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Service Management Automation Technical Certification

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DETALLES DE RUTA Avance 33%

Courses (OPTIONAL) | Finalizar

-  SMA Suite Technical Overview Basado en Web
-  SMAX Suite Technical Presentation Training Curso
-  SMAX Suite How to Use SMA D... Curso

Knowledge Check * | Finalizar

-  SMA Suite Knowledge Check Exam/Test (On Demand)
-  SMAX Suite Knowledge Check,... Exam/Test (On Demand)
-  SMAX Suite How to Use SMA D... Exam/Test (On Demand)

Calificaciones y comentarios

Francisco Pelegrina: PERFECTO  03/06/2019 8:45 AM

Jared Santos Francisco: Sensacional  30/04/2019 1:02 PM

SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 1 de 28

The key use cases for the Machine Learning and Analytics in the SMA Suite are:

Hot Topic Analytics

Smart Email

Smart Ticket

Smart Escalation

Smart Search

Comentario
Correct

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 2 de 28

The SMA chat solution allows:

- The end user to chat with a real agent.
- The end user to chat with a virtual agent.
- The end user to chat with their customers.
- The end user to chat with another end user.

Comentario

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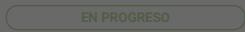
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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 3 de 28

Automation is applicable for which of the following SMA use cases:

Incident Remediation

SLA tracking

Change Execution

Incident Diagnosis

Request fulfillment

Comentario

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 4 de 28

The main competitors of Micro Focus's SMA solution are:

VMware

BMC

Splunk

Servicenow

Cherwell

Comentario

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 5 de 28

The SMA Suite provides 2 options for the back end called:

SMA-SM

SMA

SMA-OO

SMA-AM

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 6 de 28

Users can chat with a live agent on their mobile phone.

True

False

Comentario

Correct

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 7 de 28

The components of the SMA Express Suite include:

- Service Portal
- Smart Analytics
- Contract Management
- Service Management
- UCMDB Foundation

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Pregunta 8 de 28

Change Analytics provides recommended improvements for key change process metrics.

True

False

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Pregunta 9 de 28

SMAX can be implemented on-premise or in the cloud.

True

False

Comentario

Correct

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Pregunta 10 de 28

The Smart Ticketing feature allows an end user to easily submit a photo or screenshot to open a ticket.

True

False

Comentario

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Pregunta 11 de 28

Managers can approve requests on their mobile phone.

True

False

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Pregunta 12 de 28

A key differentiator for the Micro Focus SMA Solution is our use of Machine Learning and Analytics.

True

False

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Pregunta 13 de 28

Change Analytics provides a dashboard for these key metrics:

- Emergency Change percentage
- Standard Change percentage
- Automated change percentage
- Change Success rate
- Change Approval turnaround

Comentario

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 14 de 28

The Micro Focus SMA solution provides built-in process workflows for quick time to value.

True

False

Comentario

Correct

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Courses (OPTIONAL)

- SMA Suite Technical Overview
- SMAX Suite Technical Presentation
- SMAX Suite How to Use Demo

Knowledge Check *

- SMA Suite Knowledge Check
- SMAX Suite Knowledge Check
- SMAX Suite How to Use Demo

Calificaciones y comentarios

Francisco Pelegrina: PERFECTO

Jared Santos Francisco: Sensacional

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 15 de 28

Key outcomes provided by the MicroFocus Configuration Management solution include:

- Better operator efficiency with a single console for all monitoring events.
- Better staff efficiency and lower cost due to automated service modeling.
- Reduced risk of change due to service dependency information.
- Reduced Mean Time to Repair (MTTR) due to better hardware and software inventory information.

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 16 de 28

Which challenges does the SMA Suite address?

Request fulfillment takes too long with many manual tasks.

Service Desk is slow to resolve tickets.

Users want an easier way to interact with the Service Desk, such as chat.

IT needs to monitor systems and applications to increase availability.

Comentario

Correct

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Knowledge Check *

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Pregunta 17 de 28

Key benefits of the ITOM platform (CDF) are:

- Supported on both Windows and Linux.
- Less downtime for patches and upgrades
- Faster implementation times
- Self-healing

Comentario

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Knowledge Check *

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 18 de 28

The functionality provided by the SMA-SM and SMAX versions are exactly the same.

True

False

Comentario

Correct

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Knowledge Check *

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Pregunta 19 de 28

The benefits of the Micro Focus SMA solution include:

- fewer screens in the operations control room
- lower ticket volumes
- reduced cost to run IT
- faster issue resolution
- better end user satisfaction

Comentario

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Knowledge Check *

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Pregunta 20 de 28

A key differentiator for the MicroFocus Orchestration solution is the breadth of content provided for quick time to value.

True

False

Comentario

Correct

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Knowledge Check *

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 21 de 28

Key outcomes of the SMA Suite for IT are:

- Automated change task execution
- Better first call resolution rate
- Reduction in incidents
- Automated request fulfillment
- Automated application quality testing

Comentario

Correct

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Pregunta 22 de 28

Hot Topic Analytics is used to :

Analyze user questions create knowledge articles.

Analyze user searches to create knowledge articles

Analyze Service Level metrics to identify key performance indicators.

Analyze incidents to create Problem records for root cause analysis

Comentario

Correct

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 23 de 28

The SMAX Studio provides the ability to configure a custom process for use in the business outside IT.

True

False

Comentario

Correct

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Courses (OPTIONAL) | Finalizar

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-  SMAX Suite How to Use SMA D... Curso

Knowledge Check * | Finalizar

-  SMA Suite Knowledge Check ... Exam/Test (On Demand)
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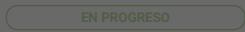
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Pregunta 24 de 28

Codeless configuration utilities are provided to:

Modify user contact information

Modify business rules

Add custom fields

Modify forms

Modify processes

Comentario

Correct

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SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 25 de 28

Competitive differentiators for the MicroFocus Configuration Management System include:

Fast, easy top-down service modeling

Innovative automated software teaching

Support for both agent and agentless discovery

Barcode scanning for automated hardware inventory

Comentario

Correct

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Pregunta 26 de 28

Key outcomes of the SMA Suite for end users are:

- Ability to create their own reports
- Easy-to-use Search and Shop
- Ability to resolve issues without contacting the Service Desk
- Engaging self-service portal interface
- Ability to chat with the Service Desk

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Courses (OPTIONAL)

- SMA Suite Technical Overview Basado en Web
- SMAX Suite Technical Presentation Training Curso
- SMAX Suite How to Use Demo D... Curso

Knowledge Check *

- SMA Suite Knowledge Check ... Exam/Test (On Demand)
- SMAX Suite Knowledge Check,... Exam/Test (On Demand)
- SMAX Suite How to Use Demo D... Exam/Test (On Demand)

Calificaciones y comentarios

Francisco Pelegrina: PERFECTO

Jared Santos Francisco: Sensacional

DETALLES DE CURRÍCULO

MI ESTADO

Mauricio Mejia Estevez Avance 33% EN PROGRESO

AUDITORÍA DE ESTADO

ASIGNADA POR

SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 27 de 28

The high level functions provided by the SMA Suite are:

- Machine Learning and Analytics
- Automation
- Configuration Management
- Service Portal
- Service Management
- Asset Management
- Consolidated Event Console

Comentario

Correct

SALIR DE LA EVALUACIÓN DE DESEMPEÑO ANTERIOR SIGUIENTE

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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 33%

Courses (OPTIONAL)

- SMA Suite Technical Overview
- SMAX Suite Technical Presentation
- SMAX Suite How to Use SMA

Knowledge Check *

- SMA Suite Knowledge Check
- SMAX Suite Knowledge Check
- SMAX Suite How to Use SMA

Calificaciones y comentarios

Francisco Pelegrina: PERFECTO

Jared Santos Francisco: Sensacional

Service Management Automation Technical Certification

5 stars

Marcador Compartir

sma SMA-SM +

INICIO

Hola, Mauricio Mejia Estevez

MI ESTADO

Mauricio Mejia Estevez

Avance 33%

EN PROGRESO

AUDITORÍA DE ESTADO

ASIGNADA POR

DETALLES DE CURRÍCULO

SMA SUITE TECHNICAL OVERVIEW LEVEL 300 KNOWLEDGE CHECK

Pregunta 28 de 28

Micro Focus provides out-of-the-box discovery jobs for which of these enterprise applications:

- Active Directory
- Exchange
- Micro Focus Service Manager
- SAP
- Oracle

Comentario

Correct

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

ANTERIOR

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