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# C9560-659<sup>Q&As</sup>

Fundamentals of Applying IBM SmartCloud Control Desk V1

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**QUESTION 1**

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

Correct Answer: BD

**QUESTION 2**

Where can a system administrator find the applications to set up organizations and sites?

A. Configuration module

B. Administration module

C. System Configuration module

D. Platform Configuration module

Correct Answer: B

**QUESTION 3**

Which IBM SmartCloud Control Desk offering is appropriate for a customer needing only a Service Desk and simple change management?

A. Everyplace

B. Entry Edition

C. Service Provider

D. IBM SmartCloud Control Desk

Correct Answer: B

**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 process changes the definition of a Configuration Items?

A. Change Management

B. Release Management

C. Configuration Management

D. Configuration Items Management

Correct Answer: C

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