



Vendor: SAP

Exam Code: C_BOSUP_90

Exam Name: SAP Certified Support Associate - Incident Management with SAP BusinessObjects

Version: DEMO

QUESTION 1

How can you find the Root Cause Analysis within SAP Solution Manager?

- A. Use the appropriate work center transaction code.
- B. Fill in the search box with keyword Root Cause Analysis.
- C. Open a new application with default settings.
- D. Use the left side menu.

Answer: A

QUESTION 2

What does Mission-Critical Support within SAP Enterprise Support include? (Choose two)

- A. Ramp-up support
- B. Robust Service Level Agreements (SLA)
- C. 7 x 24 root cause analysis
- D. SAP system backup

Answer: BC

QUESTION 3

You need to inform SAP that your SAP Solution Manager implementation is ready to go live for your customer.

How do you proceed?

- A. Call the Customer Interaction Center.
- B. Call your account manager to ask for help.
- C. Send an email to SAP EMEA Support.
- D. Create a message using the component SV-SMG-SUP within Service Desk.

Answer: D

QUESTION 4

Some messages may require you to decline a customer's request. In these situations, what type of response should you send to the customer?

- A. Avoid the message for as long as possible eventually the customer will not want you to take any action.
- B. You cannot deny the customer's request as the customer is always right.
- C. Update the customer with an honest and clear answer right away to avoid having the situation becoming more difficult.
- D. Update the customer regularly to let them know you need more time to investigate the issue.

Answer: C

QUESTION 5

What is SAP Solution Manager?

- A. It supports the implementation throughout the entire life-cycle from the business blueprint to the configuration to production processing.

- B. It is an application that is part of the SAP Supply Chain Management application.
- C. It is a robust and lean standard-based platform that enables you to develop Java and composite applications from scratch.
- D. It is a relational database system that can be used as an alternative to databases from other vendors.

Answer: A

QUESTION 6

Which of the following are functions of SAP Solution Manager? (Choose two)

- A. Solution Monitoring
- B. Service Marketplace
- C. Service Desk
- D. Backup and Recovery

Answer: AC

QUESTION 7

How can you setup SAP EarlyWatch Alert?

- A. Using SMSY transaction to activate a pre-defined SAP EarlyWatch Alert
- B. Using SMSY transaction to create your logical components first, if this is not already done
- C. Connecting to SAP Service Marketplace and setting up the parameters
- D. Connecting to SAP Service Marketplace and defining your landscape

Answer: B

QUESTION 8

Which tasks can you perform manually in a Managed System configuration? (Choose two)

- A. Configuration of DBA Cockpit
- B. Adjustment of HTTP Log Parameter
- C. Implementation of benchmarking procedures
- D. Redirection of system calls to SAP Support Backbone

Answer: AB

QUESTION 9

When would the SAP Support Desk provide support directly to a client holding a maintenance agreement with the partner?

- A. If the client has a support agreement with both the partner and SAP for the same installation.
- B. For any Very High message forwarded by the partner.
- C. For any Very High message raised outside of the defined business hours.
- D. If the partner support consultants are on holiday.

Answer: C

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