CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

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 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

Level 1 CA Service Desk Analysts can use the CA Service Desk Quick Profile page to:

A. createtemplates

B. search knowledge documents for relevant information

C. search for information about theend user during a support call

D. access the end users computer and resolve the problem during the call

Correct Answer: C

QUESTION 4

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 5

If you want to take advantage of the new roles in CA Service Desk rl2, what do you need to do?

A. Create access types manually.

B. Recycle the Service Desk services.

C. Clear your web browser role cache.

D. Assign the new roles to access types.

Correct Answer: D