

IBM Certified Associate C9560-652

IBM SmartCloud Control Desk V7.5 Fundamentals

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Version: 7.0

Question: 1

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

Answer: A, C, F

Question: 2

What are two virtual machine images that must be deployed to implement the IBM SmartCloud Control Desk VM Image solution? (Choose two.)

- A. IBM DB2 virtual machine
- B. IBM Tivoli Directory Server virtual machine
- C. Administrative Workstation virtual machine
- D. IBM Tivoli Integration Composer virtual machine
- E. IBM WebSphere Application Server virtual machine

Answer: A, E

Question: 3

Updating asset information in a controlled manner is part of the IT Asset Management process. Which two related processes provide information on required updates to assets? (Choose two.)

- A. Incident Management
- B. Release Management
- C. Security Management
- D. Service Level Management
- E. Service Request Management

Answer: A, B

Question: 4

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

- A. WARN
- B. DEBUG
- C. ERROR
- D. DEFAULT

Answer: C

Question: 5

Which statement best describes the Service Request Management functionality in IBM SmartCloud Control Desk V7.5?

- 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.

Answer: D

Question: 6

Which format is used to import and export workflow processes in IBM SmartCloud Control Desk V7.5?

- A. XSL
- B. Java
- C. XML
- D. VBS

Answer: C

Question: 7

An end user is presented with fields to gather specific or additional data when creating a service request from the Self Service Center. Where are these fields presented to the service desk agent when working the ticket?

- A. Activities tab
- B. Specification tab

- C. Solutions Details tab
- D. Service Request tab in the Details section

Answer: B

Question: 8

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.

Answer: C

Question: 9

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

Answer: D

Question: 10

Which application is used in IBM SmartCloud Control Desk V7.5 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

Answer: A

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