Exam   :   **270-551**

Title   :   Unicenter Service Support
r11.2 Advanced
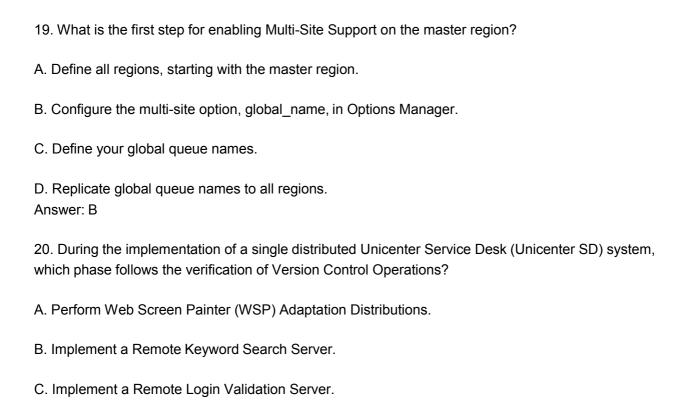Implementation Exam

Version   :   DEMO

1. You can edit .html files using Source View. Is this statement true or false?

A. True

B. False
Answer:A

2. In a CA Workflow Process Definition, the Operations list in the Workitem tab contains the web service calls.

A. True

B. False
Answer:A

3. Which command removes a region from the Global_Servers table?

A. pdm_deleteload -r

B. pdm_terminateload -r

C. pdm_userload -r

D. pdm_removeload -r
Answer: C

4. What is the first step for ensuring members of the Domain Admins Active Directory group have the Analyst Service Desk Web Client and Access Type?

A. Create a contact using Merge LDAP.

B. Configure the Analyst access type.

C. Log in to the Service Desk Web Client.

D. Open the Service Desk Web Client.
Answer: B

5. How do you help ensure that local groups are available through replication?

A. By enabling replication rules on each region

B. By typing pdm_publish and pressing Enter

C. By associating local groups with global queue names

D. By using Web Screen Painter (WSP) on the production system to publish schema adaptations
Answer: C

6. Where are the delete requests processed after the adapted forms are published?

A. In the $NX_ROOT/site/mods/www folders

B. In the $NX_ROOT/site/mods/www/htmpl/web/<InterfaceType>/<FormGroup> folder

C. In the $NX_ROOT/site/mods/wsp/project/web/<InterfaceType>/<FormGroup> folder

D. In the C:\Program Files\CA\Unicenter Service Desk\site\mods folder
Answer:A

7. In which outbound mail queue does the SMTP email notification method place email messages?

A. $NX_ROOT/mail_queue

B. $NX_ROOT/site

C. $NX_ROOT/site/mail_queue

D. $NX/site/mail_queue
Answer: C

8. To preview a list form, you must click Preview on the Web Screen Painter toolbar. Is this statement true or false?

A. True

B. False
Answer:A

9. Which notification method uses the pdm_mail executable to construct an email message and place it in the outbound mail queue?

A. SMTP

B. HTTP

C. POP3

D. IMAP
Answer:A

10. How do you edit JavaScript in Web Screen Painter (WSP)?

A. Use the Source View tab. B.

Use the Administration tab. C.

Use the Options tab.

D. Use the Edit File list.

Answer:A

11. Which call always uses the DEFAULT web service policy?

A. loginServiceManaged()

B. login()

C. loginManaged()

D. loginService()
Answer: B

12. What is the first step for creating a new detail form using a form template?

A. Select the table object for the new detail form.

B. Select the detail.template form in Web Screen Painter (WSP).

C. Create and save a title list in Web Screen Painter (WSP).

D. Create and save a new list template in Web Screen Painter (WSP).
Answer: B

13. Which two tasks can an administrator perform with the help of web service policies and problem types?

A. Enable ticket flooding.

B. Limit access to certain web service calls.

C. Enable different applications to have individual settings for the web service calls.

D. Enable Public Key Infrastructure (PKI) authentication.
Answer: BC

14. The Analyst access type always has complete access to Schema Designer. Is this statement true or false?

A. True

B. False
Answer: B

15. When a contact record is created from the LDAP directory, if that user is a member of the associated LDAP group, the access type must be set manually on the contact record for that user. Is this statement true or false?

A. True

B. False

Answer: B

16. What is used to implement security in Web Screen Painter (WSP)?

A. Set of check boxes on the Administration tab

B. Set of options on the Schema Designer window

C. Set of check boxes on the Access tab of a function type

D. Set of check boxes on the Function Access tab of an Access Type
Answer: D

17. The usp_contact table stores the attributes of a cnt object that store a user's notification methods. Is this statement true or false?

A. True

B. False
Answer:A

18. Which file does Web Screen Painter (WSP) create when you set Schema Designer to Test Mode?

A. base.maj

B. ddict.sch

C. wsptest.mods

D. cmdb_ext.sch
Answer: C

19. What is the first step for enabling Multi-Site Support on the master region?

A. Define all regions, starting with the master region.

B. Configure the multi-site option, global_name, in Options Manager.

C. Define your global queue names.

D. Replicate global queue names to all regions.
Answer: B

20. During the implementation of a single distributed Unicenter Service Desk (Unicenter SD) system, which phase follows the verification of Version Control Operations?

A. Perform Web Screen Painter (WSP) Adaptation Distributions.

B. Implement a Remote Keyword Search Server.

C. Implement a Remote Login Validation Server.

D. Implement the Web Director.
Answer:A

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