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**Exam :** 000-030

**Title :** IBM Tivoli Service Request Manager  
V7.2 Implementation

**Vendors :** IBM

**Version :** DEMO

NO.1 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

NO.2 Which application is used to enable auditing on attributes?

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

Answer: D

NO.3 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

NO.4 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

NO.5 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

NO.6 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

NO.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

NO.8 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

NO.9 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

NO.10 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

NO.11 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

NO.12 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

NO.13 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

NO.14 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

NO.15 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

NO.16 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

NO.17 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

NO.18 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

NO.19 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

NO.20 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