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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 # ClickWork Calendar tab.
 - * 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: $\text{Utilization Subtotal} = \frac{\text{SUM(Billed Hours)}}{\text{SUM(Available Hours)}}$
- * 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:

Certinia 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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