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000-030

IBM

IBM Tivoli Service Request Manager V7.2 Implementation

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QUESTION: 1

Why is the httpd.conf file edited when configuring the ability to link or attach documents in IBM Tivoli Service Request Manager V7.2?

- A. to identify the root directory for attached documents
- B. to specify the type of documents that can be attached
- C. to identify what documents to exclude from attachment
- D. to specify the number of documents that can be attached

Answer: A

QUESTION: 2

Which Application Designer function must be performed to obtain the files required to modify lookup IDs?

- A. Export System XML
- B. Export Application Definition
- C. Add/Modify Signature Options
- D. Duplicate Application Definition

Answer: A

QUESTION: 3

Which statement is true when configuring a new toolbar icon?

- A. All toolbar items must have an access key.
- B. Icons can be nested by providing a subposition value for the icon.
- C. A new EAR file must be built to contain any new GIF images displayed on the toolbar.
- D. New toolbar images can be uploaded through the file upload capability in Application Designer.

Answer: C

QUESTION: 4

Which application is used to enable auditing on attributes?

- A. Classifications
- B. System Properties
- C. Application Designer
- D. Database Configuration

Answer: D

QUESTION: 5

What is the purpose of the Report Level Security function in the Report Administration application?

- A. It allows an administrator to set the report security for a Person Group.
- B. It allows an administrator to set the security for a single report on the Security tab.
- C. It allows an administrator to set the security for a selected type of report or all reports.
- D. It allows an administrator to set the group security for an application and all reports in the selected application.

Answer: B

QUESTION: 6

How can an administrator show a KPI of incidents in the NEW status?

- A. Create the KPI in the Incident application.
- B. Create the KPI in the Application Designer.
- C. Configure the Start Center to display the KPI.
- D. Run reports in the Incident application and view the KPI.

Answer: C

QUESTION: 7

Which two types of objects can be defined as Recipients in a communication template? (Choose two.)

- A. Role
- B. User
- C. Craft

- D. Labor
- E. Person

Answer: A,E

QUESTION: 8

How can a current result set be changed in the Start Center?

- A. click Display Settings
- B. click Update Start Center
- C. click the pencil icon in the portlet
- D. remove the portlet and insert a new one

Answer: C

QUESTION: 9

What is copied by the system when an escalation is duplicated?

- A. All information from the existing escalation.
- B. Information from the existing escalation with the exception of actions.
- C. Only information from the existing escalation in the header of the escalation.
- D. All information from the existing escalation, header, and escalation points but not actions and notifications.

Answer: A

QUESTION: 10

Which statement about survey questions is correct?

- A. A question can only be edited if the survey status is Draft.
- B. A question can be deleted while in Active or Archive status.
- C. A question can be moved from Active to Archive status once it is assigned or associated to a survey.
- D. A question will appear in the selection list when selecting questions to add to a survey once a question is in Archive status.

Answer: A



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