



C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

IBM SmartCloud Control Desk is an IT Infrastructure Library compliant solution that includes which features?

- A. Self Service Catalog, Change/Configuration/Release Management, and Event Management
- B. Self Service Catalog, Network Management, and IT Asset Lifecycle and Compliance Management
- C. Self Service Catalog, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance Management
- D. Service Desk, Cloud Provisioning, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance Management

Correct Answer: C

QUESTION 2

After an organization is created using the Quick Configuration application, what additional data must be created in the Organizations application?

- A. Users
- B. Locations
- C. Work Type
- D. Classifications

Correct Answer: C

QUESTION 3

The Self Service Center is a single application where self service users can perform which two actions? (Choose two.)

- A. Order offerings
- B. Create solutions
- C. Configure the system
- D. Submit service requests
- E. Promote configuration items

Correct Answer: AD

QUESTION 4



Which IBM SmartCloud Control Desk applications best align to the Information Technology Infrastructure Libraryv3 Service Design process?

- A. Catalog, Security, Escalation, and Incident
- B. Offerings, Service Request, Escalation, and Workflow
- C. Offerings, Catalog, Service Level Agreements, and Escalations
- D. Service Level Agreements, Service Requests, Incidents, and Offerings

Correct Answer: C

QUESTION 5

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.

Correct Answer: C

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