

CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

Which utility do you use to re-index your knowledge tools?

- A. pdm_kt_index
- B. pdm_k_reindex
- C. pdm_tool_index
- D. pdm_knov;ledge_reindex

Correct Answer: B

QUESTION 2

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 3

Which characteristic applies to an Active-Active clustering configuration?

- A. One computer starts if another fails.
- B. One computer uses two processors.
- C. Two computers process the same data.
- D. Two computers are switched on and off alternatively throughout the day.

Correct Answer: C

QUESTION 4

Before you use the CA Service Desk data extractor on UNIX, which variable must you set?

- A. \$HOME

- B. \$NX_ROOT
- C. \$LANG, \$LC_ALL
- D. \$LD_QBRARY_PATH

Correct Answer: B

QUESTION 5

When is a report instance created?

- A. When you view a report
- B. When a scheduled report runs successfully
- C. When you select a report type for your schedule
- D. When you modify an out-of-the-box (OOTB) report

Correct Answer: B



QUESTION 6

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 7

Which code calls a web form?

- A. Resource ID
- B. Resource name
- C. Resource pointer

D. Resource reference

Correct Answer: B

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

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 10

Which characteristic applies to bad-balancing clusters?

- A. Some computers only start if others fail.
- B. Computers must be stored at different locations.
- C. Requests for processing are distributed across computers.
- D. All computers use Redundant Array of Independent Disks (RAID) technology.



Correct Answer: C

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