

C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

What are three different ticket types available in IBM SmartCloud Control Desk? (Choose three.)

- A. Change
- B. Incident
- C. Solution
- D. Problem
- E. Service Request
- F. Configuration Item

Correct Answer: BDE

QUESTION 2

Which process changes the definition of a Configuration Items?

- A. Change Management
- B. Release Management
- C. Configuration Management
- D. Configuration Items Management

Correct Answer: C

QUESTION 3

What functionality will a user need to define a set of tasks that will be applied to the Service Request once the Catalog Request is submitted and approved?

- A. Job Plan
- B. Fulfillment Plan
- C. Ticket Template
- D. Fulfillment Template

Correct Answer: A

QUESTION 4

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

QUESTION 5

What is the purpose of the EventTracker filter?

- A. Events are logged into a SystemOut.log file.
- B. To log events from external monitoring systems.
- C. To track the event of the selected components only.
- D. It helps to identify potential issues by tracking the overall usage of the application.

Correct Answer: D

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