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QUESTION 1

Security access to CA Service Desk objects from command line utilities:

A. is configured in the contact record.

B. is configured in the access type record.

C. is configured in Active Directory group membership.

D. cannot be configured because there is no security on the command line utilities.

Correct Answer: B

QUESTION 2

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 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

Which component has a Willingness Value?

A. Web engine

B. Data extractor

C. pdm_userload input file

D. Database interface (DBI)

Correct Answer: A

QUESTION 5

You need to use a third-party scheduler to archive and purge rules. Which executable do you run?

A. bop_cmd

B. domsrver

C. pdm_backup

D. pdm_discimp

Correct Answer: A

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