

CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

If you want to take advantage of the new roles in CA Service Desk r12, what do you need to do?

- A. Create access types manually.
- B. Recycle the Service Desk services.
- C. Clear your web browser role cache.
- D. Assign the new roles to access types.

Correct Answer: D

QUESTION 2

You are planning an upgrade to CA Service Desk r12. Which statement about implementing the r12 architecture is TRUE?

- A. A separate server for CA Business Intelligence is recommended.
- B. CA Workflow must only be installed on the CA Service Desk primary server.
- C. FAST Search and Transfer Enterprise Search Platform (FAST ESP) and CA Business Intelligence must be installed on the same computer.
- D. If CA Service Desk and FAST ESP are installed on the same computer, FAST ESP services should be started before CA Service Desk services to avoid port conflicts.

Correct Answer: A



QUESTION 3

Out-of-the-box (OOTB), which roles have reports populated in their report web forms? (Choose two)

- A. Managers
- B. Administrators
- C. Level 1 Analysts
- D. Level 2 Analysts

Correct Answer: AB

QUESTION 4

Which code calls a web form?

- A. Resource ID
- B. Resource name
- C. Resource pointer
- D. Resource reference

Correct Answer: B

QUESTION 5

When is a report instance created?

- A. When you view a report
- B. When a scheduled report runs successfully
- C. When you select a report type for your schedule
- D. When you modify an out-of-the-box (OOTB) report

Correct Answer: B



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