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Vendor:CA

Exam Code:CAT-180

Exam Name:CA Service Desk Manager r12
Professional Exam

Version:Demo

QUESTION 1

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 2

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 3

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 4

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.

Correct Answer: ACD

QUESTION 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.

Correct Answer: C

QUESTION 6

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 7

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

- A. Define
- B. Manage

- C. Navigate
- D. Organize
- E. Users and Groups

Correct Answer: ABD

QUESTION 8

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.

Correct Answer: B

QUESTION 9

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.
- D. It does not need to shut down the daemons in UNIX or the services in Windows at any stage.

Correct Answer: A

QUESTION 10

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

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



Correct Answer: D

QUESTION 11

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 12

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

