C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

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

Correct Answer: AD

QUESTION 2

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

Correct Answer: DE

QUESTION 3

In IBM SmartCloud Control Desk the offerings support several approvals for fulfillment. Which record types can be used for fulfillment of the request after approval?

- A. Work Orders, Releases, Change, and Tasks
- B. View Service Requests, Tasks, Incidents, and Activities
- C. Service Requests, Activities and Tasks, Work Orders, and Changes
- D. Process Request, View Catalog Request, Activities, and Work Orders

Correct Answer: C

QUESTION 4



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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

Correct Answer: A

QUESTION 5

When a bulletin board message has been created and approved, what happens if no audience is specified?

- A. An error is generated.
- B. The message will be visible to all users.
- C. The message will not be visible to any user.
- D. The message will only be visible to the creator.

Correct Answer: B

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