

270-551 CA Certifications

CA Unicenter Service Support r11.2 Advanced Implementation Exam

Practice Exam: 270-551 Exams

Exam Number/Code: 270-551

Exam Name: Unicenter Service Support r11.2 Advanced Implementation Exam

Questions and Answers: 100 Q&As

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1. 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

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. 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

4. 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

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. 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

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

- A. loginServiceManaged()
- B. login()
- C. loginManaged()
- D. loginService()

Answer: B

8. 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

9. 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

10. 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

11. 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

12. 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

13. 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

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. 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

16. 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/html/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 Desks\site\mods folder

Answer: A

17. 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

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

- A. pdm_deleteload -r
- B. pdm_terminateload -r
- C. pdm_userload -r
- D. pdm_removaload -r

Answer: C

19. 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

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

- A. True
- B. False

Answer: A

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