

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

Fundamentals of Applying IBM SmartCloud Control Desk V1

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### QUESTION 1

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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### QUESTION 2

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

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### QUESTION 3

Which application is used in IBM SmartCloud Control Desk to configure an event that is triggered when a record is found that meets the conditions defined by an escalation point or workflow process?

- A. Actions
- B. Automation Scripts
- C. Activities and Tasks
- D. Service Level Agreements

Correct Answer: A

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#### QUESTION 4

In order to respect the dependencies between components, what is the deployment sequence for IBM Smart Cloud Control Desk VMImage?

- A. Oracle virtual machine for the database and then WebLogic Application Server virtual machine.
- B. IBM DB2 virtual machine for the database and then WebLogic Application Server virtual machine.
- C. IBM DB2 virtual machine for the database and then IBM WebSphere Application Server virtual machine.
- D. IBM WebSphere Application Server virtual machine and then IBM DB2 virtual machine for the database.

Correct Answer: C

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#### QUESTION 5

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

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#### QUESTION 6

Impact Analysis is a part of which process?

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

Correct Answer: A

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#### QUESTION 7

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

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#### QUESTION 8

Which application is used in IBM SmartCloud Control Desk to manually import data such as users, assets, and configuration items?

- A. Data Analyzer
- B. Migration Manager
- C. Integration Framework
- D. Enterprise Identity Mapping

Correct Answer: C

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#### QUESTION 9

What is the difference between an Actual Configuration Item and a Configuration Item (CI)?

- A. There maybe an active Change created against the CI.
- B. There must be an active Change created against the CI.
- C. There may be an active Change created against the Actual CI.
- D. There must be an active Change created against the Actual CI.

Correct Answer: A

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#### QUESTION 10

An end user logs a service request about an application being down. A service desk agent reviews the request and determines it is an incident and that this issue has occurred before. What might be the logical flow of records to resolve this issue long term?

- A. Problem, Activities and Tasks, Change
- B. Problem, Change, Release, and Work Order
- C. Problem, Work Order, Change, and Job Plan Tasks

D. Problem, Process Request, Change, and Work Order

Correct Answer: A

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#### QUESTION 11

Which statement is true regarding configurations in the Security Group application?

- A. Each end user has one and only one Start Center.
- B. Limits and tolerances are defined at the system level.
- C. End users may go directly to the Service Request application after logging in.
- D. The member of a security group that has the option selected Independent of Other Groups? Cannot be a member of other security groups.

Correct Answer: C

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#### QUESTION 12

Which property name is used to discover or debug long running statements?

- A. mxe.mbocount
- B. mxe.db.QueryTimeout
- C. mxe.db.logSQLTimeLimit
- D. mxe.webclient.asyncrendertimelimit

Correct Answer: C

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#### QUESTION 13

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

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#### QUESTION 14

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 15

Which two database servers are supported by IBM SmartCloud Control Desk installation? (Choose two.)

- A. Sybase
- B. MySQL
- C. Informix
- D. IBM DB2
- E. Microsoft SQL server

Correct Answer: DE

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