IBM

Exam C9560-659

Fundamentals of Applying IBM SmartCloud Control Desk V1

Version: 4.0

[Total Questions: 103]

Question No : 1

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

Answer: D,E

Question No : 2

What is the purpose of the Promotion process?

A. To create configuration items (CI) from Actual CIs
B. To create Actual CIs from CIs
C. To enable CIs to be used in the Change Management process
D. To enable Actual CIs to be used in the Change Management process

Answer: A

Question No : 3

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

Answer: C

Question No : 4

What is the primary use of the IBM SmartCloud Control Desk (SCCD) Launchpad?

A. Installing SCCD
B. Transferring core data
C. Using the SCCD Navigator
D. Obtaining SCCD product information

Answer: A

Question No : 5

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

Answer: D

Question No : 6

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

Answer: C

Question No : 7

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.

Answer: D,E

Question No : 8

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

Answer: C

Question No : 9

Which IBM SmartCloud Control Desk edition would include applications and capabilities to manage the data centers of multiple customers?

A. Everyplace
B. Entry Edition
C. Service Provider offering
D. IBM SmartCloud Control Desk

Answer: C

Question No : 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.

Answer: A

Question No : 11

Which records are updated as a result of the reconciliation process?

A. Linked assets
B. Configuration items
C. Actual configuration items
D. No records are updated by the reconciliation process

Answer: D

Question No : 12

Configuration items with relationships and configuration management processes can support many applications in IBM SmartCloud Control Desk. Which three application are likely to be supported? (Choose three.)

A. Change
B. Incident
C. Inventory
D. Workflow
E. Work Order
F. Service Request

Answer: A,B,F

Question No : 13

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

A. XSL

B. Java

C. XML

D. VBS

Answer: C

Question No : 14

What are two inputs of the Asset Management process? (Choose two.)

A. Items

B. Asset Reports

C. Definitive Spares

D. Supporting Contracts

E. Asset Reconciliation Data

Answer: A,D

Question No : 15

In IBM SmartCloud Control Desk, workflow inbox assignments and workflow notifications are always made to who?

A. Roles

B. Users

C. People

D. Supervisors

Answer: A

Question No : 16

What is one way to determine which software is installed?

A. Help > System Information

B. Administration> Resources

C. System Configuration > Logging
D. Platform Configuration > System Properties

Answer: A

Question No : 17

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.

Answer: C

Question No : 18

At what data level are currency codes stored?

A. Site
B. Item
C. System
D. Organization

Answer: C

Question No : 19

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