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Explorar



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Marcador

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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 How to Use and Demo Training, Level 340 Knowledge Check

A catalog manager must be able to define a business rule to configure conditions for showing or hiding a user option.

 True False

Comentario

Correct

Pregunta 1 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

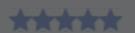


Siguiente

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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Finalizado 3 de 3

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

Exam/Test (On Demand)



SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check

The Change model defines the default change type (standard, Normal, Emergency) for a new change but the user can modify the change type later in the workflow by selecting a different change type from the change type drop-down list.

 True False

Comentario

Correct

Pregunta 2 de 50

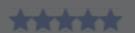
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



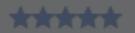
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Courses (OPTIONAL)

Finalizar 1 de 3

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Basado en Web

Knowledge Check *

Finalizado 3 de 3

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

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check****SMAX supports encrypted fields.** True False**Comentario**

Correct

Pregunta 3 de 50

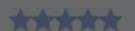
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



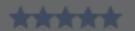
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Courses (OPTIONAL)

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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 How to Use and Demo Training, Level 340 Knowledge Check

This report type is generated on a defined schedule and reflects historic data values over time.

 Operational Report Analytic Report

Comentario

Incorrect

Pregunta 4 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

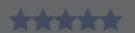


Siguiente

Calificaciones y comentarios



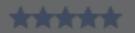
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 SMA Suite Technical Overvie...
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Basado en Web SMA Suite How to Use and D...
Basado en Web

Knowledge Check *

Finalizado 3 de 3

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

Exam/Test (On Demand)



SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check

Which SMAX module supports top-down Impact Analysis using the "Affecting Cis" button?

- Problem
- Request
- Change
- Incident

Comentario

Correct

Pregunta 5 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

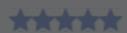


Siguiente

Calificaciones y comentarios



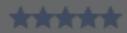
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Courses (OPTIONAL)

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

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 How to Use and Demo Training, Level 340 Knowledge Check**

The Project Portfolio Executive Summary dashboard allows the Project Manager to assess the health of their projects based on these aspects(Select all that apply)

- Actual Cost
- Resource demand
- Risk and issue
- Planned Cost
- Budget
- Business Value

Comentario

Correct

Pregunta 6 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

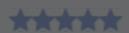


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Mauricio Mejia Estevez

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EN PROGRESO

AUDITORÍA DE ESTADO

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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 How to Use and Demo Training, Level 340 Knowledge Check

What additional Smart Analytics features are provided in SMAX that are not available in SMA-SM?
(Select all that apply)

- Hot Topic Analytics for user searches
- Hot Topic Analytics for user questions
- Hot Topic Analytics for Survey responses
- Change Analytics

Comentario

Correct

Pregunta 7 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

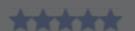


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Finalizar 1 de 3



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 How to Use and Demo Training, Level 340 Knowledge Check****A known error in SMAX is a problem with the known error check box ticked.** True False**Comentario**

Correct

Pregunta 8 de 50

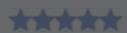
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Knowledge Check *

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 How to Use and Demo Training, Level 340 Knowledge Check**

In SMAX, a unified inbox showing records from multiple process types is provided for these record types(Select all that apply)

- People and Groups
- Incidents and Problems
- Tasks
- Approvals

Comentario

Correct

Pregunta 9 de 50

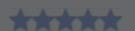
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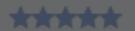
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Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)



SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check

The maximum number of user options that can be configured on an offering in SMAX is:

 100 250 unlimited 25

Comentario

Correct

Pregunta 10 de 50

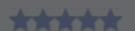
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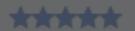
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Exam/Test (On Demand) SMA Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check****SMAX provides workflows for Standard, Normal, and Emergency changes out-of-the-box.** True False**Comentario**

Correct

Pregunta 11 de 50

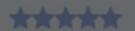
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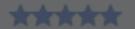
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Basado en Web



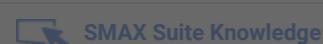
Basado en Web

Knowledge Check *

Finalizado 3 de 3



Exam/Test (On Demand)



Exam/Test (On Demand)

saltar al contenido principal

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check****Entitlement rules can be based on(Select all that apply)** Groups Location Department Roles Service**Comentario**

Correct

Pregunta 12 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

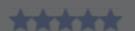


Siguiente

Calificaciones y comentarios



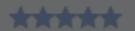
Francisco Pelegrina: PERFECT



03/06/2019 8:45 AM



Jared Santos Francisco: Sensational



30/04/2019 1:02 PM

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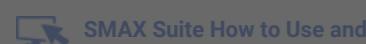
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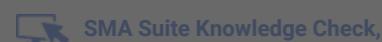
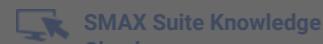
Courses (OPTIONAL)

Finalizar 1 de 3

SMA Suite Technical Overvie...
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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 How to Use and Demo Training, Level 340 Knowledge Check****Pricing for a catalog offering can vary by:** Location Department Service Organization**Comentario**

Correct

Pregunta 13 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

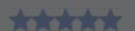


Siguiente

Calificaciones y comentarios



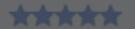
Francisco Pelegrina: PERFECT



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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 How to Use and Demo Training, Level 340 Knowledge Check****Select the SLT types that are applicable to Support Requests and Incidents(Select all that apply)** Approval Initial Review Fulfillment Resolution**Comentario**

Incorrect

Pregunta 14 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

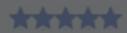


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Courses (OPTIONAL)

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 How to Use and Demo Training, Level 340 Knowledge Check

Approvals can be defined for these record types(Select all that apply)

- Problem
- Incident
- Change
- Support Request
- Service Request

Comentario

Correct

Pregunta 15 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

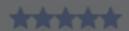


Siguiente

Calificaciones y comentarios



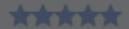
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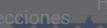


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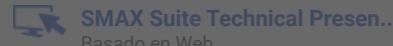
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Courses (OPTIONAL)

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 How to Use and Demo Training, Level 340 Knowledge Check****The change calendar in SMAX includes both tasks and changes.** True False**Comentario**

Correct

Pregunta 16 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

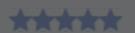


Siguiente

Calificaciones y comentarios



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Courses (OPTIONAL)

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Basado en Web SMAX Suite 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 How to Use and Demo Training, Level 340 Knowledge Check**

CI auto-detection in the description field is available in both the SMA-SM and SMAX flavors of the SMA Suite.

 True False

Comentario

Correct

Pregunta 17 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

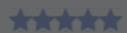


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Basado en Web SMA Suite How to Use and D...
Basado en Web

Knowledge Check *

Finalizado 3 de 3

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

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check**

For surveys, SMAX automatically generates reports on numerical responses and provides hot topic analytics to analyze textual responses.

 True False

Comentario

Correct

Pregunta 18 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Siguiente

Calificaciones y comentarios



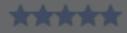
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Courses (OPTIONAL)

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 How to Use and Demo Training, Level 340 Knowledge Check****The background indexing process in SMAX runs at what frequency?**

- Every 5 minutes
- Every 1 minute
- Every hour
- Once a day
- Every 15 minutes

Comentario

Correct

Pregunta 19 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Siguiente

Calificaciones y comentarios



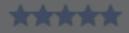
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 SMA Suite Knowledge Check,
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Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check**

SMAX provides ticket process SLTs while SMA-SM provides both ticket process and service/CI availability SLTs.

 True False

Comentario

Correct

Pregunta 20 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

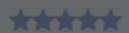


Siguiente

Calificaciones y comentarios



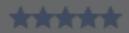
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Basado en Web SMAX Suite How to Use and D...
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Exam/Test (On Demand) SMAX Suite Knowledge Check,...
Exam/Test (On Demand)**saltar al contenido principal**

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check**

The Proposal Analytics bubble chart provides a visual way to assess these aspects of the proposals to decide if the proposal should be funded as a formal project(Select all that apply)

 Resource demand Risk rating Budget Actual Cost Planned cost Business Value**Comentario**

Correct

Pregunta 21 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

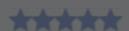


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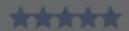
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Courses (OPTIONAL)

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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 How to Use and Demo Training, Level 340 Knowledge Check****A stockroom with no locations listed in the "Locations Served" tab will serve all locations.** True False**Comentario**

Correct

Pregunta 22 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



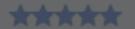
Francisco Pelegrina: PERFECT



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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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 How to Use and Demo Training, Level 340 Knowledge Check**

An agent with the proper permissions can specify these permissions for a view that they have created(Select all that apply)

 by Service Public by Location Private by Assignment Group

Comentario

Correct

Pregunta 23 de 50

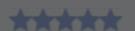
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



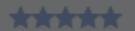
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Mauricio Mejia Estevez

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EN PROGRESO

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Courses (OPTIONAL)

Finalizar 1 de 3

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

Knowledge Check * | Finalizado 3 de 3

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

Exam/Test (On Demand)



SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check

Localization for additional languages was added in the 2018.02 release of SMAX.

 True False

Comentario

Correct

Pregunta 24 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Siguiente

Calificaciones y comentarios



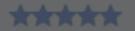
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Courses (OPTIONAL)

Finalizar 1 de 3

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

Knowledge Check *

Finalizado 3 de 3

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

Exam/Test (On Demand)



SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check

Which flavor of the SMA Suite allows the user to drag and drop a change on the change calendar to reschedule it?

 SMAX SMA-SM

Comentario

Correct

Pregunta 25 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

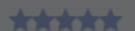


Siguiente

Calificaciones y comentarios



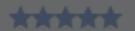
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Courses (OPTIONAL)

Finalizar 1 de 3

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

Knowledge Check *

Finalizado 3 de 3

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

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check**

Unique non-IT categories for HR requests are provided out-of-the-box with the SMAX HR application.

 True False**Comentario**

Correct

Pregunta 26 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

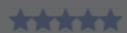


Siguiente

Calificaciones y comentarios



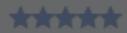
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Courses (OPTIONAL)

Finalizar 1 de 3



SMA Suite Technical Overvie...

Basado en 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 How to Use and Demo Training, Level 340 Knowledge Check****The record prefix for each record type is configurable in SMAX.** True False**Comentario**

Correct

Pregunta 27 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

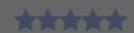


Siguiente

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Courses (OPTIONAL)

Finalizar 1 de 3



Basado en Web



Basado en Web



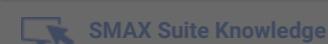
Basado en Web

Knowledge Check *

Finalizado 3 de 3



Exam/Test (On Demand)



Exam/Test (On Demand)

saltar al contenido principal

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check****The Smart Email feature in SMAX allows a user to perform these four actions(Select all that apply)**

- Provide feedback on a KM article
- Update an existing request
- Create an idea
- Approve a request or change
- Accept or reject a solution
- Create a new request

Comentario

Correct

Pregunta 28 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

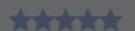


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Courses (OPTIONAL)

Finalizar 1 de 3

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

Knowledge Check *

Finalizado 3 de 3

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

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check****The Project Financial Planning tab tracks(Select all that apply)** Financial benefits Actual Cost Budget Risk and issue Planned Cost Resource demand

Comentario

Correct

Pregunta 29 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

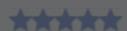


Siguiente

Calificaciones y comentarios



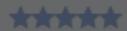
Francisco Pelegrina: PERFECT



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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 How to Use and Demo Training, Level 340 Knowledge Check****The SMAX SLA module supports both SLAs and OLAs.** True False**Comentario**

Correct

Pregunta 30 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



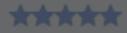
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Courses (OPTIONAL)

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 How to Use and Demo Training, Level 340 Knowledge Check****The Application Portfolio Management module provides(Select all that apply)**

- an inventory of applications
- Application roadmap timelines
- Application Cloudification survey and optimization engine resulting in quality score for potential for cloudification
- Optimization report to retire legacy applications

Comentario

Correct

Pregunta 31 de 50

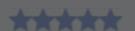
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



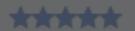
Francisco Pelegrina: PERFECT



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Jared Santos Francisco: Sensational



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DETALLES DE RUTA

Avance 66%

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 How to Use and Demo Training, Level 340 Knowledge Check****To mark a task as completed, the agent must press which button?**

- Done
- Completed
- Submit
- Validate

Comentario

Correct

Pregunta 32 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Siguiente

Calificaciones y comentarios



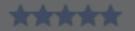
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Finalizar 1 de 3

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Basado en Web

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

Exam/Test (On Demand)



SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check

Incident models are supported in both flavors of the SMA Suite. True False

Comentario

Correct

Pregunta 33 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

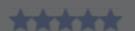


Siguiente

Calificaciones y comentarios



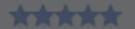
Francisco Pelegrina: PERFECT



03/06/2019 8:45 AM



Jared Santos Francisco: Sensational



30/04/2019 1:02 PM

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Marcador

Compartir

SMA-SM

sma



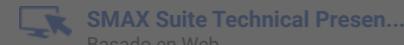
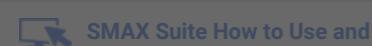
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DETALLES DE RUTA

Avance 66%

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 How to Use and Demo Training, Level 340 Knowledge Check****The list of Affected Services is displayed on which record type in SMAX.**

- Incident
- Problem
- Release
- Change

Comentario

Correct

Pregunta 34 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Siguiente

Calificaciones y comentarios

 Francisco Pelegrina: PERFECT
★★★★★

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★★★★★

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Courses (OPTIONAL)

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

Knowledge Check *

Finalizado 3 de 3

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

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check**

Two factor authentication is provided for approvals out-of-the-box in which flavor of the SMA Suite?

 SMAX SMA-SM**Comentario**

Correct

Pregunta 35 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



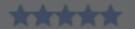
Francisco Pelegrina: PERFECT



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Mauricio Mejia Estevez

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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 How to Use and Demo Training, Level 340 Knowledge Check**

A single suite licensing methodology is used for both the SMA-SM and SMAX flavors of the SMA Suite.

 True False

Comentario

Correct

Pregunta 36 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

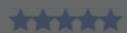


Siguiente

Calificaciones y comentarios



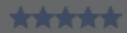
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Courses (OPTIONAL)

Finalizar 1 de 3

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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 How to Use and Demo Training, Level 340 Knowledge Check**

The Asset Management features of the SMAX solution are included in the SACM module as part of the Express version of the Suite.

 True False

Comentario

Correct

Pregunta 37 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



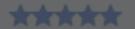
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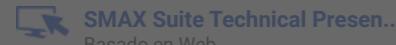
Avance 66%

Courses (OPTIONAL)

Finalizar 1 de 3



Basado en Web



Basado en Web



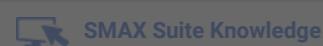
Basado en Web

Knowledge Check *

Finalizado 3 de 3



Exam/Test (On Demand)



Exam/Test (On Demand)

saltar al contenido principal

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check****Entitlement rules are used to define the Audience for(Select all that apply)**

- Themes
- News
- Service Definitions
- Catalog Categories
- Catalog offerings
- Articles

Comentario

Correct

Pregunta 38 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

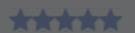


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Courses (OPTIONAL)

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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 How to Use and Demo Training, Level 340 Knowledge Check

A request for a bundle offering in the catalog will create a parent request and a child request for each offering in the bundle.

 True False

Comentario

Correct

Pregunta 39 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

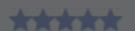


Siguiente

Calificaciones y comentarios



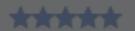
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Courses (OPTIONAL)

Finalizar 1 de 3

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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 How to Use and Demo Training, Level 340 Knowledge Check

An agent must look at which section on the General tab of a Service Request to see the user options selected by the user when ordering a catalog item?

- History
- Catalog offering
- Targets
- User Options

Comentario

Correct

Pregunta 40 de 50

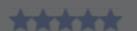
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



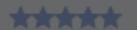
Francisco Pelegrina: PERFECT



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Courses (OPTIONAL)

Finalizar 1 de 3

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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 How to Use and Demo Training, Level 340 Knowledge Check**

A Service Definition must be moved to which phase in the workflow to be visible in the Service Portal?

- Build
- Operate
- Decommission
- Plan

Comentario

Correct

Pregunta 41 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

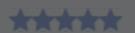


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Basado en Web SMAX Suite How to Use and D...
Basado en Web

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 How to Use and Demo Training, Level 340 Knowledge Check****This report type is generated on the fly using real-time data and doesn't support calculated fields.** Operational Report Analytic Report**Comentario**

Correct

Pregunta 42 de 50

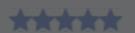
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



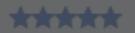
Francisco Pelegrina: PERFECT



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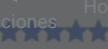


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Courses (OPTIONAL)

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

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check**

Match the change workflow with the number of approval phases offered in the out-of-the-box workflows.

<input checked="" type="checkbox"/>	Standard	0
<input checked="" type="checkbox"/>	Emergency	1
<input checked="" type="checkbox"/>	Normal	2

Comentario

Correct

Pregunta 43 de 50

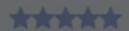
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



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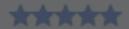
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DETALLES DE RUTA

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 How to Use and Demo Training, Level 340 Knowledge Check**

The HR module is implemented as a separate workflow under the Service Request Management module.

 True False

Comentario

Correct

Pregunta 44 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

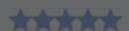


Siguiente

Calificaciones y comentarios



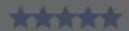
Francisco Pelegrina: PERFECT



03/06/2019 8:45 AM



Jared Santos Francisco: Sensational



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Courses (OPTIONAL)

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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 How to Use and Demo Training, Level 340 Knowledge Check**

To localize knowledge articles, the user must export them to a csv file, enter the translated text in the csv file, and then import the translated content.

 True False

Comentario

Correct

Pregunta 45 de 50

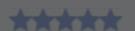
SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Calificaciones y comentarios



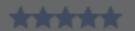
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Courses (OPTIONAL)

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 How to Use and Demo Training, Level 340 Knowledge Check**

Data segmentation for different organizations or companies can be provided using SMAX(Select all that apply)

Separate suite installations for each organization.

Domain segmentation within one tenant

Mandanten

Separate tenants for each organization

Comentario

Correct

Pregunta 46 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

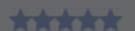


Siguiente

Calificaciones y comentarios



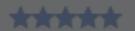
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Avance 66%

Courses (OPTIONAL)

Finalizar 1 de 3

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

Knowledge Check *

Finalizado 3 de 3

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

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check****The key competitive differentiators for the Micro Focus SMAX Suite are(Select all that apply)**

- Industry-leading discovery and service modeling to reduce risk and increase availability
- Big data analytics to increase productivity
- Engaging user interface to decrease ticket volume
- Industry-leading software license compliance reporting to decrease risk of compliance penalty payments
- Flexible deployment options for a lower total cost of ownership

Comentario

Correct

Pregunta 47 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO



Anterior

Calificaciones y comentarios



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Avance 66%

Courses (OPTIONAL)

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

Knowledge Check *

Finalizado 3 de 3

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

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check****Select the SLT types that are applicable to Service Requests(Select all that apply)** Resolution Approval Fulfillment Initial Review**Comentario**

Incorrect

Pregunta 48 de 50

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 How to Use and Demo Training, Level 340 Knowledge Check

A catalog offering in SMAX must be in this status to be visible in the Service Portal. Active Operational Retired New

Comentario

Correct

Pregunta 49 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

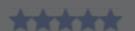


Siguiente

Calificaciones y comentarios



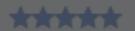
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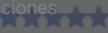


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Courses (OPTIONAL)

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

Exam/Test (On Demand)

**SMAX Suite How to Use and Demo Training, Level 340 Knowledge Check****In SMAX to "Show Impact", the user must first select which of these on the Related CI's tab:**

- one CI and one Service
- one CI and one Service Component
- one CI
- one CI and one System Element

Comentario

Correct

Pregunta 50 de 50

SALIR DE LA EVALUACIÓN DE DESEMPEÑO

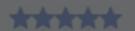


Anterior

Calificaciones y comentarios



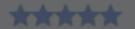
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