



Oracle

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**Oracle Maintenance Cloud 2023 Implementation
Professional**

QUESTION & ANSWERS

Question: 1

A customer is experiencing connection issues with their integrated third-party system. The customer followed the recommended steps in the Troubleshooting Guide but the issue persists. What is the next step the Oracle Maintenance Cloud Implementation Professional should take to resolve this issue?

- A. Gather more information and escalate the issue to the Technical Support team.
- B. Configure a proxy server to work with the integrated third-party system.
- C. Reboot the servers and test the connection again.
- D. Reconfigure the integrated third-party system.

Answer: A

Explanation/Reference:

Option 1: Gathering more information and escalating the issue to the Technical Support team is the correct answer as the customer has already followed the standard troubleshooting guide. Option 2: Configuring a proxy server might not resolve the issue as the connection issue could be related to another server or configuration. Option 3: Rebooting the servers will not resolve the issue as the customer has already followed the standard troubleshooting guide. Option 4: Reconfiguring the integrated third-party system might not resolve the issue if the configuration was done correctly and it is a server or network-related issue.

Question: 2

In Oracle Maintenance Cloud, how can you restrict a user's access to specific assets within the Asset Hierarchy?

- A. Assign the user to an asset group that includes only the specific assets they need to access
- B. Restrict the user's access at the Site, Organization, or Maintenance Zone levels
- C. Customize the user's role to exclude access to any asset outside of a specific Asset Category
- D. Use Best Practice Settings to limit a user's asset access to only the specific assets they need

Answer: A

Explanation/Reference:

Option 1: This is the correct answer. In Oracle Maintenance Cloud, you can restrict a user's access to specific assets within the Asset Hierarchy by assigning the user to an asset group that includes only the specific assets they need to access. Asset Groups can be created and managed in the Asset Groups work area, and users can be assigned to Asset Groups either individually or through the use of Job Roles. Option 2: This answer is incorrect. While it is possible to restrict a user's access at the Site, Organization, or Maintenance Zone levels, this would limit the user's access to all assets within that level. This would not allow for specific asset access restriction. Option 3: This answer is incorrect. While it is

possible to customize the user's role to exclude access to any asset outside of a specific Asset Category, this would not allow for specific asset access restriction. It would only restrict the user's access based on Asset Category. Option 4: This answer is incorrect. While Best Practice Settings can be used to limit a user's asset access, this would not allow for specific asset access restriction. It would only limit access based on the Best Practice Settings that have been defined.

Question: 3

What is the purpose of using a resource pool in Work Orders and Resource Management?

- A. To assign work orders to individual resources
- B. To group resources together for easier management
- C. To track the availability of resources by resource type
- D. To monitor the utilization of individual resources

Answer: B

Explanation/Reference:

Option 1: A resource pool is not used to assign work orders to individual resources as that can be done directly from the work order form. Option 2: Correct. A resource pool in Work Orders and Resource Management is used to group resources together for easier management. This allows for easier assignment of resources to work orders, as well as tracking of resource availability by resource type. Option 3: Tracking resource availability by resource type is not the main purpose of a resource pool, as this can also be achieved through the resource calendar. Option 4: Monitoring the utilization of individual resources is not the primary purpose of a resource pool as it is more relevant to the individual resource assignments.

Question: 4

What is the role of User Security Administrator in Oracle Maintenance Cloud 2023, and what permissions are granted to this user?

- A. User Security Administrator is responsible for creating and managing users and their roles and has full access permissions to system settings and all modules.
- B. User Security Administrator is responsible for creating and managing users and their roles and has full access permissions to create and modify reports only.
- C. User Security Administrator is responsible for creating and managing users and their roles and has restricted access permissions to system settings and all modules.
- D. User Security Administrator is responsible for creating and managing users and their roles and has full read-only access permissions to system settings and all modules.

Answer: C

Explanation/Reference:

Option 1: This option is incorrect as User Security Administrator should have restricted access permissions. If they have full access to system settings and all modules, there is a risk of data and privacy breaches. Option 2: This option is incorrect as User Security Administrator is responsible for more than just reports. They should have permissions for creating and managing users and their roles in addition to other activities such as managing user profiles, roles, and access policies. Option 3: This option is correct as User Security Administrator is responsible for creating and managing users and their roles and has restricted access to system settings and all modules, which means that they only have the permissions relevant to their work. Option 4: This option is incorrect as User Security Administrator should have permissions for creating and modifying user roles, access policies, and profiles in addition to just read-only access to system settings and all modules.

Question: 5

What is the correct procedure for troubleshooting an issue with an Oracle Maintenance Cloud implementation?

- A. Identify the issue, gather information, and escalate the issue to higher-level support teams.
- B. Perform a root cause analysis, implement a fix, and document the resolution.
- C. Restart the application server, perform a data backup, and run a server health report.
- D. Consult the user manual, uninstall and reinstall the affected module, and submit a bug report.

Answer: B

Explanation/Reference:

Option 1: This answer is too general. While the steps listed may be part of the troubleshooting process, they do not provide a specific procedure for resolving the issue. Option 2: This answer is correct. The correct procedure for troubleshooting an issue with an Oracle Maintenance Cloud implementation is to perform a root cause analysis, implement a fix, and document the resolution. This involves identifying the issue, gathering information, analyzing the data, developing a solution, and testing the fix to ensure it resolves the issue without causing any additional problems. Finally, all steps should be properly documented to ensure that future developers are able to quickly identify similar issues and implement the same solution. Option 3: This answer is incorrect. While restarting the application server, performing a data backup, and running a server health report may be helpful in certain situations, they are not a complete troubleshooting procedure for resolving an issue with an Oracle Maintenance Cloud implementation. Option 4: This answer is incorrect. Consulting the user manual, uninstalling and reinstalling the affected module, and submitting a bug report may be helpful in certain situations, but they are not a complete troubleshooting procedure for resolving an issue with an Oracle Maintenance Cloud implementation.

Question: 6

What is the purpose of the Failure Mode and Effects Analysis (FMEA) report in Maintenance Analytics and Reporting?

- A. To identify the root cause of a failure
- B. To predict future failures before they occur
- C. To calculate the total cost of ownership of an asset
- D. To track the progress of maintenance work orders

Answer: B

Explanation/Reference:

Option 1: This option is incorrect because the FMEA report is not used to identify the root cause of a failure, but to identify potential failure modes and their effects on the asset. Option 2: This option is correct because the FMEA report is used to predict future failures before they occur, so that maintenance technicians can take preventive measures to avoid them. Option 3: This option is incorrect because the FMEA report does not calculate the total cost of ownership of an asset, but instead identifies potential failure modes and their effects on the asset. Option 4: This option is incorrect because tracking the progress of maintenance work orders is not the purpose of the FMEA report, which focuses on risk assessment and preventive maintenance.

Question: 7

Which of the following is true about the material status feature in Oracle Inventory Management?

- A. It can only be set at the item level.
- B. It can only be set to Active or Inactive.
- C. It can be set at the organization level.
- D. It can be set to any status name defined in the system.

Answer: C

Explanation/Reference:

Option 1: This option is incorrect because material status can be set at both the item and organization level. Option 2: This option is incorrect because material status can be set to any status name defined in the system, not just Active or Inactive. Option 3: This option is correct because material status can be set at the organization level to control availability for all items in that organization. Option 4: This option is incorrect because material status cannot be set to any status name defined in the system. Status names must be predefined in the system before they can be used.

Question: 8

What is the purpose of the Preventive Maintenance (PM) Schedules in Oracle Maintenance Cloud?

- A. To create a work order for assets when they break down unexpectedly
- B. To schedule planned maintenance tasks and inspections for assets
- C. To record the cost of assets and their maintenance
- D. To track the location of assets

Answer: B

Explanation/Reference:

Option 1: Incorrect: PM Schedules are meant to prevent asset breakdowns, not react to them. Option 2: Correct: The purpose of PM Schedules is to schedule planned maintenance tasks and inspections for assets in order to prevent unexpected breakdowns and extend the asset's life. Option 3: Incorrect: Cost tracking is a separate feature and not the primary purpose of PM Schedules. Option 4: Incorrect: Asset tracking and location is a separate feature and not the primary purpose of PM Schedules.

Question: 9

What is the purpose of the Oracle Maintenance Cloud task 'Service Request Details'?

- A. To view the history and details of a service request
- B. To create a new service request
- C. To view the service request queue
- D. To close a service request

Answer: A

Explanation/Reference:

Option 1: This option is correct because the 'Service Request Details' task allows the user to view the history and details of a service request, including information about the customer, the product, the symptoms, the resolution, and any attachments. This information can help the user troubleshoot and resolve issues more efficiently. Option 2: This option is incorrect because creating a new service request is done through the 'Create Service Request' task, not 'Service Request Details'. Option 3: This option is incorrect because viewing the service request queue is done through the 'Service Request Queue' task, not 'Service Request Details'. Option 4: This option is incorrect because closing a service request is done through the 'Close Service Request' task, not 'Service Request Details'.