

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

Fundamentals of Applying IBM SmartCloud Control Desk V1

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**QUESTION 1**

Which steps are required for a service desk agent to view all service requests reported by user J.DOE?

- A. Go to the Service Desk module, open the Global Search application, type J. DOE in the search field, and click Search.
- B. Go to the Security module, open the Users application, open the J.DOE record, and navigate to Service Requests tab.
- C. Go to the Service Desk module, open the Service Requests application, type =. DOE in the Reported By field, and click Enter.
- D. For security purposes, a default installation of IBM SmartCloud Control Desk allows service desk agents to see only service requests they have worked on.

Correct Answer: C

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**QUESTION 2**

For easy maintenance, a customer needs to capture individual hourly log files on a daily basis. What setting(s) need to be configured?

- A. In the Logging application, select Action> Manage Appenders, add a new row, fill in File Name, File Size, and Index.
- B. In the System Properties application, select Action > Manage Logging, add a new row, fill in File Name, File Size, and Index.
- C. In the Logging application, select Action > Manage Appenders, select Polling, fill in File Name, File Size, and Backup Index to 24.
- D. In the System Properties application, select Action > Manage Appenders, schedule to run every 24 hours, fill in File Name, and File Size.

Correct Answer: C

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**QUESTION 3**

What are three types of IBM SmartCloud Control Desk offerings? (Choose three.)

- A. Action
- B. Descriptive
- C. Work Order
- D. Work Request
- E. Service Catalog
- F. Service Request

Correct Answer: ABF

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**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

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**QUESTION 5**

What are three valid outcomes of the IT Asset Management process? (Choose three.)

- A. Controlling the changes to the asset
- B. Eliminating exposure to risks relating to IT assets
- C. Governing assets to drive the right trade-offs in investments and usage of assets
- D. Providing accurate and timely information about technology assets and their configuration
- E. Providing assets in an accurate and timely manner to supply, movement, or other requests
- F. Managing IT assets in compliance with legal, industry, and corporate standards and requirements

Correct Answer: CEF

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