SAP EDUCATION

SAMPLE QUESTIONS: C_ITSP_70

SAP Certified Associate Support Engineer

Disclaimer: These sample questions are for self-evaluation purposes only and do not appear on the actual certification exams. Answering the sample questions correctly is no guarantee that you will pass the certification exam. The certification exam covers a much broader spectrum of topics, so do make sure you have familiarized yourself with all topics listed in the exam competency areas before taking the certification exam.

Questions

[1.] You are setting up SAP Early Watch Alert in SAP Solution Manager.
What data is transferred from the SAP satellite systems into the SAP Solution Manager?

Note: There are 3 correct answers to this question.

a)	O	System configuration data
b)	O	Application data
c)	O	User logon data (user ID and password)
d)	O	Workload by transaction
e)	O	Number of active users

2. What error types can be analyzed by using the E2E Exception Analysis in an SAP NetWeaver AS ABAP system?

Please choose the correct answer.

a)	O	ABAP SysLog errors ABAP dumps ABAP update errors IDoc errors
b)	O	ABAP run-time errors ABAP database inconsistency errors ABAP system errors
c)	O	ABAP system errors .Net system errors MDM system errors TREX system
d)	O	ABAP problem class errors ABAP application component errors ABAP error message

[3.] You are performing a workload analysis in SAP Solution Manager by checking general performance in the ABAP Basis Workload Summary.

Which Key Performance Indicators (KPIs) indicate a good performance?

Note: There are 3 correct answers to this question.

a)	O	When the ABAP kernel processing time < 10% response time.
b)	O	When the average CPU time < 40 % of (response time – wait time).
c)	O	When the IDoc Inbound processing time < 20ms.
d)	O	When the wait time < 10% response time.
e)	O	When the average database request time < 40 % of (response time – wait time).

4. What runtime environments are provided by SAP NetWeaver?

Note: There are 2 correct answers to this question.

a)	O	AS Java
b)	O	JBoss AS
c)	O	AS ABAP
d)	O	Apache Tomcat
e)	O	WebSphere AS

5. SAP recommends a three-system landscape for ABAP development. Assume you must correct an error in an ABAP program that occurred in the production system.

In which sequence should you use the three-system landscape to correct the error?

Please choose the correct answer.

a)	O	Development system -> quality assurance system -> production system
b)	O	Development system -> production system -> quality assurance system
c)	O	Quality assurance system -> development system -> production system
d)	O	Production system -> quality assurance system ->

		development system

6. Which of the following functions does SAP Supply Chain Management (SCM) offer?

Please choose the correct answer.

a)	O	Communication to customers through different interaction channels
b)	O	Product development, safety, quality and maintenance
c)	O	Optimization of the procurement strategy with supplier pool
d)	O	Planning and optimization of supply chains across company boundaries

7. Which kind of databases can be connected to the DBA Cockpit?

Please choose the correct answer.

a)	O	Only databases of non-ABAP systems
b)	O	Any third-party database
c)	O	Only databases supported by SAP
d)	O	Only databases of ABAP systems

8. Which SAP Solution Manger Service Desk interfaces are available?

Note: There are 3 correct answers to this question.

a)	O	Third-party service desk tool
b)	O	SAP global support backbone
c)	O	SAP Solution Manager Trace Analysis
d)	O	Managed SAP systems
e)	O	SAP NetWeaver Administration (NWA)

9. Your company implemented the Change Request Management scenario with SAP Solution Manager following the IT Infrastructure Library (ITIL) approach.

What principles are governing the Change Request Management process?

Note: There are 3 correct answers to this question.

a)	O	Each change should be documented.
b)	O	The developers engaged in the change implementation can also perform and confirm the acceptance tests.
c)	O	The change manager categorizes, approves, and monitors the change requests.
d)	O	Each change has to be approved before development starts.
e)	O	In the case of urgent corrections, changes can be implemented without approval.

10. SAP recommends a three-system landscape with a development, quality assurance, and productive system.

What is the purpose of the quality assurance system regarding developments?

Please choose the correct answer.

a)	O	To check data quality of productive application data after weekly transfer
b)	O	To consolidate decentralized development and execute coding checks
c)	O	To develop repository objects and execute syntax checks
d)	O	To check the changes without influencing production

Solutions

1 a) Correct	**2** a) Correct	**3** a) Incorrect	**4** a) Correct	**5** a) Correct
1 b) Inorrect	2 b) Incorrect	3 b) Correct	4 b) Incorrect	5 b) Incorrect
1 c) Incorrect	2 c) Incorrect	3 c) Incorrect	4 c) Correct	5 c) Incorrect
1 d) Correct	2 d) Incorrect	3 d) Correct	4 d) Incorrect	5 d) Incorrect
1 e) Correct		3 e) Correct	4 e) Incorrect	
6 a) Incorrect	**7** a) Incorrect	**8** a) Correct	**9** a) Correct	**10** a) Incorrect
6 b) Incorrect	7 b) Incorrect	8 b) Correct	9 b) Incorrect	10 b) Incorrect
6 c) Incorrect	7 c) Correct	8 c) Incorrect	9 c) Correct	10 c) Incorrect
6 d) Correct	7 d) Incorrect	8 d) Correct	9 d) Correct	10 d) Correct
		8 e) Incorrect	9 e) Incorrect	

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