



C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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**QUESTION 1**

When creating a migration package definition, what are two required attributes? (Choose two.)

- A. Type
- B. Change Role
- C. Migration Group
- D. Compiled Source
- E. Processing Action

Correct Answer: AE

QUESTION 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

Correct Answer: ADE

QUESTION 3

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



Correct Answer: ABF

QUESTION 4

What is the only IBM SmartCloud Control Desk edition available to customers using the Software as a Service model from IBM?

- A. IBM SmartCloud Control Desk
- B. IBM SmartCloud Control Desk Entry Edition
- C. IBM SmartCloud Control Desk Service Provider Edition
- D. IBM SmartCloud Control Desk Service Request Edition

Correct Answer: A

QUESTION 5

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

Correct Answer: A

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