IBM

Exam C2010-659

Fundamentals of Applying IBM SmartCloud Control Desk V1

Version: 4.0

[Total Questions: 103]

Question No : 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 No : 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 No : 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 No : 4

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

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

Answer: C

Question No : 5

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.

Answer: D

Question No : 6

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 : 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 No : 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 No : 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 No : 10

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

Answer: A

Question No : 11

The Start Center's Help menu provides links to which two resources? (Choose two.)

A. IBM Redbooks
B. Self Service Help
C. StartCenterHelp
D. IBM Electronic Support
E. IBM developer Works Wiki

Answer: C,D

Question No : 12

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 : 13

Which process changes the definition of a Configuration Items?

A. Change Management

B. Release Management

C. Configuration Management

D. Configuration Items Management

Answer: C

Question No : 14

IBM SmartCloud Control Desk supports which two application servers? (Choose two.)

A. Apache Tomcat

B. IBM DB2 Server

C. IBM WebSphere

D. Tivoli Directory Sewer

E. Oracle BEA WebLogic

Answer: C,E

Question No : 15

Where can a user find the application to manage authorized assets?

A. Assets module, Assets application

B. Assets module, Authorized Assets application

C. IT Infrastructure module, Reconciliation application

D. IT Infrastructure module, Authorized Assets application

Answer: A

Question No : 16

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

Answer: A

Question No : 17

Where are the IBM SmartCloud Control Desk log files located?

A. \ibm\smp\logs
B. \ibm\smp\maximo\tools\maximo
C. <WAS_HOME>/profiles/ctgAppSrv01/logs/M/Server
D. <WAS_HOME>/profiles/ctgAppSrv01/profiles/ctgDmgr01/logs

Answer: C

Question No : 18

Which three main capabilities are combined into IBM SmartCloud Control Desk?

A. Asset Management, Network Management, Event Management
B. Change Management, Contract Management, Performance Management
C. Asset Management, Change Management, Service Request Management
D. Service Request Management, Discovery Management, Problem Management

Answer: C