

CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

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 2

Before you upgrade to CA Service Desk r12, as a pre-upgrade step, you should run:

- A. pdm_status
- B. pdm_k_reindex
- C. pdm_webcache
- D. SQLCheckr12UniqueIndexes.sql

Correct Answer: D



QUESTION 3

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

QUESTION 4

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

Correct Answer: B

QUESTION 5

In a dereferencing tool specifications file, hooks correspond to specified input fields. These hooks are represented by:



- A. zeros.
- B. asterisks
- C. ampersands
- D. question marks

Correct Answer: D

QUESTION 6

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

- A.?
- B.?
- C.?
- D.?



Correct Answer: D

QUESTION 7

What is the purpose of multiframes?

- A. To build forms
- B. To create tabs in CA Service Desk
- C. To add Free-Standing Cells to reports
- D. To customize dashboards in InfoView

Correct Answer: B

QUESTION 8

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 9

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 10

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

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