

CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

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



QUESTION 2

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 3

To ensure the successful upgrade of the Service Desk Primary Server in an architecture where the MDB is remote from the Service Desk r11 Primary Server, at the very least the MDB needs to be:

- A. v1.0or higher
- B. v1.2or higher
- C. v1.3 or higher
- D. v1.5 or higher

Correct Answer: D

QUESTION 4

Which characteristic applies to bad-balancing clusters?

- A. Some computers only start if others fail.
- B. Computers must be stored at different locations.
- C. Requests for processing are distributed across computers.
- D. All computers use Redundant Array of Independent Disks (RAID) technology.



Correct Answer: C

QUESTION 5

You need to import string fields, such as organization names, into the CA Service Desk database. To do this, you will need to convert them to their internal database values. Which utility enables you to perform this task?

- A. pdm_deref



- B. pdm_extract
- C. pdm_discimp
- D. pdm_userload

Correct Answer: A

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