



Vendor: IBM

Exam Code: 000-030

Exam Name: IBM Tivoli Service Request Manager V7.2
Implementation

Version: DEMO

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

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

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

4. Which application is used to enable auditing on attributes?

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

Answer: D

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

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

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,D

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

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

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

11. Which minimum data must match in the Service Level Agreement (SLA) and the record to allow IBM Tivoli Service Request Manager V7.2 to logically select an SLA to apply to a work order or ticket record?

- A. Escalation Point
- B. Data on the Conditions tab
- C. Data on the Service Level Agreement tab
- D. Start Date, End Date, Object, Commitment

Answer: B

12.Which action must be taken before an Enterprise Service can be used in an integration?

- A. It must be enabled.
- B. It must be activated.
- C. A backup version must be saved.
- D. A process revision must be made.

Answer:A

13.The importreport.cmd batch file is available to import reports in IBM Tivoli Service Request Manager V7.2.Which statement is true about the importreport.cmd batch file?

- A. It can import BIRT and CRYSTAL reports.
- B. It can import only one report or library at a 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.

Answer:C

14.What can be defined when creating an escalation that is enabled when a record reaches a defined escalation point?

- A. Multiple escalation points and each escalation point can be associated with only one action and one notification.
- B. Only one escalation point per action or notification to associate with the escalation before activating the escalation.
- C. Only one escalation point per action or notification to associate with the escalation before validating the escalation.
- D. Multiple escalation points and corresponding actions or notifications can be associated with the escalation before activating the escalation.

Answer:D

15.Which statement is true about creating a self service request?

- A. Multiple assets can be selected.
- B. Single CIs and single assets can be selected.
- C. Multiple CIs and single assets can be selected.
- D. Multiple configuration items (CIs) can be selected.

Answer:B

16.Which two properties of a Start Center query can be edited by the owner of the query after it has been saved? (Choose two.)

- A. Site
- B. Status
- C. Clause
- D. Description
- E. Owner Group

Answer:C,D

17. When in the Actions application, what are two valid actions available for an Incident?

(Choose two.)

- A. Close SR
- B. Apply SLA
- C. Create Notification
- D. Workflow Auto Reject
- E. Create Response Plan

Answer:A,D

18. Which types of service can be associated with a Service Group?

- A. BOTH, ACQUIRE, RENDER
- B. BOTH, REQUEST, RENDER
- C. BOTH, ACQUIRE, DELIVER
- D. BOTH, PROVIDE, PROCURE

Answer:D

19. The Search Solutions application results are not ordered by rank. Which XML file can be modified to order results by rank?

- A. library.xml
- B. solrank.xml
- C. solution.xml
- D. searchsol.xml

Answer:D

20. Which two values are used in determining the internal priority of service desk tickets?

(Choose two.)

- A. Impact
- B. Critical
- C. Urgency
- D. Indicated
- E. Reported

Answer:A,C