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IBM 000-018

IBM Tivoli Service Request Manager V7.1 Implementation

Practice Questions and Answers

By: ExamKiller Inc.

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Technical Support Team

SessionA: 57 Questions

SessionB: 57 Questions

SessionA

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

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

Answer: B

2. When a user record is modified and saved, which statement is true?

- A. If a user is modified, no additional actions are required
- B. If a user is modified, the application server must be restarted
- C. If a system-level user is modified, the application server must be restarted
- D. If an application-level user is modified, the application server must be restarted

Answer: A

3. What are the two different types of system properties? (Choose two)

- A. Site Properties
- B. Global Properties
- C. Object Properties
- D. Instance Properties
- E. Application Properties

Answer: B D

4. Which file must be edited to specify the root of the \doclinks folder to be the home directory of the WebSphere Application Server?

- A. httpd.exe
- B. httpd.conf
- C. conf.httpd
- D. httpconf.ini

Answer: B

5. Which application should be selected to enable database auditing?

- A. DB2 Configuration
- B. Database Configuration
- C. System Properties Manager
- D. Conditional Expression Manager

Answer: B

6. Which application should be used to restrict data type in a field?

- A. Attribute Manager
- B. Administrator Manager
- C. Conditional Expression Manager
- D. Unconditional Expression Manager

Answer: C

7. Which function in the Application Designer is user to load the presentation files into the database?

- A. Control Dalette
- B. Control Properties
- C. Import System Definition
- D. Import Application Definition

Answer: D

8. Which base object can be used when defining a Service Request?

- A. Method
- B. Work Log
- C. Classification
- D. Configuration Data

Answer: C

9. What are possible sources for an externally created resource set definition file for Log Trace Analyzer?

- A. the resource set generator, the log installer, and the IBM Tivoli Service Request Manager V7.1(TSRM) installer
- B. the Integration installer, the middleware installer, and the TSRM Launchpad installer
- C. the resource set generator, the middleware installer, and the TSRM Launchpad installer
- D. the resource set generator, the middleware installer, and the TSRM Base Services installer

Answer: C

10. 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

11. 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

12. To change the column layout in the Start Center, what should be selected?

- A. Left-Right
- B. Bottom-Top
- C. Top-Bottom
- D. Wide-Narrow

Answer: D

13. What are three records that an IBM Tivoli Service Request Manager V7.1 user can create tickets against?(Choose three)

- A. Error
- B. Asset