CA Technologies

Exam CAT-180

CA Service Desk Manager r12 Professional

Version: 7.0

[Total Questions: 75]

Question No : 1

Which code calls a web form?

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

Answer: B

Question No : 2

When you create configuration items (CIs) for notifications, you distinguish special object contacts from normal ones by using the:

A. number (#) character
B. percent (%) character
C. ampersand (&) character
D. commercial AT (@) character

Answer: D

Question No : 3

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

Answer: A,B

Question No : 4

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

Answer: A

Question No : 5

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.

Answer: C

Question No : 6

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

A. Define
B. Manage
C. Navigate
D. Organize
E. Users and Groups

Answer: A,B,D

Question No : 7

Which component has a Willingness Value?

A. Web engine
B. Data extractor
C. pdm_userload input file
D. Database interface (DBI)

Answer: A

Question No : 8

Which features characterize CA Workflow? (Choose three)

A. It includes inherent security.
B. It is only used for manual tasks.
C. It is external to CA Service Desk.
D. It is used for well defined processes.
E. Users need to be Analysts in CA Service Desk.

Answer: A,C,D

Question No : 9

Which component connects web browsers to the CA Service Desk Object Manager?

A. domsrvr
B. Web Engine
C. Web Screen Painter (WSP)
D. WSP Schema Designer

Answer: B

Question No : 10

In a configuration with a Remote Management Database (MDB), what is the preferred requirement for the primary CA Service Desk Server?

A. Single Processor, 2 GHz; 2 GB RAM
B. Dual Processor, 2 GHz; 4 GB RAM
C. Dual Processor, 3GHz; 8 GB RAM
D. Quad Core Processor; 8 GB RAM

Answer: B

Question No : 11

Which function can you perform with Web Intelligence?

A. Link reports with other data on the Internet.
B. Create basic reports easily without writing queries.
C. Check that your reports have the appropriate rights set.
D. Obtain greater control over reports by writing advanced queries.

Answer: B

Question No : 12

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

Answer: A,C,E

Question No : 13

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.