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CA Service Desk Manager r12 Administrator Exam

CA Technologies CAT-200

Version Demo

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QUESTION NO: 1

You need a combination of private and common categories for Incidents, Problems,

Requests, and changes. To achieve this, you need to set up:

A. Multi-tenancy

B. Service contracts

C. Service contracts with data partitions

D. Service contracts with function access

ANSWER: A

Explanation:

Multi-tenancy is the required configuration because CA Service Desk Manager uses tenant-aware data to support both shared and tenant-specific operational content. When multi-tenancy is enabled, category records for incidents, problems, requests, and changes can be associated with a particular tenant, making them available only in that tenant's context. Categories that must be usable across the organization can instead be defined as common (public) data. This provides the requested mixed model without having to duplicate the same common classification structure for every tenant.

Category availability is evaluated in the context of the tenant associated with the analyst, end user, or ticket. Consequently, administrators can maintain distinct categories where a customer, business unit, or managed tenant requires its own processes while retaining a centrally managed set of categories for shared services. This is a core purpose of the product's multi-tenancy feature: segregating tenant-owned information while allowing appropriately designated common objects to be shared. Configuration and administration of this behavior are described in the CA Service Desk Manager documentation's multi-tenancy material. See Configure Multi-Tenancy and CA Service Management concepts.

QUESTION NO: 2

For the Level 1 Analyst rote, which Scoreboard item shows all unpublished knowledge documents assigned to the Analyst?

A. Open

B. Inbox

C. Incidents

D. Requests

ANSWER: B

Explanation:

Inbox is the Level 1 Analyst Scoreboard item intended to present unpublished Knowledge documents that are assigned to the currently logged-in analyst. In CA Service Desk Manager, Knowledge documents commonly progress through a review and publication workflow. Before publication, an assigned analyst must be able to locate the documents requiring that analyst's attention without searching the entire Knowledge repository. The Inbox provides this personal work queue and therefore includes unpublished documents assigned to that analyst. This enables a Level 1 Analyst to review, update, or otherwise process assigned Knowledge content as part of the Knowledge Management workflow. Scoreboards are role-oriented navigation and work-management tools: they expose focused lists of records based on the user's role, assignments, and the defined query for each item. Consequently, the personal Inbox is the appropriate place to surface assigned, unpublished Knowledge documents. Broadcom's CA Service Management documentation portal contains the product documentation and role-based usage material for Service Desk Manager at CA Service Management documentation. Additional product-support resources, including documentation access and knowledge-management guidance, are available through the Broadcom Support Portal.

QUESTION NO: 3

On which items can you use templates to set values? (Choose three)

A. Log

B. Task

C. Incident

D. Request

E. Change Order

ANSWER: C D E

Explanation:

Templates can be used to populate predefined field values when creating an **Incident**, a **Request**, or a **Change Order**. In CA Service Desk Manager, this capability standardizes record creation by applying approved defaults rather than requiring analysts to enter the same values repeatedly. For incidents and requests, templates can establish commonly used attributes such as classification, priority, impact, urgency, group assignment, assignee, affected service, and descriptive text. This promotes consistent ticket handling and supports routing and workflow rules that depend on those values.

For a change order, templates similarly provide a reusable starting point for defined change scenarios. They can prepopulate change-related values and help ensure that recurring or routine changes begin with the organization's required categorization, assignment, and process settings. Using templates for these three record types improves data quality, shortens entry time, and makes operational processes more predictable. Broadcom's CA Service Management documentation describes the product's record-management and template functionality; see the CA Service Management documentation portal and the Broadcom Knowledge Base for version-specific administrative guidance.

QUESTION NO: 4

How many primary servers are there in a very large CA Service Desk implementation?

A. 1

B. 2

C. 4

D. 5

ANSWER: A

Explanation:

A very large CA Service Desk Manager implementation has **1** primary server. In the conventional architecture, the primary server is the central authority for the Service Desk domain and owns the principal service functions, including coordination of object-engine activity and management of the shared configuration. Scaling a deployment for a large user population is achieved by adding secondary servers, rather than by adding primary servers. Secondary servers provide additional processing capacity and can service users while operating under the primary server's control, allowing the environment to distribute workload without creating competing primary authorities.

This one-primary design is important because Service Desk Manager requires a single authoritative point for domain-level coordination and server configuration. A large implementation can therefore include multiple supporting servers and web-tier components, but those additions do not alter the number of primary servers. Broadcom's Service Desk Manager documentation describes the supported deployment architectures and the distinction between primary and secondary servers. See the Broadcom Service Desk Manager documentation and the Broadcom Support portal for version-specific implementation and architecture guidance.

QUESTION NO: 5

Which functions are performed by the CA Service Desk Web Engine? (Choose two)

A. It processes requests from web browsers.

B. It communicates with the Object Manager.

C. It stores all ticket data in the physical database.

D. It creates the database schema.

ANSWER: A B

Explanation:

The **Web Engine** receives and processes browser requests for the CA Service Desk Manager web interface. It generates the HTML presentation delivered to users and communicates with the Object Manager to retrieve, create, and update Service Desk Manager objects.

The Web Engine does not directly provide the persistent database storage or define the physical database schema. Those functions belong to the database and to the product's schema and object-management architecture. See the CA Service Management documentation portal for Service Desk Manager architecture information.

QUESTION NO: 6

Which components are used to configure automated service-level actions for a ticket? (Choose three)

A. Service type

B. Event

C. Macro

D. CI class

E. Data partition

ANSWER: A B C

Explanation:

A **service type**, an **event**, and a **macro** are used together to automate service-level processing. The service type applies the relevant SLA definition to the ticket. Its events establish timing or condition-based milestones, and an associated macro defines the action that CA Service Desk Manager performs when the event occurs.

For example, an event can be configured to occur before a service target is breached, and its macro can reassign the ticket, change a value, or perform another defined action. A CI class identifies a category of configuration item, while a data partition controls record-level security; neither is an SLA automation component. See the CA Service Management SLA documentation.