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**Vendor:** CA

**Exam Code:** CAT-200

**Exam Name:** CA Service Desk Manager r12 Administrator  
Exam

**Q&As:** 40

**QUESTION: 1**

What are the components of a notification rule? (Choose three)

- A. Services
- B. Contacts
- C. Constraints
- D. Condition macro
- E. Message template

**Answer:** B, D, E

**QUESTION: 2**

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

- A. Create templates
- B. Search knowledge documents for relevant information
- C. Search for information about the end user during a support call.
- D. Access the end user's computer and resolve the problem during the call.

**Answer:** C

**QUESTION: 3**

Each CA Service Desk role record **MUST** be configured with:

- A. One form group
- B. One service type
- C. Three work shifts,
- D. Two data partitions.

**Answer:** A

**QUESTION: 4**

For the Level 2 Analyst role, which additional My Queue items can you view on the Scoreboard? (Choose two)

- A. My Incidents
- B. My Requests
- C. My Problems
- D. My Change Orders

**Answer:** C, D

**QUESTION: 5**

On which tab can you find Incidents related to a Problem?

- A. Event Log tab
- B. Knowledge tab
- C. Attachments tab
- D. Attached Incidents tab

**Answer:** D

**QUESTION: 6**

Which component enables you to track and take action on tickets automatically to help you avoid breaching Service Level Agreements (SLAs)?

- A. Notification
- B. Service type
- C. Change order
- D. Object Manager

**Answer:** B

**QUESTION: 7**

On which items can you use templates to set values? (Choose three)

- A. Log
- B. Task
- C. Incident
- D. Request
- E. Change Order

**Answer:** C, D, E

**QUESTION: 8**

What happens when First Call Resolution occurs?

- A. A Level 2 Analyst resolves Problems.

- B. All Workflow tasks are completed before closure.
- C. Problems are returned to a Level 1 Analyst Group for closure.
- D. Incidents and Requests are opened and closed at once by the Level 1 Analyst Group.

**Answer:** D

**QUESTION:** 9

When searching for Incidents, what must you type in the Incident Area field of the Incident List pane to display all Incidents where the Incident area begins with "net"?

- A. \*net
- B. net%
- C. %net
- D. %net%

**Answer:** B

**QUESTION:** 10

You need a combination of private and common categories for Incidents, Problems, Requests, and changes. To achieve this, you need to set up:

- A. Multi-tenancy
- B. Service contracts
- C. Service contracts with data partitions
- D. Service contracts with function access

**Answer:** A

**QUESTION:** 11

You are using a classic workflow. To cancel a Change Order, you must:

- A. Set the Change Order status to canceled
- B. Cancel all tasks, then close the Change Order
- C. Complete all tasks, then close the Change Order
- D. Run pdm\_extract and pdm\_load-r to remove the Change Order

**Answer:** A

**QUESTION:** 12

Which example represents a hierarchical area code in CA Service Desk?

- A. Software.Network
- B. Software/Network
- C. Software>Network
- D. Software- > Network

**Answer:** A

**QUESTION:** 13

A valid value for a stored query Key Performance Indicator (KPI) metric type is:

- A. Max
- B. Sum
- C.Count
- D. Duration

**Answer:** C

**QUESTION:** 14

Which major layers does CA Service Desk consist of? (Choose four)

- A. Client Layer
- B. Object Layer
- C. Cluster Layer
- D. Component Layer
- E. Logical Database Layer
- F. Physical Database Layer

**Answer:** A, B, E, F

**QUESTION:** 15

For the Level 1 Analyst role, which Scoreboard item shows all unpublished knowledge documents assigned to the Analyst?

- A. Open
- B. Inbox
- C. Incidents
- D. Requests

**Answer:** B

**QUESTION:** 16

When the status of Incidents is updated, where can you find the status changes?

- A. Activity log
- B. Activity history
- C. Incident versions
- D. Incident knowledge

**Answer:** A

**QUESTION:** 17

For the Level 1 Analyst role, where can you view the details of a selected Scoreboard item?

- A. List pane
- B. Knowledge tab
- C. Quick Profile tab
- D. Knowledge Documents folder

**Answer:** A

**QUESTION:** 18

When correctly defined and well functioning, which CA Service Desk feature can help you manage repetitive change procedures on a Change Order?

- A. Workflow
- B. Service orders
- C. Task notifications
- D. Configuration Items (CIs)

**Answer:** A

**QUESTION:** 19

You need to create new Key Performance Indicators (KPIs) that will provide you with sum, max, and duration metrics. Which type of KPIs provides you with the flexibility to meet this requirement?

- A. SQL KPIs
- B. Macro KPIs
- C. System KPIs
- D. Stored Query KPIs

**Answer:** A

**QUESTION:** 20

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

**Answer:** C

**QUESTION:** 21

You are creating and modifying configuration item (CI) support data. One of your external partners manufactures computers. You have defined this partner as a company. Now, for each type of computer they manufacture and that you use, you will define a:

- A. family
- B. model
- C. category
- D. component

**Answer:** B

**QUESTION:** 22

In certain situations, CA Service Desk Manager needs to be able to evaluate the current and previous values of certain fields. For previous assignee notifications, which previous values are available? (Choose three)

- A. ACTTVE\_PREV
- B. INNITIAATE\_PREV
- C. DERIVED\_PREV
- D. PRIORITY\_PREV

E. URGENCY\_PREV

**Answer:** A, D, E

**QUESTION:** 23

Which access type provides access tailored to users who perform frontline support tasks?

- A. IT staff
- B. Administrator
- C. Service desk staff
- D. Process management

**Answer:** C

**QUESTION:** 24

Which component connects web browsers to the CA Service Desk Object Manager?

- A. domsrvr
- B. Web Engine
- C. Web Screen Painter (WSP)
- D. WSP Schema Designer

**Answer:** B

**QUESTION:** 25

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.

**Answer:** B

**QUESTION:** 26

What happens when a service type is applied to a ticket? (Choose two)



- A. A service contract is created.
- B. The delay time clock is started.
- C. A configuration item (CI) is created.
- D. All the events that comprise the service type are attached to the ticket.

**Answer:** B, D

**QUESTION:** 27

Your company is increasingly using wireless routers, and you have been asked to incorporate them in the support data for configuration items (CIs). In which records should you store this new category of hardware?

- A. CI models
- B. CI classes
- C. CI families
- D. CI devices

**Answer:** B

**QUESTION:** 28

Which features characterize data partitions? (Choose two)

- A. There are three types
- B. They implement role-level security
- C. They implement record-level security
- D. They can be assigned to contacts and access types

**Answer:** C, D

**QUESTION:** 29

In a data partition rule, the logged in user is represented by:

- A. \$cst
- B. @root
- C. \$home
- D. %USERID%

**Answer:** B

**QUESTION: 30**

When creating a macro to administer Service Level Agreements (SLAs), what must be associated with the macro?

- A. Alert
- B. Alarm
- C. Event
- D. Notification

**Answer: C**

**QUESTION: 31**

Which option do you need to customize to send a survey after a certain number of tickets are closed?

- A. Submit Cycle
- B. Stricter Rules
- C. Close Activity
- D. Activity Notifications

**Answer: A**

**QUESTION: 32**

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 (&) character
- D. commercial AT ((§») character

**Answer: D**

**QUESTION: 33**

By default, the Object Manager resides on:

- A. the Primary Server
- B. the Reporting Server
- C. the Secondary Server
- D. both the Primary and Secondary Servers

**Answer:** A

**QUESTION:** 34

You attach an Incident to a Problem. What happens when you attempt to close the Problem without closing the Incident?

- A. An error message appears.
- B. The Problem and the Incident close.
- C. The Problem closes but not the Incident.
- D. The Incident closes but not the Problem.

**Answer:** C

**QUESTION:** 35

Which action helps ensure that all aspects of a project are managed while moving equipment?

- A. Associating Problems
- B. Attaching child Incidents
- C. Connecting severity ratings
- D. Connecting Change Orders

**Answer:** D

**QUESTION:** 36

Key Performance Indicator (KPI) results seem unusual. You need to verify that KPIs are working properly. Which command do you run to verify that the KPI daemon is running?

- A. pdm\_status
- B. pdmjogstat
- C. pdm\_NX.env
- D. pdm key refresh

**Answer:** A

**QUESTION:** 37

For the Level 2 Analyst role, on the Change Order Schedule tab, which information can you display using filters? (Choose two)

- A. Search order
- B. Announcement type
- C. Change Order status
- D. Change Order priority

**Answer:** C, D

**QUESTION:** 38

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.

**Answer:** A, C, D

**QUESTION:** 39

Which CA Service Desk administrative roles are available in CA Service Desk? (Choose three)

- A. Tenant
- B. License
- C. System
- D. Primary
- E. Knowledge Management

**Answer:** A, C, E

**QUESTION:** 40

How many primary servers are there in a very large CA Service Desk implementation?

- A. 1
- B. 2
- C. 4
- D. 5

**Answer:** A

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