C9560-659$^{Q\&As}$

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

What is the IBM SmartCloud Control Desk (SCCD) application server used for?

A. To apply SCCD fix packs

B. To generate SCCD EAR files

C. To provide a SCCD runtime environment

D. To customize Maximo Business Object Java code

Correct Answer: C

QUESTION 2

When installing an enterprise solution, which edition of IBM SmartCloud Control Desk can be installed?

A. Only Entry Edition

B. Any product edition

C. Only Everyplace Edition

D. Only Service Provider Edition

Correct Answer: B

QUESTION 3

Which two criteria can be applied in the Response Plan application? (Choose two.)

A. Assign Labor

B. Apply Solution

C. Apply Security

D. Assign Vendor

E. Assign Material

Correct Answer: BD

QUESTION 4

Which Service Level Agreement (SLA) option can be set at the Organization level in IBM SmartCloud Control Desk?

A. Allow application of multiple SLAs

B. Allow SLAs to be used in multiple sites

C. Apply multiple SLAs based on ticket priority

D. Use calendar for calculating escalation notifications

Correct Answer: A

QUESTION 5

Which three types of data can be loaded using the Quick Configuration tool of IBM SmartCloud Control Desk? (Choose three.)

A. Sites

B. Assets

C. Job Plans

D. Person Users

E. Classifications

F. Configuration Items

Correct Answer: BDF

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