C9560-659 Q&As

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

What is a responsibility of the Service Catalog Designer?

A. To define which services are available to which users

B. To provide Service Level Agreement details for catalog entries

C. To determine which catalog views should be added or deleted

D. To keep the entries aligned with the services in the IT Portfolio

Correct Answer: D

QUESTION 2

The communication template can be configured for multiple recipients. What are three types of objects allowed as recipients? (Choose three.)

A. Roles

B. UserID

C. Ticket Owners

D. Person Groups

E. E-mail Address

F. Security Groups

Correct Answer: ADE

QUESTION 3

What are three sections of the Self Service Center? (Choose three.)

A. My News

B. My Assets

C. My Solutions

D. My Requests

E. My Service Desk

F. My Configuration Items

Correct Answer: ABD

QUESTION 4

At what data level are currency codes stored?

A. Site

B. Item

C. System

D. Organization

Correct Answer: C

QUESTION 5

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 6

Which two statements are true about workflow process enablement in IBM SmartCloud Control Desk? (Choose two.)

A. Workflow processes are run at the next database restart.

B. Workflow processes are automatically assigned to the default user.

C. Enabling a process does not involve validating the structure of the process.

D. Workflow process records are in a draft or a development stage until the record is enabled.

E. After a process record is enabled and activated, the record is locked and it is ready for use.

Correct Answer: DE

QUESTION 7

By default, what are three of the required fields in a bulletin board message? (Choose three.)

A. Subject

B. Message

C. Message ID

D. Organization

E. Person Group

F. Expiration Date

Correct Answer: ACF

QUESTION 8

Which three middleware components are mandatory with an IBM SmartCloud Control Desk installation? (Choose three.)

A. Web Server

B. Directory Server

C. Database Server

D. Application Server

E. Integration Composer

F. Deplorer\\'s Workbench

Correct Answer: ACD

QUESTION 9

What are two capabilities of the Quick Configuration application in IBM SmartCloud Control Desk? (Choose two.)

A. Data loading

B. Restart server

C. Configure an Organization and Site

D. Service Desk content configuration

E. Service Catalog content configuration

Correct Answer: AC

QUESTION 10

Lee creates a Service Request (SR) for Ann through the Self Service Center but Ann cannot see the SR. What is the likely cause for this?

A. Ann is not populated on the SR correctly.

B. Ann is not enabled for Self Service Center.

C. Ann is unable to see the SR until it is in a status of In Progress.

D. Ann does not have access to the View Service Request application.

Correct Answer: A

QUESTION 11

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

QUESTION 12

Which file would be found to review for debugging an issue if given this path:

\IBM\Websphere\AppServer\Profiles\\logs\czapplicationserver>?

A. De.log

B. Fusion.log

C. Maximo.log

D. SystemOut.log

Correct Answer: D

QUESTION 13

Which format is used to import and export workflow processes in IBM SmartCloud Control Desk?

A. XSL

B. Java

C. XML

D. VBS

Correct Answer: C

QUESTION 14

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 15

Which two activities are included in the scope of IT Asset management? (Choose two.)

A. Risk Management

B. License Management

C. Security Management

D. Inventory Management

E. Configuration Management

Correct Answer: BD

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