IBM

Exam C9560-656

IBM SmartCloud Control Desk V7.5 Service Request Management Implementation

Version: 6.0

[Total Questions: 119]

Topic break down

Topic	No. of Questions
Topic 1: Volume A	61
Topic 2: Volume B	58

Topic 1, Volume A

**Question No : 1 - (Topic 1)**

Which statement is true about cart templates in IBM SmartCloud Control Desk V7.5?

A. It is possible to add multiple cart templates in a shopping cart.
B. It is possible to add only one cart template in each shopping cart.
C. It is possible to add multiple cart templates in a shopping cart only after the offering is validated.
D. It is possible to add multiple cart templates in a shopping cart only if each item in the cart template is different.

Answer: A

Question No : 2 - (Topic 1)

Click the Exhibit button.
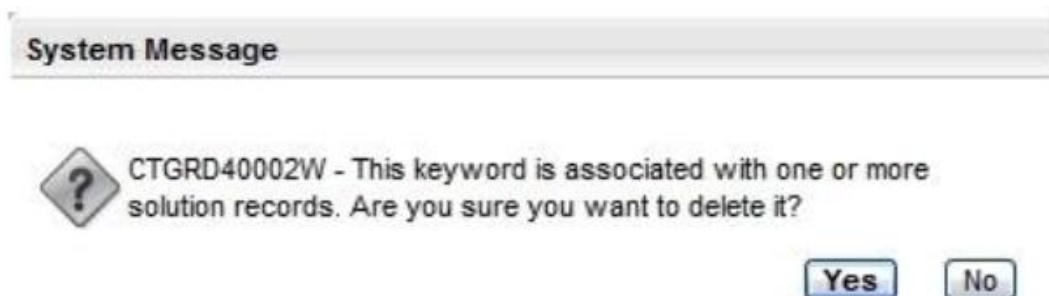
An IT support specialist is reviewing existing solutions in the Solutions application. She decides to remove a few of the existing keywords from a general list and marks records for deletion in the Add Delete Ke9words dialog. Some of the keywords are associated with the existing Solutions and she receives the system message in the Exhibit.

What will happen when she selects Yes?

A. Records will not removed from the general list.
B. Records will be removed from the general list only.
C. Records will be removed from the general list and from the Solutions Keywords sections.
D. Records will be removed from the general list but values will be left in the Solutions

---

Keywords sections.

Answer: C

Question No : 3 - (Topic 1)

What type of record is required for the E-mail Listener application to process an incoming e-mail message?

A. user
B. person
C. administrator
D. a valid e-mail address from the sender

Answer: B

Question No : 4 - (Topic 1)

What needs to be defined in order to create an Offering?

A. at least one Catalog
B. at least one Workflow
C. at least one Classification
D. at least one Ticket Template

Answer: C

Question No : 5 - (Topic 1)

Which statement is true about deleting cart templates in the Cart Template application?

A. Cart templates can always be deleted.
B. Cart templates in Active status cannot be deleted.
C. Cart templates can be deleted only if no offerings have been added in them.
D. Cart templates can be deleted only if they have not been added to any shopping cart.

Answer: A

Question No : 6 - (Topic 1)

What is the Priority Matrix used for?

A. To set the Internal Priority based on Impact and Urgency
B. To set the External Priority based on Impact and Urgency
C. To set the Internal Priority based on Impact and Reported Priority
D. To set the External Priority based on Impact and Reported Priority

Answer: A

Question No : 7 - (Topic 1)

Where can a user with proper privileges go to remove the My Requests section from the Self Service Center application?

A. the System Properties application
B. the Application Designer application
C. the configuration file for Self Service Center
D. the Self Service Center Configuration application

Answer: C

Question No : 8 - (Topic 1)

What does the Catalogs application manage?

A. offerings in specific catalogs
B. user access to specific offerings
C. user access to specific catalogs
D. to specify an image for a specific catalog

Answer: A

Question No : 9 - (Topic 1)

When the Service Provider add-on is installed, which statement is true about a customer-specific solution in IBM SmartCloud Control Desk V7.5?

A. It can be applied on a ticket for any customer.
B. It can be applied only on a ticket for a global customer.
C. It can only be applied on a ticket for a customer that is associated with the solution.
D. It can only be applied on a ticket for a customer that is associated with global solutions.

Answer: C

Question No : 10 - (Topic 1)

When a Ticket Template includes a Job Plan and is applied to an Incident, where will the tasks be listed?

A. On the Log tab
B. On the Activities tab
C. On the Specifications tab
D. On a work order listed on the Related Records tab

Answer: B

Question No : 11 - (Topic 1)

Which statement is true regarding activities and response plans?

A. Activities specified on response plans are copied over to the service request(SR) when the response plans is applied.
B. Activities specified on the job plan associated with a response plan are copied over to the SR when the response plan is applied.
C. Activities specified on the solution associated with a response plan are copied over to the SR when the response plan is applied.
D. Activities specified on the Ticket Template associated with a response plan are copied over to the SR when the response plan is applied.

Answer: D

Question No : 12 - (Topic 1)

What is a potential benefit related to using Service Desk optional content?

A. Integration with Problem, Change, and Release Management processes.
B. Predefined Service Level Agreements to ensure measurable service delivery.
C. ITIL aligned best practice processes to support service request management.
D. A clearly defined system administrator role supported by dedicated start centers and security groups to align with the functions of the role.

Answer: C

Question No : 13 - (Topic 1)

A consultant is implementing the Incident and Problem Management process at a customer site. The customer requires that an incident is associated to a problem record before it is resolved. What should be done to accomplish this?

A. Create an incident and check Is Known Error check box
B. Add a reference to the problem in the Incident Work Log
C. Use the Select Action menu to create a problem from incident record
D. Use the Failure Reporting tab to create a problem record and associates it with the incident

Answer: C

Question No : 14 - (Topic 1)

A survey must be in which status in order to make and apply updates?

A. Draft
B. Closed
C. Inactive
D. Pending

Answer: A

Question No : 15 - (Topic 1)

In IBM SmartCloud Control Desk V7.5, which two applications can be filtered by individual service or service group? (Choose two.)

A. Users
B. Actions
C. Contracts
D. User Groups
E. Work Orders

Answer: C,E

Question No : 16 - (Topic 1)

What is the purpose of creating a problem record?

A. to send an e-mail communication to a user with the status of their issue
B. to enable the connection between an Incident record and a Change record
C. to escalate an incident to a problem team when a more difficult technical solution or change to a production environment is required for resolution
D. to capture an unknown, underlying cause of one or more incidents so that similar incidents in the future are prevented or have a lesser business impact

Answer: D

Question No : 17 - (Topic 1)

Which statement is true regarding search functions?

A. It is possible to select additional attributes to search in the Global Search application.
B. It is possible to select additional objects/classes to search in the Global Search application.
C. It is possible to select additional attributes to search in the Self Service Global Search application.
D. It is possible to select additional objects/classes to search in the Self Service Global Search application.

Answer: A