

# C9560-659<sup>Q&As</sup>

Fundamentals of Applying IBM SmartCloud Control Desk V1

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**QUESTION 1**

Which three main capabilities are combined into IBM SmartCloud Control Desk?

- A. Asset Management, Network Management, Event Management
- B. Change Management, Contract Management, Performance Management
- C. Asset Management, Change Management, Service Request Management
- D. Service Request Management, Discovery Management, Problem Management

Correct Answer: C

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**QUESTION 2**

Requests from the Service Catalog are often processed by which related process?

- A. Service DeskProcess
- B. Request Fulfillment Process
- C. Service Provisioning Process
- D. Service Level Management Process

Correct Answer: B

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**QUESTION 3**

Which ticket type must be used to investigate the underlying cause of a set of issues?

- A. Incident
- B. Solution
- C. Problem
- D. Process Request

Correct Answer: C

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**QUESTION 4**

In IBM SmartCloud Control Desk the offerings support several approvals for fulfillment. Which record types can be used for fulfillment of the request after approval?

- A. Work Orders, Releases, Change, and Tasks

- B. View Service Requests, Tasks, Incidents, and Activities
- C. Service Requests, Activities and Tasks, Work Orders, and Changes
- D. Process Request, View Catalog Request, Activities, and Work Orders

Correct Answer: C

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#### QUESTION 5

Which statement best describes the Service Request Management functionality in IBM SmartCloud Control Desk?

- A. A tool that provides end-to-end IT and Enterprise asset lifecycle management on a single integrated platform.
- B. A tool that enables users to request, deploy, monitor and manage cloud computing services. It also provides traceable approvals and processes.
- C. A tool that helps customers manage, audit, and coordinate change and configuration management processes using user interlaces and workflows that facilitate cross-silo cooperation.
- D. A tool that provides a comprehensive and modular approach to integrated service desk and service catalog management enabling IT personnel to improve the efficiency of service delivery and to drive down operating costs.

Correct Answer: D

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