Vendor:IBM

Exam Code:C9560-659

Exam Name: Fundamentals of Applying IBM SmartCloud Control Desk V1

Version: Demo

QUESTION 1

An object structure can be consumed by which two capabilities? (Choose two.)

A. Pole

B. Action

C. Report

D. Workflow

E. Migration

Correct Answer: CE

QUESTION 2

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

QUESTION 3

The customer requirement is to automate an e-mail being sent to the service desk team whenever a new Service Request (SR) is created. How should this be implemented?

A. Manually send an e-mail from the SR once it is saved

B. Modify the standard SR ITIL v3 process to send an e-mail

C. Create a cron task that will send an e-mail for each SR in the status NEW

D. Create an escalation that will send an e-mail for each SR in the status NEW

Correct Answer: D

QUESTION 4

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

QUESTION 5

IBM SmartCloud Control Desk is an IT Infrastructure Library compliant solution that includes which features?

A. Self Service Catalog, Change/Configuration/Release Management, and Event Management

B. Self Service Catalog, Network Management, and IT Asset Lifecycle and Compliance Management

C. Self Service Catalog, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance Management

D. Service Desk, Cloud Provisioning, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance Management

Correct Answer: C

QUESTION 6

When creating a migration package definition, what are two required attributes? (Choose two.)

A. Type

B. Change Role

C. Migration Group

D. Compiled Source

E. Processing Action

Correct Answer: AE

QUESTION 7

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 8

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

QUESTION 9

Which statement is true regarding Work Type settings?

A. Start and Complete Status are mandatory fields to create a work type.

B. Work types can be defined Work Order, Change, Release, and Process Request record types.

C. In order for Work Type settings to be available a restart of the MXServer application server is required.

D. To access Work Type settings go to Administration> Organizations, find the desired Organization then Select Action> Labor Options > Work Type.

Correct Answer: C

QUESTION 10

When a bulletin board message has been created and approved, what happens if no audience is specified?

A. An error is generated.

B. The message will be visible to all users.

C. The message will not be visible to any user.

D. The message will only be visible to the creator.

Correct Answer: B

QUESTION 11

Most loggers are inactive by default and set to which mode level?

A. WARN

B. DEBUG

C. ERROR

D. DEFAULT

Correct Answer: C

QUESTION 12

Which IBM SmartCloud Control Desk offering is appropriate for a customer needing only a Service Desk and simple change management?

A. Everyplace

B. Entry Edition

C. Service Provider

D. IBM SmartCloud Control Desk

Correct Answer: B