



CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

When creating archive and purge rules, you can use the Additional Query field to: (Choose two)

- A. create new configuration option name objects.
- B. build a query using drag-and-drop functionality.
- C. refine the selection criteria beyond the basic configuration object name.
- D. use more detailed archiving to separate files for organizations and tenants.

Correct Answer: CD

QUESTION 2

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 3

When you create configuration items (CIs) for notifications, you distinguish special object contacts from normal ones by using the:

- A. number (#) character
- B. percent (%) character
- C. ampersand (and) character
- D. commercial AT (@) character

Correct Answer: D

QUESTION 4



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 5

You need to import string fields, such as organization names, into the CA Service Desk database. To do this, you will need to convert them to their internal database values. Which utility enables you to perform this task?

- A. pdm_deref



- B. pdm_extract
- C. pdm_discimp
- D. pdm_userload

Correct Answer: A

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