



Exam Code: 000-018

Exam Name: IBM Tivoli Service Request Manager V7.1
Implementation

Vendor: IBM

Version: DEMO

Part: A

1: Which system property is used for supporting text file types for attachment searches?

- A.LWDICT
- B.ATTEXT
- C.ATTCREATE
- D.LUCENEOBJINDEX

Correct Answers: B

2: When a user record is modified and saved, which statement is true?

- A.If a user is modified, no additional actions are required.
- B.If a user is modified, the application server must be restarted.
- C.If a system-level user is modified, the application server must be restarted.
- D.If an application-level user is modified, the application server must be restarted.

Correct Answers: A

3: What are the two different types of system properties? (Choose two.)

- A.Site Properties
- B.Global Properties
- C.Object Properties
- D.Instance Properties
- E.Application Properties

Correct Answers: B D

4: Which file must be edited to specify the root of the \doclinks folder to be the home directory of the WebSphere Application Server?

- A.httpd.exe
- B.httpd.conf
- C.conf.httpd
- D.httpconf.ini

Correct Answers: B

5: Which application should be selected to enable database auditing?

- A.DB2 Configuration
- B.Database Configuration
- C.System Properties Manager
- D.Conditional Expression Manager

Correct Answers: B

6: Which application should be used to restrict data type in a field?

- A.Attribute Manager
- B.Administrator Manager
- C.Conditional Expression Manager
- D.Unconditional Expression Manager

Correct Answers: C

7: Which function in the Application Designer is used to load the presentation files into the database?

- A.Control Palette
- B.Control Properties
- C.Import System Definition
- D.Import Application Definition

Correct Answers: D

8: Which base object can be used when defining a Service Request?

- A.Method
- B.Work Log
- C.Classification
- D.Configuration Data

Correct Answers: C

9: What are possible sources for an externally created resource set definition file for Log Trace Analyzer?

- A.the resource set generator, the log installer, and the IBM Tivoli Service Request Manager V7.1 (TSRM) installer
- B.the Integration installer, the middleware installer, and the TSRM Launchpad installer
- C.the resource set generator, the middleware installer, and the TSRM Launchpad installer
- D.the resource set generator, the middleware installer, and the TSRM Base Services installer

Correct Answers: C

10: In the deployment of IBM Tivoli Service Request Manager V7.1, a consultant needs to create a new escalation for the following conditions: Send notification to all the persons in the E-Mail Group, if Tickets classification is assigned to email related Issues. The consultant also needs to store the Ticket ID and Ticket status in a table when escalation is executed after successful condition and notification is being sent to an E-Mail user groups. Using the Escalation application, how can this be done?

- A.Use the Notification class.
- B.Use Set Value-Type Action.
- C.Use Escalation Condition Query.
- D.Use a custom class-Type Action and write Java class.

Correct Answers: D

11: On which machine can an Action of Type Command Line Executable run the executable file?

- A.the database server machine
- B.the application server machine
- C.the selected endpoint machine
- D.the targeted hostname machine

Correct Answers: B

12: To change the column layout in the Start Center, what should be selected?

- A.Left-Right
- B.Bottom-Top
- C.Top-Bottom
- D.Wide-Narrow

Correct Answers: D

13: What are three records that an IBM Tivoli Service Request Manager V7.1 user can create tickets against? (Choose three.)

- A.Error
- B.Asset
- C.Location
- D.Inspection Result
- E.Configuration Item
- F.Actual Configuration Item

Correct Answers: B C E

14: How can existing attributes be added to any classification?

- A.when creating the Classification
- B.using the New Row button in the Attributes section of the Classification application
- C.using the New Row button in the Classification section of the Attributes application
- D.using the Add/Modify Properties action in the Select Action menu of the Classifications application

Correct Answers: B

15: There is an importreport.cmd batch file available for report importing. Which statement is true?

- A.It can import BIRT or CRYSTAL reports.
- B.It can import only a single report or library at one time.
- C.It can import multiple reports and libraries at one time but only for BIRT reports.
- D.It can import multiple reports and libraries at one time but only for CRYSTAL reports.

Correct Answers: C

16: Which three options does the Report Administrator have the ability to specify? (Choose three.)

- A.Report Security Settings end user
- B.read and write design files
- C.provide metadata about the Report Object Model
- D.report availability, and how they open, run, and print
- E.provide a graphical representation of the report design
- F.define parameters and Set Record Limits as Performance Enabler

Correct Answers: A D F

17: The following two SLAs have been created for a company:

SLA # 1: All tickets related to laptops (regardless of priority) will be assigned within 4 hours of Incident creation and resolved within 6 hours of Incident creation.

SLA # 2: All Incident tickets generated by the President (regardless of ticket/symptom categorization) must be assigned within 1 hour and resolved within 2 hours.

Assume that the Ticket application supports applying multiple SLAs and that the two SLAs are applied to an Incident separately.

Which SLA takes precedence to fulfill conditions from the Incident application?

- A.the SLA with the higher ranking
- B.the SLA with the higher Commitment Stringency
- C.combination of SLA Ranking and Commitment Stringency
- D Depending on the configurations of SLA Options in Organization application action

Correct Answers: D

18: When adding a result set to the Start Center, which statement about the process is correct?

- A.The display name of the result set is specified in the Result Setup application.
- B. There are Select Content buttons for both the left and right pane of the Start Center.
- C.The display name of the result set is specified by setting the properties dialog to the appropriate value.
- D. There is a Select Content button and a radio button that must be set to the appropriate pane for the Start menu.

Correct Answers: B

19: By which kind of Template is an Incident escalation accomplished or configured?

- A.E-mail Template
- B.Escalation Template
- C.Communication Template
- D.Service Request Template

Correct Answers: C

20: A tester needs to verify a test case by creating a new escalation: Automate the e-mail distribution of a survey every 6 months to all Service Desk customers. The tester receives the Survey URL e-mail on the test SMTP server as a result that Survey Escalation is executed successfully. However, once the URL is clicked, the customer survey page does not open as expected. What is the possible reason?

- A.The survey is in Draft status.
- B.The survey is in Private status.
- C.The survey questions are in Draft status.
- D.The survey questions are in Private status.

Correct Answers: B