. Define a separate Password Policy for Service Account and select it in Policy Rule Service Account field under Security System
- C. Define a separate Password Policy for Service Account and select the checkbox Password Policy Service Account field under Password Policy configurations
- D. Only one Password Policy can be defined in the Security System which applies to both regular and service accounts

**Answer: B**

Explanation:

In Saviynt EIC, password management is highly configurable, allowing organizations to define separate password policies for different account types, including service accounts and regular user accounts. This requirement is achieved by creating a dedicated password policy specifically for service accounts and associating it appropriately within the system.

Option A is correct because Saviynt allows administrators to define a separate Password Policy for Service Accounts and map it using the Policy Rule Service Account field under the Security System configuration.

This ensures that when service account operations such as password resets or provisioning occur, the system enforces the correct policy distinct from regular user accounts.

Option B is incorrect since Saviynt supports multiple password policies and does not restrict to a single policy. Option C is incorrect because simply selecting a checkbox in password policy configuration does not link it to service account usage. Option D is incorrect as Global Configurations do not directly assign password policies for service accounts at the execution level.

Thus, configuring and mapping the policy at the Security System level ensures correct enforcement for service accounts.

### NEW QUESTION # 22

In the Saviynt App for ServiceNow, what options are available to refresh the RITM status in the ServiceNow app based on the respective Saviynt's status? (Multi-Select)

- A. Regenerate application catalog item
- B. Make a Postman API call
- C. Click Refresh button on the RITM page in ServiceNow
- D. It will be automatically updated in 1 minute via Request item history job in ServiceNow

**Answer: C,D**

Explanation:

In Saviynt-ServiceNow integration, the synchronization of RITM (Request Item) status between Saviynt and ServiceNow is handled through both manual and automated mechanisms.

Option B is correct because users or administrators can manually click the Refresh button on the RITM page in ServiceNow to immediately fetch the latest status from Saviynt. This is useful for real-time validation when monitoring request progress.

Option C is also correct as ServiceNow includes a Request Item History Job, which runs periodically (commonly every minute) to automatically sync and update the RITM status based on the latest state in Saviynt. This ensures near real-time consistency between both systems without manual intervention.

Option A is incorrect because Postman API calls are not a standard or supported operational method for end users to refresh RITM status. Option D is unrelated, as regenerating catalog items does not impact ticket status synchronization.

Thus, the correct answers are manual refresh and automated job-based synchronization.

### NEW QUESTION # 23

In EIC Duplicate Identity Management, what are the different filter options available in Global Configurations? (Multi-Select)

- A. Merger Query
- B. Identity Matching
- C. Fine Matching
- D. Coarse Matching

**Answer: C,D**

Explanation:

In Saviynt EIC's Duplicate Identity Management (DIM), Global Configurations provide filtering mechanisms to identify potential duplicate identities efficiently. The two primary matching strategies used are Coarse Matching and Fine Matching, which together form the backbone of duplicate detection logic.

Coarse Matching (A) is used as an initial filtering mechanism. It applies broader criteria such as matching on common attributes like first name, last name, or email domain to quickly identify a pool of potential duplicate identities. This helps in reducing the dataset size before applying more detailed checks.

Fine Matching (C) is a more refined and precise comparison that evaluates stricter conditions such as exact matches on email ID, employee ID, or other unique identifiers. This step ensures higher accuracy in identifying true duplicates from the coarse match results.

Option B (Identity Matching) is not a standard configurable filter in DIM Global Configuration, and Option D (Merger Query) relates to post-identification actions rather than filtering criteria.

Thus, the correct answers are Coarse Matching and Fine Matching, which together enable effective duplicate identity detection.

### NEW QUESTION # 24

A target application exposes REST APIs and you need Saviynt to perform imports as well as provisioning and deprovisioning. Which connector approach is the most appropriate?

- A. Active Directory Connector
- B. REST Connector
- C. Dataset Configuration
- D. SMTP Configuration

**Answer: B**

Explanation:

The correct answer is B. REST Connector . Saviynt documentation explains that REST integration is intended for applications whose data and lifecycle actions are available through REST endpoints. It states that the REST integration enables organizations to gain visibility, manage the user lifecycle, and govern access for data available in the REST application or REST endpoint. That directly matches the question, which requires imports plus provisioning and deprovisioning for an API-driven target system. Saviynt's REST connector documentation also notes that provisioning and deprovisioning are supported when the connection is configured correctly. This makes the REST connector the standard choice when the target system does not use an out-of-the-box native connector but does provide usable REST APIs. The other options do not fit the requirement. Active Directory Connector is specific to AD use cases, SMTP Configuration is only for email delivery, and Dataset Configuration is an administrative data-structuring feature rather than an application integration method. In Saviynt Level 200 terms, when an application is API- first and lifecycle actions must be automated, the REST connector is the appropriate design decision.

#### NEW QUESTION # 25

EIC is configured to create tickets in ServiceNow for requests for disconnected applications. The end user selects 3 different entitlements for a disconnected application and submits the request. How will EIC process this request?

- A. If the "Enable Multi Entitlement Request" option is selected, then three tickets will be created in ServiceNow; otherwise, only one ticket will be created
- B. Not a valid scenario because EIC does not support multiple entitlement requests when ServiceNow is integrated as the ticketing system
- C. EIC will create three separate tickets in ServiceNow, one for each of the three entitlements
- D. EIC will combine all three entitlements and create one ticket in ServiceNow

**Answer: A**

Explanation:

In Saviynt EIC when integrated with ServiceNow as a ticketing system (ITSM) for disconnected applications, ticket creation behavior depends on the configuration setting "Enable Multi Entitlement Request." If this option is enabled, Saviynt treats each entitlement independently and creates separate tickets in ServiceNow for each entitlement selected in the request. Therefore, if a user selects three entitlements, three individual tickets will be generated, allowing granular tracking and fulfillment of each entitlement. If the option is not enabled, Saviynt consolidates multiple entitlements into a single request payload, resulting in one ServiceNow ticket that includes all requested entitlements. This approach simplifies ticket management but reduces granularity. Option B is incorrect because Saviynt fully supports multiple entitlement requests with ServiceNow integration. Option C is only conditionally correct (depends on configuration), making it incomplete. Option D is also conditional and not always true. Thus, the correct answer is A, as it accurately reflects the behavior based on system configuration.

#### NEW QUESTION # 26

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