

IBM

Exam C9560-040

**IBM SmartCloud Control Desk V7.5 Change Configuration Release
Management Implementation**

Version: 6.0

[Total Questions: 100]

Question No : 1

What are two capabilities of the Quick Configuration application in IBM SmartCloud Control Desk V7.5? (Choose two.)

- A. Data loading
- B. Restart server
- C. Configure an Organization and Site
- D. Service Desk content configuration
- E. Service Catalog content configuration

Answer: A,C

Question No : 2

The communication template can be configured for multiple recipients. What are three types of objects allowed as recipients? (Choose three.)

- A. Roles
- B. UserID
- C. Ticket Owners
- D. Person Groups
- E. E-mail Address
- F. Security Groups

Answer: A,D,E

Question No : 3

Which two database servers are supported by IBM SmartCloud Control Desk V7.5 installation? (Choose two.)

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

Answer: D,E

Question No : 4

Which ticket type must be used for a user who is asking for information?

- A. Incident
- B. Problem
- C. Service Request
- D. Process Request

Answer: C

Question No : 5

Which three main capabilities are combined into IBM SmartCloud Control Desk V7.5?

- 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

Question No : 6

Which component is optional in an IBM SmartCloud Control Desk V7.5 installation?

- A. Web server
- B. Directory server
- C. Database server
- D. Application server

Answer: B

Question No : 7

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 : 8

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

Answer: B,D

Question No : 9

During the workflow design process in IBM SmartCloud Control Desk V7.5, which application stores information about individuals such as users, laborers, asset owners, and supervisors who receive workflow notifications?

- A. Users
- B. People
- C. Delegates
- D. Supervisors

Answer: B

Question No : 10

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 interfaces 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 : 11

Which Service Level Agreement (SLA) option can be set at the Organization level in IBM SmartCloud Control Desk V7.5?

- A. Allow application of multiple SLAs
- B. Allow SLAs to be used in multiple sites
- C. Apply multiple SLAs based on ticket priority
- D. Use calendar for calculating escalation notifications

Answer: A

Question No : 12

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 : 13

Which two statements are true about workflow process enablement in IBM SmartCloud Control Desk V7.5? (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 : 14

Why would an IBM SmartCloud Control Desk V7.5 user have two Start Centers?

- A. The user belongs to two person groups.
- B. The user belongs to two security groups.
- C. Two Start Centers are assigned to the person group that the user belongs to.
- D. Two Start Centers are assigned to the security group that the user belongs to.

Answer: B

Question No : 15

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 : 16

What is the purpose of the Update Promotion action?

- A. To update attributes of the configuration item (CI) based on the information from the Actual CI
- B. To update attributes of the Actual CI based on the information from the CI
- C. To update attributes of the CI based on the information from the Change Management process
- D. To update attributes of the Actual CI based on the information from the Change Management process

Answer: A

Question No : 17

What can be configured by an administrator in the Self Service Center application?

- A. The background color of the shopping cart.
- B. The fonts for the Self Service Center application.
- C. The colors and thresholds limits for the monitor gauges.
- D. The items included in the navigator and the order in which they are displayed.

Answer: D

Question No : 18

A service desk agent receives a service request in their work queue. By default, how is it made visually clear this request was created from a standard offering?

- A. On the Specification tab there is a Show Offering dialog box
- B. On the Service Request header the Source field says Standard Offering
- C. On the Activities tab the check box for is checked for- Is standard offering?
- D. On the Service Request the fields Catalog Request ID and Source are populated