

QUESTIONS & ANSWERS

Kill your exam at first Attempt



CA-Technologies

CAT-200

CA Service Desk Manager r12 Administrator

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

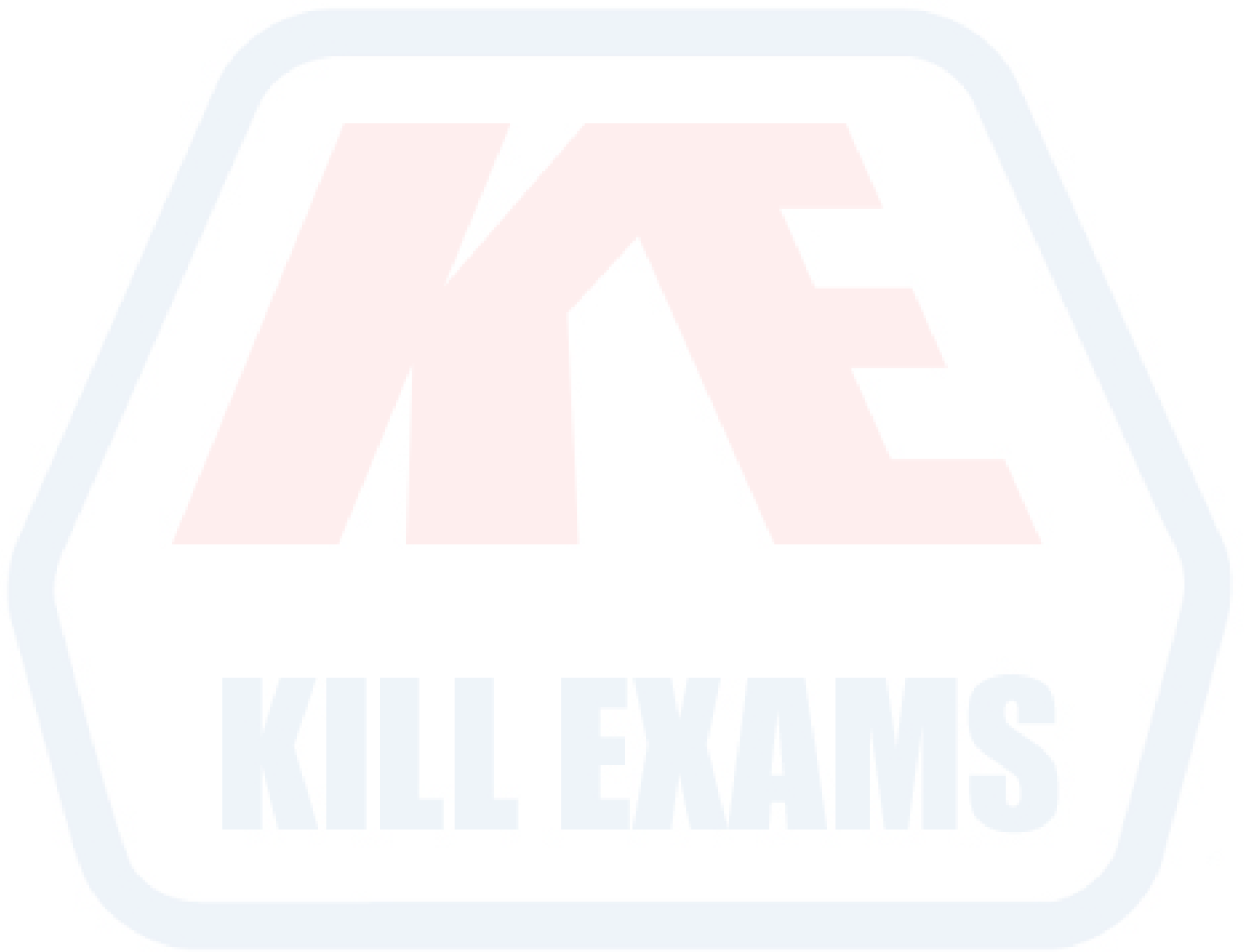
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QUESTION: 40

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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