



000-018

(IBM Tivoli Service Request Manager V7.1 Implementation)

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Question: 1

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

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

Answer: B

Question: 2

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.

Answer: D

Question: 3

A customer wants to trigger three actions when any Service Request is not handled within 8 working hours:

1. Send an email notification to the shift manager.
2. Change the Request priority to high.
3. Assign the request to the URGTEAM group.

How can this be done?

- A. By defining a new Action
- B. By defining a new Cron Task
- C. By defining a new Escalation
- D. By defining a new E-Mail Listener

Answer: C

Question: 4

Which two statements are true? (Choose two.)

- A. A price can be specified for an offering.
- B. An attribute can be specified for an offering.
- C. A list of Assets can be included for an offering.
- D. A list of Configuration Items can be included for an offering.
- E. Service fulfillment needs to be specified in order to create the offering.

Answer: A, E

Question: 5

When creating a service offering using the Offerings application, which statement is correct?

- A. An offering is unique to a catalog.
- B. An offering is unique to an organization.
- C. An offering contains information not found in the referenced service fulfillment.
- D. An offering contains a list of specifications for the type of user that can be associated with it.

Answer: C

Question: 6

An organization wants to advertise an existing, non-automated service that requires a request path that is not integrated into the Service Catalog. Which service type is used to achieve this?

- A. Action service
- B. Advertise service
- C. Descriptive service
- D. Supply Chain service

Answer: C

Question: 7

Where is the content of an Attribute Presentation for Service Catalog Offerings stored?

- A. in the MENU.XML System XML

- B. in the LIBRARY.XML System XML
- C. in the Attribute dialog of the PMSCSRVOFF (Offerings) application
- D. in the PRESENTATIONXML Attribute of the PMSCSRVOFF Object

Answer: B

Question: 8

When can a user classify a Fulfillment Option?

- A. It can always be classified
- B. When modality is of type Service Request
- C. When Fulfillment Option is set to Complex
- D. When there is a Job Plan attached to the Fulfillment Option

Answer: B

Question: 9

In which application is Instant Messaging integration available?

- A. Person application
- B. Problem application
- C. Work Order application
- D. Any application that contains information about user who created the record

Answer: B

Question: 10

Tivoli Directory Integrator architecture is divided into two parts, the core system and the components. In addition to Parsers and Connectors, what other component is available?

- A. XML/Flat files
- B. EventHandlers
- C. AssemblyLines
- D. Database interface tables

Answer: B

Question: 11

When generating the schema/view XML while setting up the TDI service desk integration for Tivoli Service Request Manager V7.1, what is the MXOSCI Object Structure?

- A. Configuration Item Object Structure
- B. Object Structure Common Interface
- C. Object System Component Interface
- D. Operations System Common Interface

Answer: A

Question: 12

Which two applications are required to create a new Process Request from a Service Request?

- A. IBM Tivoli Service Request Manager V7.1 (TSRM) and IBM Tivoli Change and Configuration Management Database V7.1 (CCMDB)
- B. Release and TSRM
- C. Change and Release
- D. IBM Tivoli Application Dependency and Discovery Manager V7.1 and CCMDB

Answer: A

Question: 13

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

Answer: B

Question: 14

The Service Request and Service Catalog applications have been installed at a customer location. Which statement is true?

- A. Service Catalog Requests can be created using Service Request.
- B. Service Catalog Request cannot be created using Service Request.
- C. There is no option to create Service Requests from the Service Catalog.

D. There is no relationship between Service Catalog and Service Request applications.

Answer: A

Question: 15

What are the two categories available for integration between external Service Desk applications and IBM Tivoli Service Request Manager V7.1? (Choose two.)

- A. User Integration
- B. Data Integration
- C. Process Integration
- D. High Availability Integration
- E. Customer Information Integration

Answer: B, C

Question: 16

Which three operations are supported by the Web Service Description Language of an Object Structure Web Service? (Choose three.)

- A. Add
- B. Sync
- C. Query
- D. Create
- E. Change
- F. Remove

Answer: B, C, D

Question: 17

What is the default lookup for any Computer Telephony Integration with IBM Tivoli Service Request Manager V7.1?

- A. Name
- B. Phone
- C. Caller ID
- D. Customer number

Answer: B

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