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SMA-SM

sma



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DETALLES DE RUTA

Avance 66%

Courses (OPTIONAL)

Finalizar 1 de 3

 SMA Suite Technical Overvie...
Basado en Web SMAX Suite Technical Presen...
Basado en Web SMAX Suite How to Use and D...
Basado en Web

Knowledge Check *

Finalizado 3 de 3

 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Which analyst recognized Micro Focus for our leadership in advanced analytics?

Correcto

 Gartner Forrester

Comentario

Correct

Pregunta 1 de 65

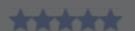
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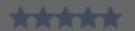
Francisco Pelegrina: PERFECT



03/06/2019 8:45 AM



Jared Santos Francisco: Sensational



30/04/2019 1:02 PM

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Knowledge Check * | Finalizado 3 de 3

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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Asset Management modules in the SMAX solution include:

Incorrecto

- Facilities Management
- Contract Management
- Procurement Management
- SACM for Asset Lifecycle tracking
- Financial Management
- Software Asset Management

Comentario

Incorrect

Pregunta 2 de 65

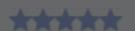
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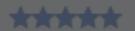
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Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

A common use case for collaboration using ChatOps is the virtual war room.

Correcto

 True False

Comentario

Correct

Pregunta 3 de 65

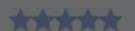
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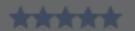
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Finalizado 3 de 3

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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****Three key strengths of the ServiceNow solution include:**

Incorrecto

- Broad portfolio covering both ITOM and ADM solutions
- Lower total cost of ownership than Micro Focus's SMA solution according to Gartner
- Strong brand recognition with significant growth in market share.
- SaaS delivery platform.
- Leader in the 2018 Gartner ITSSM Magic Quadrant

Comentario

Incorrect

Pregunta 4 de 65

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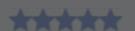


Siguiente

Calificaciones y comentarios



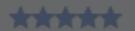
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Mauricio Mejia Estevez

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Basado en Web

Knowledge Check *

Finalizado 3 de 3

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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Differentiating features for implementing SMAX task plans include:

Incorrecto

- Graphical workflow editor in the agent interface to easily create task plans.
- Catalog admins can easily define a task plan in the Self-Service portal.
- Support for both manual and automated tasks.
- End users can easily define a task plan in the Self-Service portal.

Comentario

Incorrect

Pregunta 5 de 65

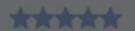
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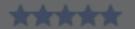
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The SMAX feature that integrates with Computer Telephony (CTI) is:

Correcto

- Studio
- Chat
- Live Support
- ChatOps

Comentario

Correct

Pregunta 6 de 65

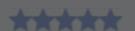
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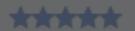
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Basado en Web

Knowledge Check *

Finalizado 3 de 3

 SMA Suite Knowledge Check,...
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

To define CI and service relationships and visualize them for impact analysis, you must implement the UCMDB and Universal Discovery.

Correcto

 True False

Comentario

Correct

Pregunta 7 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



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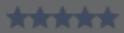
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The Studio feature to configure an ESM application requires the Premium edition of the SMA Suite.

Correcto

 True False

Comentario

Correct

Pregunta 8 de 65

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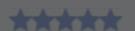


Anterior

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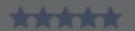
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Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

A key differentiator of the Micro Focus SMA solution is:

Correcto

- use of Smart Analytics to increase staff efficiency and improve end user satisfaction.
- the out-of-the-box service catalog includes more items than our competitors.
- out-of-the-box processes are provided that are less steps than our competitors.
- Pink verification for more processes than any of our competitors.

Comentario

Correct

Pregunta 9 de 65

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Siguiente

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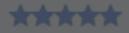
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The key benefit of Public/Social requests is to decrease ticket volume by reducing redundant requests.

Correcto

 True False

Comentario

Correct

Pregunta 10 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

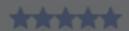


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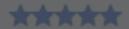
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Metrics that customers can use to build their business case and measure the success of their SMA implementation are:

Correcto

- Increased change success rate.
- Improved first call resolution rate.
- Reduction in number of incidents.
- Savings from better asset management.
- Defect resolution rate.

Comentario

Correct

Pregunta 11 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

Anterior

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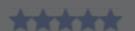
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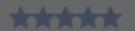
Francisco Pelegrina: PERFECT



03/06/2019 8:45 AM



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Courses (OPTIONAL)

Finalizar 1 de 3

 SMA Suite Technical Overvie...
Basado en Web SMAX Suite Technical Presen...
Basado en Web SMAX Suite How to Use and D...
Basado en Web

Knowledge Check *

Finalizado 3 de 3

 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The SMAX Studio is used to configure:

Correcto

- Process Workflow
- Offerings
- Forms
- Business Rules
- Custom fields

Comentario

Correct

Pregunta 12 de 65

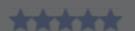
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



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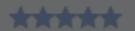
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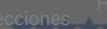


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Finalizado 3 de 3

 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The Change Analytics feature is a key differentiator for the Micro Focus SMA solution.

Correcto

 True False

Comentario

Correct

Pregunta 13 de 65

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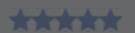


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Basado en Web

Knowledge Check *

Finalizado 3 de 3

 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The Change Calendar supports visualization of time periods for:

Incorrecto

- Emergency change window
- Holidays & Events
- Blackout
- Maintenance

Comentario

Incorrect

Pregunta 14 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



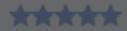
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Knowledge Check *

Finalizado 3 de 3

 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Select the SMA Service Portal features:

Incorrecto

- Order from the catalog
- Submit an image to open a new request
- Approvals
- Submit a support ticket or service request
- Chat with a virtual or live agent
- Accept/Reject Solution
- Survey response
- Search knowledge and catalog offerings

Comentario

Pregunta 15 de 65

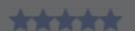
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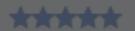
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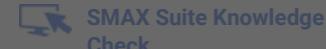
Courses (OPTIONAL)

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SMA Suite Technical Overvie...
Basado en WebSMAX Suite Technical Presen...
Basado en WebSMAX Suite How to Use and D...
Basado en Web

Knowledge Check *

Finalizado 3 de 3

SMA Suite Knowledge Check,
...
Exam/Test (On Demand)SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****Which competitor offers the weakest CMS capabilities?**

Correcto

 Cherwell BMC ServiceNow

Comentario

Correct

Pregunta 16 de 65

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Siguiente

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Finalizado 3 de 3

 SMA Suite Knowledge Check,...
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The Financial Management module provides a Net Value Simulation feature.

Correcto

 True False

Comentario

Correct

Pregunta 17 de 65

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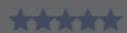


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Basado en Web

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Finalizado 3 de 3

 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The key benefit of the automation feature in the SMA suite is to increase staff efficiency by automating redundant activities.

Correcto

 True False

Comentario

Correct

Pregunta 18 de 65

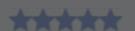
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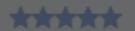
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Finalizado 3 de 3

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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Smart Suggestions are offered for these fields on a request:

Correcto

- Service
- Impact
- Offering
- Category
- Risk

Comentario

Correct

Pregunta 19 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

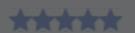


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Finalizado 3 de 3

 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****Features added in the SMAX Premium Edition include:**

Correcto

- Project & Program Management
- Defect Management
- Application Portfolio Management
- Idea & Proposal Management
- Asset Management

Comentario

Correct

Pregunta 20 de 65

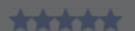
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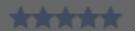
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****The value of Smart Analytics and machine learning is:**

Incorrecto

- higher productivity for QA engineers using Hot Topic Analytics for defect analysis and prioritization.
- higher productivity for knowledge engineers using Hot Topic Analytics to create new knowledge articles.
- higher productivity for problem analysts using Hot Topic Analytics for incident trend analysis.
- higher productivity for service desk agents with autocategorization, smart suggestions and suggested solutions.
- improved user satisfaction with suggested solutions from smart search of the knowledge base and from the virtual agent.
- higher productivity for survey analysts using Hot Topic Analytics to assess textual survey responses.

Comentario

Incorrect

Pregunta 21 de 65

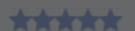
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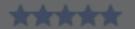
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Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The Application Portfolio Management module provides a roadmap calendar showing milestones for applications in the portfolio.

Correcto

 True False

Comentario

Correct

Pregunta 22 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Siguiente

Calificaciones y comentarios



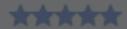
Francisco Pelegrina: PERFECT



03/06/2019 8:45 AM



Jared Santos Francisco: Sensational



30/04/2019 1:02 PM

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Basado en WebSMAX Suite How to Use and D...
Basado en Web

Knowledge Check *

Finalizado 3 de 3



Exam/Test (On Demand)



Exam/Test (On Demand)

saltar al contenido principal

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Select the SMA mobile application self-service features:

Incorrecto

- Order from the catalog
- Approvals
- Submit an image to open a new request
- Accept/Reject Solution
- Submit a support ticket or service request
- Search knowledge and catalog offerings
- Survey response
- Chat with an agent

Comentario

Pregunta 23 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

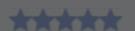


Siguiente

Calificaciones y comentarios



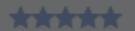
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Finalizado 3 de 3

 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Four key differentiators of the Micro Focus CMS solution over ServiceNow ServiceWatch are:

Correcto

- Agentless and Agent-based discovery
- Lower cost
- Support for an unlimited number of Cis
- Broad and deep discovery of infrastructure, middleware, and applications
- Scalability

Comentario

Correct

Pregunta 24 de 65

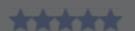
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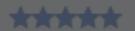
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Finalizado 3 de 3

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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****The four key differentiators for the Micro Focus SMA Suite are:**

Correcto

- ITOM Platform for continuous delivery, seamless updates, and end-to-end use cases.
- SaaS-based
- Leader in the 2018 Gartner ITSSM Magic Quadrant
- Codeless configuration and out-of-the-box best practices
- Analytics and Machine Learning
- Deployment and licensing flexibility

Comentario

Correct

Pregunta 25 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



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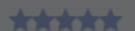
02/08/2019

31/01/2021

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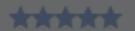
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The SMA Express Suite includes automated discovery to provide accurate hardware and software inventory information.

Correcto

 True False

Comentario

Correct

Pregunta 26 de 65

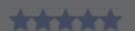
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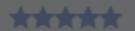
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The best response to a customer that asks about Micro Focus being a niche player on the Gartner ITSM Magic Quadrant in 2018 is:

Correcto

- Share the Forrester ESM Wave 2018 document which ranks Micro Focus as a leader.
- Tell the customer that Gartner didn't give a fair assessment of the Micro Focus SMAX solution.
- Tell the customer that Gartner's criteria are outdated.

Comentario

Correct

Pregunta 27 de 65

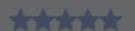
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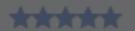
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The SMA solution provides an improved agent or end user experience by:

Incorrecto

- providing an end user questions feature to collaborate amongst themselves.
- providing an engaging self-service portal
- solving all calls on the first call.
- allowing end users to see other end user's contact information
- automating the categorization of a new request
- leveraging Big Data Analytics to offer the most relevant solutions

Comentario

Incorrect

Pregunta 28 de 65

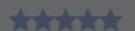
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Knowledge Check *

Finalizado 3 de 3

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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The key metric tracked in the Software Asset Management module is:

Correcto

- number of rights for each license.
- number of software installations.
- cost to acquire additional licenses to be compliant.
- number of licenses required for software compliance.

Comentario

Correct

Pregunta 29 de 65

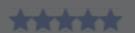
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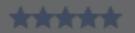
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The Asset Mgmt Financial module tracks:

Correcto

- Actual Expenses
- Budgeted Expenses
- Both Actual Expenses and Budgeted Expenses.

Comentario

Correct

Pregunta 30 de 65

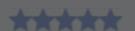
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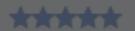
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Which competitor offers multiple ITSM solutions that overlap and cause confusion for their customers?

Correcto

- BMC
- Cherwell
- ServiceNow

Comentario

Correct

Pregunta 31 de 65

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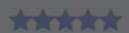


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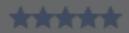
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Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Survey reports provided include both charts for quantitative responses and analytic heat maps for textual responses.

Correcto

 True False

Comentario

Correct

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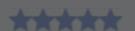
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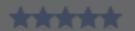
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SMA-SM

sma



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Courses (OPTIONAL)

Finalizar 1 de 3

 SMA Suite Technical Overvie...
Basado en Web SMAX Suite Technical Presen...
Basado en Web SMAX Suite How to Use and D...
Basado en Web

Knowledge Check * | Finalizado 3 de 3

 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Key benefits of Service Level Management include:

Incorrecto

- Support for both SLTs and OLTs.
- out-of-the-box SLT Achievement reports.
- Out-of-the-box SLTs are provided for Requests, Incidents, Problems, Changes, and Releases.
- the ability to prioritize work based on the next target SLA time.

Comentario

Incorrect

Pregunta 33 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

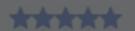


Anterior

Calificaciones y comentarios



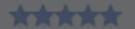
Francisco Pelegrina: PERFECT



03/06/2019 8:45 AM



Jared Santos Francisco: Sensational



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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

SMAX is based on the Container Deployment Foundation (CDF) technology and can be installed on-premise or in the cloud, including AWS and Azure.

Correcto

 True False

Comentario

Correct

Pregunta 34 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Siguiente

Calificaciones y comentarios



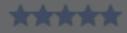
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Finalizado 3 de 3

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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

SMAX supports the Open10n standard for localization to additional languages.

Correcto

 True False

Comentario

Correct

Pregunta 35 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Siguiente

Calificaciones y comentarios



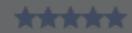
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The Contract Dashboard shows which software licenses are in compliance.

Correcto

 True False

Comentario

Correct

Pregunta 36 de 65

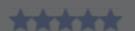
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



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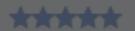
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Fast CI detection is supported in the description field for which modules:

Incorrecto

- Release Management
- Request Management
- Problem Management
- Incident Management
- Change Management

Comentario

Incorrect

Pregunta 37 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

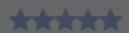


Siguiente

Calificaciones y comentarios



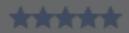
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The SACM Dashboard shows the count of each CI type.

Correcto

 True False

Comentario

Correct

Pregunta 38 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

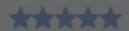


Siguiente

Calificaciones y comentarios



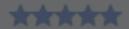
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

In their 2018 assessment, both Forrester and Gartner recognized the MicroFocus solution as a leader in which process area:

Correcto

- Change Management
- Problem Management
- Incident Management
- Request Management

Comentario

Correct

Pregunta 39 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Siguiente

Mauricio Mejia Estevez

Avance 66%

EN PROGRESO

AUDITORÍA DE ESTADO

00005570

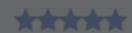
02/08/2019

31/01/2021

Calificaciones y comentarios



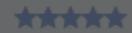
Francisco Pelegrina: PERFECT



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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The three focus areas for the Change Analytics features are:

✓ Correcto

- Number of changes per release
- Number of Standard Changes
- Number of automated changes
- Number of successful releases
- Change Success rate
- Number of automated CMDB updates.

Comentario

Correct

Pregunta 40 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

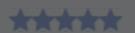


Siguiente

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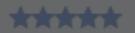
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The multi-tenant console is designed for these use cases:

Incorrecto

- Central Service Desk agents taking calls from multiple lines of business.
- System admins working on both the dev and production instances.
- Back Office administrators to create multiple tenants.
- Managed Service Providers (MSPs).

Comentario

Incorrect

Pregunta 41 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

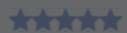


Siguiente

Calificaciones y comentarios



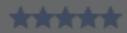
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The Idea and Proposal Management module provides a bubble chart to assess the Proposals based on:

Correcto

- Cost
- Delivery deadline
- Business Value
- Risk

Comentario

Correct

Pregunta 42 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

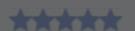


Siguiente

Calificaciones y comentarios



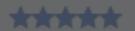
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The key benefit of codeless configuration is:

Correcto

- fewer defects in production releases.
- avoid license compliance penalties.
- the ability to easily configure the system and maintain configuration through version updates for a lower total cost of ownership.
- faster MTTR.

Comentario

Correct

Pregunta 43 de 65

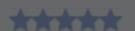
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



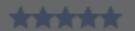
Francisco Pelegrina: PERFECT



03/06/2019 8:45 AM



Jared Santos Francisco: Sensational



30/04/2019 1:02 PM

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sma



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Courses (OPTIONAL)

Finalizar 1 de 3



Basado en Web



Basado en Web



Basado en Web

Knowledge Check *

Finalizado 3 de 3



Exam/Test (On Demand)



Exam/Test (On Demand)

saltar al contenido principal

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****License management for SMAX tenants is performed in the****✓ Correcto**

- SMAX Studio.
- SMAX Software Asset Management module.
- CDF Admin console.
- Suite Administration utility (Back Office)

Comentario

Correct

Pregunta 44 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

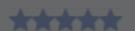


Siguiente

Calificaciones y comentarios



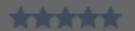
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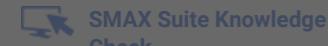
Courses (OPTIONAL)

Finalizar 1 de 3

SMA Suite Technical Overvie...
Basado en WebSMAX Suite Technical Presen...
Basado en WebSMAX Suite How to Use and D...
Basado en Web

Knowledge Check *

Finalizado 3 de 3

SMA Suite Knowledge Check,...
Exam/Test (On Demand)SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****To chat with a live agent, the end user must:**

Correcto

- Chat with the Virtual agent first.
- Send an email to the live agent's email address.
- Open a request.
- Lookup the agent's phone number in the SMAX contacts list.

Comentario

Correct

Pregunta 45 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



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Calificaciones y comentarios



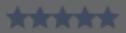
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Courses (OPTIONAL)

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 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The SMA Premium Suite includes automated application relationship discovery to provide up-to-date impact analysis information.

Correcto

 True False

Comentario

Correct

Pregunta 46 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

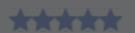


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Courses (OPTIONAL)

Finalizar 1 de 3



Basado en Web



Basado en Web



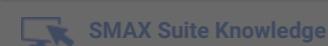
Basado en Web

Knowledge Check *

Finalizado 3 de 3



Exam/Test (On Demand)



Exam/Test (On Demand)

saltar al contenido principal

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****The multi-tenant console offers a consolidated view of which record types?**

Correcto

 Incident Request Problem Release Change**Comentario**

Correct

Pregunta 47 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

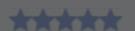


Siguiente

Calificaciones y comentarios



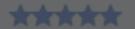
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Courses (OPTIONAL)

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Basado en Web SMAX Suite How to Use and D...
Basado en Web

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Finalizado 3 de 3

 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Gartner's assessment of the total cost of ownership (TCO) in their 2018 ITSM Critical Capabilities report is:

Correcto

- Micro Focus has the same TCO rating as ServiceNow
- Micro Focus has a lower TCO rating than ServiceNow
- Micro Focus has a better TCO rating than ServiceNow

Comentario

Correct

Pregunta 48 de 65

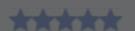
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Calificaciones y comentarios



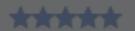
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Courses (OPTIONAL)

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SMAX Suite How to Use and D...

Basado en Web

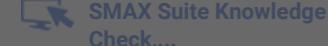
Knowledge Check *

Finalizado 3 de 3



SMA Suite Knowledge Check,...

Exam/Test (On Demand)



SMAX Suite Knowledge Check,...

Exam/Test (On Demand)

saltar al contenido principal

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****Features added in the SMA-SM Premium Edition include:**

Correcto

- Idea & Proposal Management
- Asset Management
- Project & Program Management
- Application Portfolio Management
- Defect Management

Comentario

Correct

Pregunta 49 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

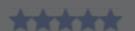


Siguiente

Calificaciones y comentarios



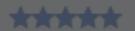
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Basado en Web

Knowledge Check *

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Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Approvals can be performed in:

Correcto

- Studio
- Mobile interface
- Email
- Self Service Portal
- Agent UI Approvals list

Comentario

Correct

Pregunta 50 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

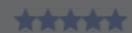


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 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

A key benefit of task plans is to standardize workflow and assignment of activities.

Correcto

 True False

Comentario

Correct

Pregunta 51 de 65

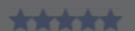
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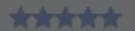
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Cherwell's key strengths include these three features:

✓ Correcto

- Flexible licensing with subscription or perpetual, on-premise or SaaS, named and concurrent users.
- Better TCO rating than Micro Focus.
- Codeless design for hassle-free upgrades
- Solution is based on industry-proven Salesforce technology.

Comentario

Correct

Pregunta 52 de 65

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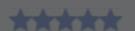


Anterior

Calificaciones y comentarios



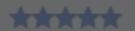
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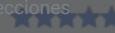


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Mauricio Mejia Estevez

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Finalizado 3 de 3

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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The Studio feature supports building a custom application using custom fields, forms and business rules.

Correcto

 True False

Comentario

Correct

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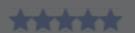
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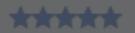
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 SMA Suite Knowledge Check,...
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The Release Management record includes tiles to indicate the:

Correcto

- number of changes by status in the release.
- number of approvals pending.
- number of changes in the release.
- number of failed changes
- total number of approvers required.

Comentario

Correct

Pregunta 54 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Siguiente

Calificaciones y comentarios



Francisco Pelegrina: PERFECT



03/06/2019 8:45 AM



Jared Santos Francisco: Sensational



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Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

When integrating SMAX with UCMDB, all of the CI's discovered attributes are replicated to the SMAX CI record.

Correcto

 True False

Comentario

Correct

Pregunta 55 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Siguiente

Calificaciones y comentarios



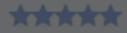
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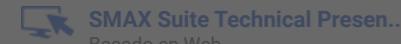
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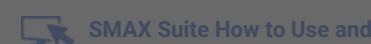
Finalizar 1 de 3



Basado en Web



Basado en Web



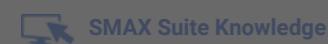
Basado en Web

Knowledge Check *

Finalizado 3 de 3



Exam/Test (On Demand)



Exam/Test (On Demand)

saltar al contenido principal

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****The key benefits of the Micro Focus container-based deployment are:****X Incorrecto**

- flexible deployment options.
- support for both Windows and Linux platforms.
- lower purchase cost.
- faster deployment times for installation and updates.
- Self-healing and auto-scaling.

Comentario

Incorrect

Pregunta 56 de 65

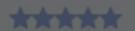
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



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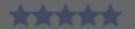
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The HR module uses a simplified request workflow with no approval or validation phases.

Correcto

 True False

Comentario

Correct

Pregunta 57 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

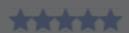


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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****The key benefits of the Virtual agent feature are:**

Correcto

- The Virtual agent can initiate a chat with a user at any time even when they aren't logged into the portal.
- The Virtual agent can direct end users to existing knowledge articles to reduce ticket volume.
- End users can interact with the virtual agent reducing demand on live agents.
- The Virtual Agent can escalate a request to a Live Agent when the user sounds angry in the words they are using.

Comentario

Correct

Pregunta 58 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

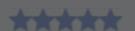


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Calificaciones y comentarios



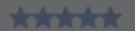
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

Four features that leverage the Smart Analytics technology are:

Correcto

- Change models automate selection of the most efficient task plan.
- Smart Ticket for the end user to easily submit a ticket with an image that will be scanned by the OCR feature.
- Hot Topic Analytics to analyze both structured and unstructured data to be more proactive.
- Smart Search for the end user and agent to easily find solutions
- Smart Ticket for the agent to autocategorize a new ticket
- Approval plans automatically select the required approvals.

Comentario

Correct

Pregunta 59 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



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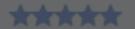
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The best response to a customer question about the complexity of implementing the Micro Focus container-based platform is:

Correcto

- highlight the benefits of flexible deployment options and easier upgrades and share a list of Managed Service Providers that offer SMAX as a Service.
- recommend our SMA-SM classic platform instead.
- to acknowledge the complexity and provide them a list of skills they need to acquire to support Linux and Kubernetes.

Comentario

Correct

Pregunta 60 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

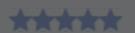


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Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

When viewing an Incident record with an Involved CI that is under contract, the related contract for that CI will show:

Correcto

- In the Additional Information tab on the right side of the screen.
- On the Involved Cis tab.
- on the Related Records tab.
- On the Related Knowledge tab.

Comentario

Correct

Pregunta 61 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

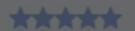


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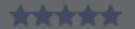
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Exam/Test (On Demand)

SMAX Suite Knowledge Check, Level 320

The three key competitors for the Micro Focus SMA Suite are:

Correcto

 BMC Jira Cherwell Servicenow IBM

Comentario

Correct

Pregunta 62 de 65

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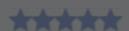


Siguiente

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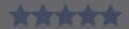
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The key competitive trap to set for ServiceNow is higher total cost of ownership as noted in both the Gartner and Forrester research in 2018.

Correcto

 True False

Comentario

Correct

Pregunta 63 de 65

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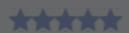


Siguiente

Calificaciones y comentarios



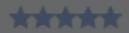
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Exam/Test (On Demand)



SMAX Suite Knowledge Check, Level 320

The Micro Focus SMA Solution was ranked as a Leader in both the Gartner ITSM Magic Quadrant and the Forrester ESM Wave in 2018.

Correcto

 True False

Comentario

Correct

Pregunta 64 de 65

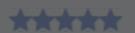
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



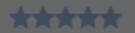
Francisco Pelegrina: PERFECT



03/06/2019 8:45 AM



Jared Santos Francisco: Sensational



30/04/2019 1:02 PM

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Catálogo de ...

Buscar...



Explorar



Hola, Mauricio ...

Colecciones



Marcador

Compartir

SMA-SM

sma



This certification is comprised of three courses, starting with a Technical Overview of Service Management Automation (SMA), followed by Technical Presentation Training and Demo Training. To acquire the certification, click on the "View Certification" button. Then Register for the Technical Certification and pass all the Knowledge Checks.

DETALLES DE RUTA

Avance 66%

Courses (OPTIONAL)

Finalizar 1 de 3

 SMA Suite Technical Overvie...
Basado en Web SMAX Suite Technical Presen...
Basado en Web SMAX Suite How to Use and D...
Basado en Web

Knowledge Check *

Finalizado 3 de 3

 SMA Suite Knowledge Check,...
Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)

**SMAX Suite Knowledge Check, Level 320****The Procurement module supports:**

Correcto

- stock management.
- contract expiration notifications.
- Vendor catalogs.
- the purchase order issue process.
- the asset receiving process.

Comentario

Correct

Pregunta 65 de 65

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

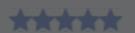


Anterior

Calificaciones y comentarios



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