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CA Service Desk Manager r12 Professional Exam

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QUESTION 1

The InfoView Navigation Panel lists folders and categories and provides options to manage them. Which statement about InfoView categories is TRUE?

A. A document can be assigned to one category only.

B. The Favorites category contains the folders you frequently access.

C. A category is not constrained by the storage location of the object.

D. Unlike folders, which can be corporate or personal, categories can be corporate only.

Correct Answer: C

QUESTION 2

When implementing an architecture that includes CA Service Desk rl2 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

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 parts comprise the Central Management Console (CMC) home page? (Choose three)

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A. Define

B. Manage

C. Navigate

D. Organize

E. Users and Groups

Correct Answer: ABD

QUESTION 5

To use locale-sensitive numeric input formats with pdm_userload, which option should you use?

A.?

B.?

C.?

D.?

Correct Answer: D

QUESTION 6

If you want to take advantage of the new roles in CA Service Desk rl2, 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 7

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.

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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

QUESTION 8

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

QUESTION 9

For how many CA Service Desk components can you set function access levels?

A. Two

B. Three

C. Five

D. Eight

Correct Answer: D

QUESTION 10

Which statement about the CA Service Desk Universe is TRUE?

A. It is only used in clustered environments.

B. It is an optional add-on for CA Service Desk.

C. It uses a default name of MyUniverse, which you must not change.

D. It is made up of classes in the form of tables, and objects in the form of columns.

Correct Answer: D

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