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Certinia PSA-Sysadmin Exam Syllabus Topics:

Topic	Details
Topic 1	Automated Jobs & Scheduled Maintenance: In this section, the focus is on how to schedule Jobs
Topic 2	- 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 3	- 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 4	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 5	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.

Certinia PSA System Administrator 2023 Sample Questions (Q16-Q21):

NEW QUESTION # 16

One of the Project Managers in your company has reached out to you to resolve an issue. Many of the Timecards that were approved in the last week against projects are not reflecting back on the Project Actuals.

You check that the Actuals Configuration Group > Calculation Mode option is set to "Scheduled".

What is the next step you should take?

- A. Navigate to "App Logs", and check the details of the error in the "Message" field for each agg log record
- B. Navigate to "Logs", and check the details of the error in the "Message" field for each log record
- C. Navigate to "Error Logs", and check the details of the error in the "Message" field for each error log record

Answer: C

Explanation:

If approved timecards are not reflecting in Project Actuals, follow these steps:

- * Verify Actuals Calculation Mode:
- * Go to PSA Administration.
- * Check if the Calculation Mode is set to "Scheduled".
- * Check for Errors in Logs:
- * Navigate to Error Logs (App Launcher > PSA Administration > Logs).
- * Look for records where errors may have occurred.
- * Check the Message field to determine the cause.
- * Common Errors and Resolutions:
- * Unprocessed Transaction Delta Records:
- * If there are unprocessed Transaction Deltas, manually process them.
- * App Logs Indicating Failures:
- * If there are App Logs, review them and delete old logs if necessary.
- * Run Project Actuals Recalc:
- * If errors persist, run the Project Actuals Recalculation Job.
- * Use Actuals Verifier for Troubleshooting:
- * Run the Actuals Verifier tool to identify discrepancies.
- * Manually recalculate actuals if necessary.
- * Certinia PSA Project Actuals Guide

NEW QUESTION # 17

In your organization, you always send 2 separate invoices to your customers - one for Timecards & Expenses and the other for Misc Adjustment type billable records.

How could this be done automatically using FinancialForce functionality?

- A. You would set the "Include Misc Adjustments" settings in the "Billing" custom settings to "False", so those are included in a separate Billing Event from Timecards & Expenses.
- **B. You would set the "separateMiscellaneousAdjustments" Configuration Option to "True", so that "Timecards & Expenses" and "Misc Adjustments" are included in two separate Billing events.**
- C. In the first Billing cycle, the Billing team would deselect the "Include Misc Adjustment" checkbox, to exclude those records from the Billing Event. In the second Billing cycle, they would be required to select "Include Misc Adjustment" and deselect "Include Timecards and Expenses", resulting in two separate Billing Events.

Answer: B

NEW QUESTION # 18

What tool can be used to "schedule backlog calculation" and "schedule utilization calculation" in PSA?

- A. Feature Console
- B. PSA Admin App
- **C. PSA Administration**

Answer: C

NEW QUESTION # 19

The Finance Team is interested in limiting the amount for a particular type of expense company-wide.

Of the following, which is the best solution to accomplish this?

- A. Set up an Expense Limit that will limit the expense based on the Expense Type on the Resource Record.
- **B. Set up an Expense Limit that will limit the expense based on the Expense Type on the Expense Limit record at the global region level.**
- C. Set up an Expense Limit that will limit the expense based on the Expense Type on the RPG record.

Answer: B

NEW QUESTION # 20

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. Create a separate 35-hour work calendar and associate it to the French Resources, including any specific French Holidays.**
- C. 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.

Answer: B

NEW QUESTION # 21

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