

CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

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

QUESTION 2

Which statements about upgrading to CA Workflow are TRUE? (Choose two)

- A. CA Workflow now has its own installer in CA Service Desk r12.
- B. The CA Workflow IDE is installed as part of the CA Workflow Server.
- C. You MUST install CA Workflow on a CA Service Desk secondary server.
- D. CA Workflow uses the same ports as it did in Unicenter Service Desk r11.

Correct Answer: AB

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

QUESTION 4

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

Correct Answer: D

QUESTION 5

Level 1 CA Service Desk Analysts can use the CA Service Desk Quick Profile page to:

- A. create templates



- B. search knowledge documents for relevant information
- C. search for information about the end user during a support call
- D. access the end user's computer and resolve the problem during the call

Correct Answer: C

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