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SAP

Incident Management with SAP BusinessObjects

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QUESTION: 1

You receive a customer message where several issues are reported. What will be your next step?

- A. Ask the customer to create one message per issue.
- B. Ask your colleagues for processing this message.
- C. Solve all issues in the message, because it is beneficial for customers to report several issues in one message.
- D. Start message processing without contacting the customer.

Answer: A

QUESTION: 2

What is the characteristic of a system when defined as a subset of the installation in SAP systems? (Choose two)

- A. A system corresponds to production, test AND development environment.
- B. A system is identified using a system ID.
- C. One system can be a child to multiple installations.
- D. A system corresponds to either production, test OR development environment.

Answer: B, D

QUESTION: 3

What is the recommended way to progress a message that is difficult to clarify?

- A. Escalate the message immediately to a more senior support consultant.
- B. Ask the client to provide screenshots and request information point by point.
- C. Change the message status to Customer Action and tell the client that you cannot do much until more information is provided.
- D. Force the client to close the message and open a new one that is clearer.

Answer: B

QUESTION: 4

What does priority in incident management mean?

- A. It is an attribute of the customer's system.

- B. It is an attribute that characterizes the urgency of an issue.
- C. It is an attribute of the Service Desk.
- D. It defines the importance of the customer for SAP.

Answer: B

QUESTION: 5

What characterizes On the Job Enablement sessions?

- A. They are workshops coordinated by the Partner Services Adviser (PSA).
- B. They are open workshops.
- C. They are not available to Channel partners.
- D. They are chargeable add-ons.

Answer: A

QUESTION: 6

The customer has an error that can be reproduced on their system. How do you proceed to investigate this issue?

- A. The customer is no longer entitled to support since they have caused a fault in the system.
- B. Ask the customer to use a different system since this installation is experiencing issues.
- C. Ask the customer to document the workflow step by step so that you can attempt to reproduce the issue on your internal system.
- D. The customer's system has the fault therefore you only need to use their system for further investigation and testing.

Answer: C

QUESTION: 7

What can the processor use in the Service Desk for message processing? (Choose two)

- A. CRM_DNO_MONITOR transaction within SAP GUI
- B. Transaction INCMAN
- C. Business Process Monitoring Work Center
- D. Incident Management Work Center

Answer: A, D

QUESTION: 8

What is Product Support Hierarchy in SAP environment? (Choose two)

- A. It is an instrument in organization and reporting within Product Support.
- B. It defines the maintenance pricing level.
- C. It is a view on the Application Component Hierarchy.
- D. It is part of the Service Level Agreement.

Answer: A, C

QUESTION: 9

As an SAP partner you have implemented SAP Solution Manager. Which of the following statements reflects the requirements with regards to SAP Solution Manager installation on the customer site?

- A. Customers do not require their own SAP Solution Manager installation.
- B. Customers require their own installation of SAP Solution Manager.
- C. Customers and partner need to have SAP Solution Manager clustered.
- D. Customers need to install SAP Solution Manager and the partner needs to connect to it.

Answer: A

QUESTION: 10

What type of reports can be produced with SAP EarlyWatch Alert?

- A. Reports exclusively with graphics
- B. Reports with animations
- C. Reports with or without graphics
- D. Reports exclusively without graphics

Answer: C

QUESTION: 11

If you want to add an SAP or non-SAP system to your landscape, which transaction do you need to run?

- A. SOLMAN_WORKCENTER
- B. MSY_SETUP
- C. SMSY_SETUP
- D. SMSY

Answer: D

QUESTION: 12

What is the Software Developer Network (SDN)?

- A. The Software Developer Network (SDN) is a portal containing information about code strategy for third party products.
- B. The Software Developer Network (SDN) is a portal containing robust and complete information about the underlying code of the SAP Product suite.
- C. The Software Developer Network (SDN) is a portal containing robust and complete collection of content and collaboration dedicated to SAP technology.
- D. The Software Developer Network (SDN) is a tool that is available only to the SAP developer team to brainstorm solutions for code level issues.

Answer: C

QUESTION: 13

What is SAP EarlyWatch Check?

- A. It is a fully automatically generated report.
- B. It is a document that customers follow to check their platform.
- C. It is a service delivered onsite.
- D. It is a service delivered remotely.

Answer: D

QUESTION: 14

How can you find the Root Cause Analysis within SAP Solution Manager?

- A. Use the appropriate work center transaction code.



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