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## Certinia PSA System Administrator 2023 Sample Questions (Q38-Q43):

### NEW QUESTION # 38

Your company has both full time and part time resources. From a Human Resources perspective, part time resources can work any number of hours per week. From a Resource Planning perspective, management has agreed that part time workers can be estimated at 20 hours per week.

Based on this information, how many work calendars should be created?

- A. One full time work calendar, and one work calendar for each unique part time contract
- B. One full time work calendar, one part time work calendar, and one generic flexible work calendar
- C. **One full time work calendar, and one part time work calendar**

### Answer: C

Explanation:

Step-by-Step Comprehensive Detailed Explanation

\* Understanding Work Calendars in Certinia PSA

\* Work calendars define the default number of hours per day and week that a resource is expected to work.

\* They are crucial for resource scheduling, utilization calculations, and capacity planning.

\* Every active PSA Resource must have an associated work calendar to allow project assignments.

\* Scenario Analysis

\* Your company has both full-time and part-time resources.

- \* Full-time resources have a standard workweek (e.g., 40 hours per week).
- \* Part-time resources have variable work hours but are estimated at 20 hours per week for planning purposes.
- \* This means you need at least one calendar for full-time and one for part-time workers.
- \* Why Option B is Correct
  - \* Creating a single full-time work calendar (e.g., 40 hours per week) covers all full-time employees.
  - \* Creating one part-time work calendar (e.g., 20 hours per week) provides a consistent framework for part-time resource planning.
  - \* This approach ensures standardized reporting, scheduling, and forecasting without unnecessary complexity.
- \* Why the Other Options Are Incorrect
  - \* A. One full-time work calendar, and one work calendar for each unique part-time contract
    - \* This would require multiple work calendars for different part-time contracts, making resource scheduling overly complex.
  - \* Since management has agreed on an estimated 20 hours per week for all part-time workers, a single part-time work calendar suffices.
  - \* C. One full-time work calendar, one part-time work calendar, and one generic flexible work calendar
    - \* A flexible work calendar is not necessary if all part-time workers are estimated at 20 hours per week.
    - \* Work calendars should align with clear scheduling rules, not individual flexibility.
- \* Implementation in PSA
  - \* Navigate to PSA - Admin App # Click Work Calendarstab.
  - \* Create the following calendars:
    - \* Full-Time Work Calendar: Set working hours to 40 per week.
    - \* Part-Time Work Calendar: Set working hours to 20 per week.
    - \* Assign the correct work calendar to each resource during onboarding.
- References and Verified Certinia PSA Documentation
- \* PSA Work Calendars Overview.
- \* Setting Up Work Calendars.

### NEW QUESTION # 39

When a Timecard is entered into the system, a record is generated that can be used in calculating Actuals. What is that record called?

- A. An "Accounting Log" record
- B. A "Revenue Item" record
- C. A 'Transaction Delta" record

#### Answer: C

Explanation:

When a timecard is entered into the system, a Transaction Delta record is generated. This record is essential for calculating actuals.

- \* What is a Transaction Delta Record?
  - \* It is a record that tracks the impact of approved timecards, budgets, billable milestones, and other financial elements.
  - \* It signals which fields need to be updated in project actuals.
  - \* Process Flow in Scheduled Mode:
    - \* When a timecard is approved, the system creates a Transaction Delta record.
    - \* The Actuals Job picks up this delta record and updates actuals.
    - \* The Transaction Delta record is deleted once the update is complete.
  - \* Where to Monitor Transaction Delta Records?
    - \* Add the following related lists to the Project page layout:
      - \* Project Actuals
      - \* Transaction Log
      - \* Transaction Deltas
  - \* Troubleshooting Errors with Actuals:
    - \* If actuals are not reflecting, check for unprocessed Transaction Delta records.
    - \* Manually trigger the Actuals Calculation Job from the PSA Administration tab.
  - \* Certinia PSA Actuals Processing Guide
  - \* Certinia PSA System Administration Essentials

References:

### NEW QUESTION # 40

A manager was looking at utilization for a resource for the last two months. The resource was identified as

80% utilized for each month, but the subtotal section showed 160% for the user for that same two month period. How can the report be fixed to show 80% instead of 160%?

- A. Adjust the Resource's work calendar to 40 hours and refresh the report
- B. **Create a Summary Level formula so the subtotal is calculated and not summed**
- C. Set the "Utilization" setting for Target Utilization Approach to "Weighted"

**Answer: B**

Explanation:

- \* Understanding the Issue
- \* The report shows 80% utilization per month but 160% over two months.
- \* This happens because percentages are summed instead of averaged in the subtotal.
- \* Solution: Use a Summary Level Formula (Correct - Option B)
- \* Step 1: Open the Utilization Report in Salesforce Reports.
- \* Step 2: Click Edit Report.
- \* Step 3: Add a Summary Level Formula instead of summing percentages.
- \* Step 4: Define the formula: Utilization Subtotal =  $\text{SUM}(\text{Billed Hours}) / \text{SUM}(\text{Available Hours})$
- {Utilization Subtotal} =  $\frac{\text{SUM}(\text{Billed Hours})}{\text{SUM}(\text{Available Hours})}$  Utilization Subtotal =  $\text{SUM}(\text{Available Hours}) / \text{SUM}(\text{Billed Hours})$
- \* Step 5: Save and rerun the report to validate the fix.
- \* Why Not Other Options?
  - \* Option A (Adjusting Work Calendar): The work calendar controls available hours but does not fix subtotal errors.
  - \* Option C (Target Utilization Approach - Weighted): This setting affects calculation logic but does not solve subtotal summation errors.
- \* PSA Sys Admin Essentials Student Guide Fall 20 (2).pdf, Page 114.

References:

#### NEW QUESTION # 41

How would you determine what version of PSA your organization is on?

- **A. Go to Setup > Installed Packages > PSA Core**
- B. Go to Setup > Installed Packages > FinancialForce Central
- C. Go to Setup > Installed Packages > PS Enterprise

**Answer: A**

Explanation:

- \* Where to Find the PSA Version
- \* Step 1: Navigate to Setup in Salesforce.
- \* Step 2: Search for Installed Packages.
- \* Step 3: Look for "PSA Core" in the list of installed packages.
- \* Step 4: Check the version number displayed next to "PSA Core".
- \* Why Not PS Enterprise or FinancialForce Central?
  - \* "PS Enterprise" includes additional components but does not display the main PSA version.
  - \* "FinancialForce Central" is unrelated to PSA versioning.
- \* PSA Sys Admin Essentials Student Guide Fall 20 (2).pdf, Page 137.

References:

#### NEW QUESTION # 42

Which of the following custom settings can be specific to a User?

- A. Search Resources Global
- **B. Timecard Entry UI Personal**
- C. Assignment Settings

**Answer: B**

Explanation:

Certina PSA has custom settings that can be applied at different levels: globally, at the profile level, or at the user level. Among the given options:

- \* Search Resources Global- This is a global setting and is not specific to an individual user.
- \* Timecard Entry UI Personal- This setting can be specific to a user. It allows users to customize their timecard entry UI, such as setting default values, modifying the number of rows displayed, or defining how time entry should behave.
- \* Assignment Settings- This setting applies to assignments and resource management at a broader level, not specific to an individual user.

Since Timecard Entry UI Personal is user-specific, the correct answer is B. Timecard Entry UI Personal.

References:

- \* PSA Sys Admin Essentials Student Guide Fall 20
- \* PSA Data Dictionary Spring 2023

## NEW QUESTION # 43

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