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Saviynt Certified Advanced IGA Professional (Level 200) Sample Questions (Q61-Q66):

NEW QUESTION # 61

The EIC administrator has a requirement for integrating EIC with ServiceNow as a ticketing system, where end users should be able to check the status of associated tickets in ServiceNow from EIC. What option can the administrator utilize to fulfill this requirement?

- A. It is not possible to check the status of ticket in ServiceNow
- B. CREATETICKETJSON
- C. TICKETSTATUSJSON
- D. SYNCTICKETSTATUSJSON

Answer: C

Explanation:

In Saviynt EIC integration with ServiceNow as a ticketing system (ITSM), various JSON configurations are used to define how tickets are created, updated, and tracked. To enable users to check the status of tickets from EIC, the correct configuration is TICKETSTATUSJSON.

TICKETSTATUSJSON is specifically used to define how Saviynt retrieves the current status of a ticket from ServiceNow. It maps the API response fields from ServiceNow (such as state, status, or resolution) to Saviynt fields, allowing the system to display real-time ticket status within the EIC interface.

Option A (SYNECTICKETSTATUSJSON) is typically used for synchronization jobs that update ticket statuses in bulk, not for direct user-level status retrieval. Option B (CREATETICKETJSON) is used only for ticket creation, defining how requests are sent to ServiceNow. Option D is incorrect because Saviynt does support ticket status tracking through proper integration configuration. Thus, TICKETSTATUSJSON is the correct option to enable visibility of ticket status within Saviynt EIC.

NEW QUESTION # 62

Problem Statement:

Access request approval is not being assigned to the correct approver for a given endpoint.
In this scenario, what configurations will you check? (Multi-Select)

- A. Verify the workflow attached to the corresponding Security System to ensure it is correctly configured
- B. Verify the workflow attached to the corresponding Endpoint to ensure it is correctly configured
- C. Verify if Delegate is configured for the intended approver
- D. Verify the requestor selected the correct approver while submitting the request

Answer: A,B,C

Explanation:

In Saviynt EIC, approval assignment for access requests is primarily controlled through workflow configurations, which are associated either at the endpoint level or security system level. Therefore, the first step in troubleshooting incorrect approver assignment is to validate whether the correct workflow is attached and properly configured at both levels (Options A and C). Workflows define approval logic such as manager, owner, or custom approvers, and misconfiguration here often leads to incorrect routing.

Option B is also correct because delegation settings can override the intended approver. If a delegate is configured for an approver, the request may be routed to the delegate instead of the original approver, causing confusion if not validated.

Option D is incorrect because in Saviynt, approvers are typically system-driven based on workflow rules, not manually selected by the requester in most standard configurations. The requester does not usually control approver assignment unless explicitly customized, making this option irrelevant for standard troubleshooting.

NEW QUESTION # 63

What configuration types are needed to set up an emergency access role request?

- A. Select required feature access in SAV Role Configurations
- B. Select a workflow under Global Configurations
- C. Select emergency access related parameters in the Role-level Configurations
- D. All the above

Answer: D

Explanation:

Setting up an Emergency Access Role (EAR) request in Saviynt EIC requires multiple coordinated configurations across different components of the system. Option A is correct because emergency access roles must be configured at the role level, where parameters such as emergency access flag, duration, justification requirement, and elevated privileges are defined.

Option C is also necessary because SAV Role Configurations control which users (such as administrators or requesters) have the ability to request or manage emergency access roles. Without proper SAV role permissions, users cannot initiate or approve EAR requests.

Option D is equally important because workflows defined under Global Configurations govern the approval process, escalation paths, and auditing requirements for emergency access. These workflows ensure that emergency access is properly controlled, reviewed, and revoked after use.

Since all these configurations collectively enable emergency access functionality in Saviynt, the correct answer is All the above. This aligns with Saviynt best practices for implementing secure, auditable, and compliant emergency access management.

NEW QUESTION # 64

An EIC Administrator has created a workflow containing hidden dynamic attributes; however, the administrator is unable to fetch the value of the hidden Dynamic Attributes in the request. How can this issue be resolved?

- A. Enable the "Enable use for default attributes in workflow" setting in Global Config

- B. Enable the "Expose hidden dynamic attributes in workflow" setting in Global Config
- C. Enable the "Save Hidden Dynamic Attribute Default Value" setting in Global Config
- D. Enable the "Expose hidden dynamic attributes in workflow" setting in Endpoint

Answer: B

Explanation:

In Saviynt EIC, Dynamic Attributes are often used in request forms to capture additional information, and some of these attributes may be configured as hidden fields for backend processing. By default, hidden dynamic attributes are not exposed in workflows, which can prevent administrators from accessing their values during request processing.

To resolve this issue, Saviynt provides a specific configuration in Global Configurations called "Expose hidden dynamic attributes in workflow". Enabling this setting (Option A) ensures that even if the dynamic attributes are hidden in the UI, their values are still accessible within workflows for processing, approvals, and provisioning logic.

Option B is incorrect because this setting is not configured at the endpoint level. Option C relates to saving default values but does not ensure visibility in workflows. Option D is unrelated to hidden attribute exposure.

Thus, enabling the Global Config setting to expose hidden dynamic attributes is the correct solution to ensure their values are available within workflow execution.

NEW QUESTION # 65

The EIC administrator must address the email generation issues caused by accent characters in some users' names. What are the potential options to resolve this issue?

- A. API
- B. Rules
- C. Roles
- D. Datasets

Answer: B

Explanation:

In Saviynt EIC, handling special characters such as accents in user attributes (e.g., names used for email generation) is typically addressed using Rules, specifically User Update Rules or Technical Rules. Therefore, Option D (Rules) is the correct answer.

Rules allow administrators to apply transformation logic to user attributes during identity processing. For example, accent characters can be normalized or replaced (e.g., converting "e" to "e") before generating email addresses. This ensures that generated emails conform to system or organizational standards and avoid issues with downstream systems that may not support special characters. Datasets (Option B) are primarily used for data retrieval and reporting, not transformation. Roles (Option C) are related to access control and do not influence attribute formatting. API (Option A) could theoretically be used externally, but it is not the standard or recommended approach within Saviynt for solving this problem.

Thus, Rules provide the most effective and native way to sanitize and standardize user data, ensuring consistent and valid email generation.

NEW QUESTION # 66

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