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**Exam** : **000-030**

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

**Version** : DEMO

1. 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**

2. Which file identifies the root directory for attached documents?

- A. httpd.conf
- B. doclink.properties
- C. maximo.properties
- D. webclient.properties

**Answer: A**

3. 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**

4. Which Application Designer function is used to load the presentation files into the database?

- A. Database Configuration
- B. Import System Definition
- C. Import Application Definition
- D. Duplicate Application Definition

**Answer: C**

5. Which three steps are involved in adding a new lookup? (Choose three.)

- A. Add relevant entries to the lookup map table.
- B. Create a new entry within the system lookups.xml.
- C. Export the system XML using the application definition.
- D. Create a table domain\crossover domain to identify the source table.
- E. Create the lookup map table and reference the domain that identifies the source domain.
- F. Create a table named lookup in the domain application and add it to the lookup presentation file.

**Answer: A,B,D**

6. Which application is used to add a new icon to the Incidents toolbar in IBM Tivoli Service Request Manager V7.2?

- A. Launch in Context
- B. Workflow Designer
- C. Application Designer

D. Database Configuration

**Answer: C**

7. A new icon needs to be displayed to users in the ITUSER Security Group in the Incident Application only when a ticket has the Status of INPROG.

Which three configuration steps must be performed to enable this functionality? (Choose three.)

- A. A signature option must be created for the icon.
- B. A conditional expression must be created that evaluates to True when status is INPROG.
- C. A conditional expression must be applied to the status attribute in the Incident Ticket view.
- D. A signature option must be applied to the INPROG status in the INCIDENTSTATUS Domain.
- E. A conditional expression must be applied to the signature option in the ITUSER Security Group.
- F. A signature option for the new icon must also be added in the ITUSER Person Group for the Incident application.

**Answer: A,B,E**

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**

9. Which application is used to enable auditing on attributes?

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

**Answer: D**

10. Where does e-audit write changes?

- A. a log file
- B. a database table
- C. an audit application
- D. the history log in an application

**Answer: B**

11. Which two items must be modified to enable auditing on a field? (Choose two.)

- A. Object
- B. Domain
- C. Attribute
- D. Classification
- E. System Property

**Answer: A,C**

12.Which two integration module applications directly reference Object Structures? (Choose two.)

- A. End Points
- B. Publish Channels
- C. External Systems
- D. Integration Modules E. Enterprise Services

**Answer:** B,E

13.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

14.Which integration objects are logically linked in order to configure a bulk load of data from a flat file?

- A. Object Structure, Integration, External System
- B. Enterprise Service, External System, End Point
- C. Enterprise Service, Invocation Channel, End Point
- D. Object Structure, Invocation Channel, External System

**Answer:** B

15.Where would an IBM Tivoli Service Request Manager administrator configure permissions to a report, schedule execution, and set up the e-mailing of report instances?

- A. Quick Reporting and Cron Task Setup
- B. Report Security application and Cron Task Setup
- C. Security Groups application and Cron Task Setup application
- D. Security and Report tabs in the Report Administration application

**Answer:** D

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

17.Which application is used to generate request pages for Offerings reports?

- A. Offerings
- B. Application Designer
- C. Report Administration
- D. Database Administration

**Answer:** C

18.If a new ticket is raised for an incident with an impacted Configuration Item (CI) how can other impacted CIs be viewed?

- A. View CIs of similar type
- B. View CIs in the actual CI
- C. View CIs in the CI relationship
- D. View CIs of similar classification

**Answer: C**

19.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**

20.Which statement is true about assets and configuration items (CIs)?

- A. Only assets which are public can be selected in a ticket.
- B. CIs and assets with any status can be selected in a ticket.
- C. Only assets and CIs with owners can be selected in a ticket.
- D. Only CIs and assets whose status is operating can be selected in a ticket.

**Answer: B**