C9560-659 Q&As

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

Which three applications have functionality to perform a global search? (Choose three.)

A. Catalog

B. Change

C. Incident

D. Solution

E. Problem

F. Configuration Items

Correct Answer: CDE

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

Lee creates a Service Request (SR) for Ann through the Self Service Center but Ann cannot see the SR. What is the likely cause for this?

A. Ann is not populated on the SR correctly.

B. Ann is not enabled for Self Service Center.

C. Ann is unable to see the SR until it is in a status of In Progress.

D. Ann does not have access to the View Service Request application.

Correct Answer: A

QUESTION 4

What is an optional IBM SmartCloud Control Desk component?

A. Database

B. Directory server

C. Application server

D. Administrative workstation

Correct Answer: B

QUESTION 5

Which statement best describes the Service Request Management functionality in IBM SmartCloud Control Desk?

A. A tool that provides end-to-end IT and Enterprise asset lifecycle management on a single integrated platform.

B. A tool that enables users to request, deploy, monitor and manage cloud computing services. It also provides traceable approvals and processes.

C. A tool that helps customers manage, audit, and coordinate change and configuration management processes using user interfaces and workflows that facilitate cross-silo cooperation.

D. A tool that provides a comprehensive and modular approach to integrated service desk and service catalog management enabling IT personnel to improve the efficiency of service delivery and to drive down operating costs.

Correct Answer: D

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