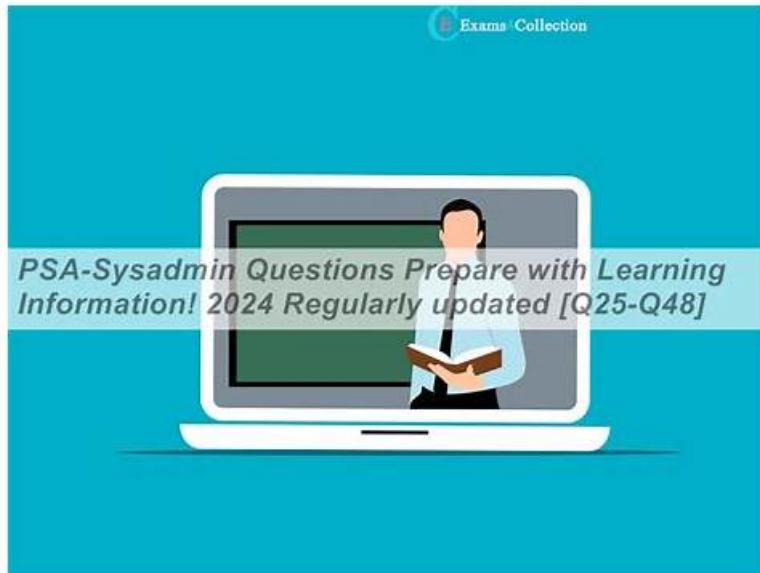


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Certinia PSA-Sysadmin Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Schedule• Review• Delete Scheduled Jobs According to Business Needs; Perform Routine Cleanup, Configuration in 'Actuals Configuration Group' and Set Mode for Calculation, and App Log Maintenance.
Topic 2	<ul style="list-style-type: none">• 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.
Topic 3	<ul style="list-style-type: none">• Automated Jobs & Scheduled Maintenance: In this section, the focus is on how to schedule Jobs
Topic 4	<ul style="list-style-type: none">• PSA Custom Settings, Configuration Groups, and Metadata: This section covers Lightning Components & Visualforce Pages, how to manage Lightning Pages, use Field Sets to Customize Lightning and• or Visualforce Pages, PSA Configuration Groups, Manage Configuration Groups, PSA Custom Settings, Review & Maintain Existing Custom Settings, and creating• importing Regions-Practices-Groups.
Topic 5	<ul style="list-style-type: none">• 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.

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Certinia PSA System Administrator 2023 Sample Questions (Q51-Q56):

NEW QUESTION # 51

You recently activated a Project Management Workspace and are notified that some users are seeing the following error on the navigation component:

Error: "You do not have access to the Apex class named 'wksp_navigation'." Which permission do you need to add for the user?

- A. Add the "PSA Workspace Navigation Apex Class" Permission Set to the User
- B. **Create a Permission Control for the user for "Workspaces" for their Region, Practice, or Group**
- C. Add the Apex Class "wksp_navigation" to the User's Permission Set or Profile

Answer: B

NEW QUESTION # 52

You are in the process of setting up your organization's Resources and learn that Resources in France will be working a 35-hour work week.

What will you need to do to set them up with the proper work calendar?

- A. As the Work Calendar mostly impacts Utilization, set them up with a 40-work calendar, and then include the 35-hour hour work week in your utilization calculations.
- B. As PSA only allows one work calendar, it is best to implement a 40-hour work calendar and then create a validation rule to only allow 35 hours a week.
- C. **Create a separate 35-hour work calendar and associate it to the French Resources, including any specific French Holidays.**

Answer: C

Explanation:

PSA allows for the creation of multiple work calendars to accommodate different regional working hours. The best approach to handle the 35-hour work week for French Resources is:

- * Create a separate Work Calendar specifically for France with a 35-hour work week.
- * Define the correct daily working hours (e.g., 7 hours per day for a standard 5-day workweek).
- * Include French holidays in the work calendar to ensure scheduling accuracy.
- * Assign the work calendar to all French resources so that utilization calculations and resource assignments reflect the correct working hours.
- * Option A (PSA only allows one work calendar) is incorrect because PSA supports multiple work calendars.
- * Option B (using a 40-hour calendar and adjusting utilization calculations manually) is incorrect because it leads to inconsistent resource utilization and planning errors.

Thus, the correct answer is C.

References:

* PSA Sys Admin Essentials Student Guide Fall 20

NEW QUESTION # 53

You receive a requirement to add a secondary approval for Expense Reports whenever an Expense amount exceeds the set threshold amount.

How would you configure this?

- A. Go to Setup > Object Manager > Expense Reports > Lightning Page > Edit the "Approval Process" Component to add an Approval Step
- B. **Go to Setup > Approval Processes > Expense Reports > Create a new Approval Process with Entry Criteria for the Expense Amount**

- C. Go to Setup > Custom Settings > Expense Settings > edit the "Secondary Approval" setting

Answer: B

Explanation:

To add a secondary approval for Expense Reports when the expense amount exceeds a threshold, follow these steps:

- * Navigate to Approval Processes:
- * Go to Setup in Salesforce.
- * Enter Approval Processes in the Quick Find box.
- * Select Approval Processes under Process Automation.
- * Create a New Approval Process for Expense Reports:
- * Click New Approval Process and select Use Standard Setup Wizard.
- * Select Expense Report as the object.
- * Enter a Process Name and Unique Name.
- * Set Entry Criteria for High-Value Expense Reports:
- * Define criteria where the Expense Amount field is greater than the threshold value set by your organization.
- * Example: Expense Amount > 1000.
- * Define the Approval Steps:
- * Step 1: Assign the Primary Approval (e.g., Line Manager).
- * Step 2: Create a conditional approval step for the Secondary Approval.
- * Set entry criteria: Expense Amount > 1000.
- * Assign approver (e.g., Finance Manager or CFO).
- * Ensure that this step only triggers when the condition is met.
- * Activate the Approval Process:
- * Click Activate to apply the approval workflow.
- * FinancialForce PSA System Administration Guide
- * PSA Approval Processes Configuration Documentation

References:

NEW QUESTION # 54

As a system administrator, what are the recommended steps you should take to keep informed about new PSA features, components and tools?

- A. Join FinancialForce PSA Community, review the new Trailhead modules, attend FinancialForce release previews/webinars, access PSA documentation
- B. Join FinancialForce PSA Community, attend FinancialForceX Summit events, attend FinancialForce release previews/webinars, access PSA documentation
- C. Join FinancialForce PSA User Group, attend FinancialForce release previews/webinars, access PSA documentation, join the official SF user group

Answer: B

NEW QUESTION # 55

Managers within your company are using the Resource Planner to check a resource's availability but report that they are not seeing the Availability column on the Resource Planner.

Which two of the following could be causing this issue? (Choose two.)

- A. Managers don't have the field level access to Resource Availability
- B. Utilization Ermine checkbox is deselected under Utilization custom settings
- C. Resource Availability column is not selected under the Resource Planner columns list

Answer: B,C

NEW QUESTION # 56

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