# C_SM100_718 <sup>Q&As</sup>

SAP Certified Technology Associate - SAP Solution Manager (Configuration) 7.1 SP8

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**QUESTION 1**

Identify the features of the service desk from the items listed below: (Choose four)

A. Message handling process

B. SAP Help

C. Error handling

D. Customer\'s solution database

E. Solution manager diagnostics

F. SAP Notes management

Correct Answer: ADEF

**QUESTION 2**

Cycle of continuous improvement involves three life cycle phases. These are: (Choose two)

A. Operations

B. Implementation

C. Realization

Correct Answer: AB

**QUESTION 3**

Which are SAP Solution Manager - Scenarios? (Choose four)

A. Testing

B. Support Desk

C. Service Delivery

D. Implementation and Distribution

E. Monitoring

Correct Answer: BCDE

**QUESTION 4**

Monitoring sections within the SAP Solution Manager are: (Select all that apply)

A. Business process monitoring

B. Central system monitoring

C. Service level management

Correct Answer: ABC

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**QUESTION 5**

The following states the general purpose of SAP Solution Manager: (Select all that apply)

A. Ensure efficient operations.

B. Ease implementation and upgrades.

C. H Optimize the management of your SAP solution.

D. Ensure reliability of your SAP solution.

E. Continuously adapt and improve your solution.

Correct Answer: ABCDE

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