

# CAT-180<sup>Q&As</sup>

CA Service Desk Manager r12 Professional Exam

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**QUESTION 1**

When you run pdm backup:

- A. It shuts down the daemons in UNIX only first.
- B. It shuts down the services in Windows only first.
- C. It shuts down the daemons in UNIX or the services in Windows first.
- D. It does not need to shut down the daemons in UNIX or the services in Windows at any stage.

Correct Answer: A

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**QUESTION 2**

Level 3 CA Service Desk Analyst, Indira Chopra, resolves a ticket and returns it immediately to single point of contact (SPOC), Cliff Warner. Cliff needs to verify with the user that the issue is resolved and:

- A. Ask the end user to close the ticket.
- B. Return the ticket to Indira for closure.
- C. Close the ticket, which sets it to inactive.
- D. Set the ticket to pending in case there are related issues.

Correct Answer: C

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**QUESTION 3**

What is the preferred method for making site defined fields available to Web Intelligence reports?

- A. Create a Web Screen Painter Frameset.
- B. Update the CA Universe in Business Objects.
- C. Add entries to the wspcol table using the Web Screen Painter.
- D. Create a derived Universe in Business Objects and update the derived Universe.

Correct Answer: D

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**QUESTION 4**

When implementing an architecture that includes CA Service Desk r12 with CA Workflow, which default port assignments apply? (Choose two)

- A. CA Workflow Tomcat Startup: 8090

- B. CA Workflow Tomcat Shutdown: 8095
- C. CA Service Desk Tomcat Startup: 5250
- D. CA Service Desk Tomcat Shutdown: 9085

Correct Answer: AB

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**QUESTION 5**

The CA Service Desk Universe supports: (Choose three)

- A. security maintenance
- B. report server setup only
- C. multiple databases and multiple languages
- D. data retrieval with knowledge of the object or database layer
- E. job scheduling and linkage of delivered reports to the CA Service Desk user interface

Correct Answer: ACE

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