



**Exam Code:** 270-551

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

**Vendor:** Computer Associates

**Version:** DEMO

## Part: A

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

- A.True
- B.False

**Correct Answers: A**

2: In a CA Workflow Process Definition, the Operations list in the Workitem tab contains the web service calls.

- A.True
- B.False

**Correct Answers: A**

3: 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

**Correct Answers: C**

4: 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.

**Correct Answers: 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

**Correct Answers: C**

6: 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 Desk\site\mods folder

**Correct Answers: A**

7: 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

**Correct Answers: C**

8: 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

**Correct Answers: A**

9: 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

**Correct Answers: A**

10: 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.

**Correct Answers: A**

11: Which call always uses the DEFAULT web service policy?

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

**Correct Answers: B**

12: 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).

**Correct Answers: B**

13: 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.

**Correct Answers: B C**

14: The Analyst access type always has complete access to Schema Designer. Is this statement true or false?

- A.True
- B.False

**Correct Answers: B**

15: 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

**Correct Answers: B**

16: 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

**Correct Answers: D**

17: 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

**Correct Answers: A**

18: 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

**Correct Answers: C**

19: 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.

**Correct Answers: B**

20: 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.

**Correct Answers: A**