



# CAT-180<sup>Q&As</sup>

CA Service Desk Manager r12 Professional Exam

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#### QUESTION 1

Before you upgrade to CA Service Desk r12, as a pre-upgrade step, you should run:

- A. pdm\_status
- B. pdm\_k\_reindex
- C. pdm\_webcache
- D. SQLCheckr12UniqueIndexes.sql

Correct Answer: D



#### QUESTION 2

What is the purpose of multiframes?

- A. To build forms
- B. To create tabs in CA Service Desk
- C. To add Free-Standing Cells to reports
- D. To customize dashboards in InfoView

Correct Answer: B

#### QUESTION 3

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 4



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.

Correct Answer: ACD

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#### QUESTION 5

To use locale-sensitive numeric input formats with pdm\_userload, which option should you use?

- A.?
- B.?
- C.?
- D.?



Correct Answer: D

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