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Vendor: IBM

Exam Code: A2010-656

Exam Name: Assess: IBM SmartCloud Control Desk V7.5 Service Request Management Implementation

Version: Demo

Question No : 1 - (Topic 1)

In the Catalogs application, how can an administrator quickly add several offerings into a catalog?

- A. In the Catalog tab, use the Select Offerings option
- B. Click on the Deploy Multiple Offerings icon on the toolbar
- C. Use the Add Multiple Offerings option in the Select Action menu
- D. In the Offerings tab, use the Add Offering option and select multiple offerings at once

Answer: C

Question No : 2 - (Topic 1)

A survey must be in which status in order to make and apply updates?

- A. Draft
- B. Closed
- C. Inactive
- D. Pending

Answer: A

Question No : 3 - (Topic 1)

Which field is mandatory when creating a new Response Plan?

- A. Ranking
- B. Conditions
- C. Description
- D. Response Plan Administrator

Answer: A

Question No : 4 - (Topic 1)

What type of event can be associated with an object launch point?

- A. New
- B. Create
- C. Update
- D. Activate

Answer: C

Question No : 5 - (Topic 1)

Which two types of information are displayed when viewing survey results? (Choose two.)

- A. The percentage of each answers for the number of responses.
- B. The percentage of users who have responded for tracked surveys.
- C. How many users received the survey for tracked but not untracked surveys.
- D. How many user received the survey for both tracked and untracked surveys.
- E. The percentage of answers responded to for each question weighted a value of one (1).

Answer: A,D

Question No : 6 - (Topic 1)

What is the Priority Matrix used for?

- A. To set the Internal Priority based on Impact and Urgency
- B. To set the External Priority based on Impact and Urgency
- C. To set the Internal Priority based on Impact and Reported Priority
- D. To set the External Priority based on Impact and Reported Priority

Answer: A

Question No : 7 - (Topic 1)

A consultant is implementing the Incident and Problem Management process at a customer site. The customer requires that an incident is associated to a problem record before it is resolved. What should be done to accomplish this?

- A. Create an incident and check Is Known Error check box
- B. Add a reference to the problem in the Incident Work Log
- C. Use the Select Action menu to create a problem from incident record
- D. Use the Failure Reporting tab to create a problem record and associates it with the incident

Answer: C

Question No : 8 - (Topic 1)

In IBM SmartCloud Control Desk V7.5, which two applications can be filtered by individual service or service group? (Choose two.)

- A. Users
- B. Actions
- C. Contracts
- D. User Groups
- E. Work Orders

Answer: C,E

Question No : 9 - (Topic 1)

Which action should be taken by an agent before resolving an incident?

- A. Complete each worklog entry
- B. Mark the incident as a known issue
- C. Enter symptom, cause, and resolution in the Solution Details tab
- D. For global incidents, each related incident must be resolved manually

Answer: C

Question No : 10 - (Topic 1)

What are two methods to place a new Service Request (SR) under a Service Level Agreement (SLA)? (Choose two.)

- A. The SLA is applied with an action within a workflow.
- B. Click the Apply SLA action from the Select Action menu.
- C. A ticket template includes a SLA to be applied to the SR.
- D. A SLA is defined as part of the classification used on the SR.
- E. The self-service user selects a valid SLA when creating a new SR.

Answer: A,B

Question No : 11 - (Topic 1)

The Offerings application is used for what two purposes? (Choose two.)

- A. To grant administrative rights to offerings
- B. To define the approvals for the Offering Fulfillment process
- C. To define which catalogs the specific offering is a member of
- D. To create a process that will be followed once the offering is approved
- E. To create a process that will be followed once the offering is requested

Answer: B,C

Question No : 12 - (Topic 1)

What two types of questions are available when creating question and answer sets for surveys? (Choose two.)

- A. Attribute
- B. Free form
- C. Mandatory
- D. Check Box
- E. Combo Box

Answer: B,D

Question No : 13 - (Topic 1)

Which three pieces of information may be stored on a Ticket Template and applied to a Service Request? (Choose three.)

- A. Owner Group
- B. Classification
- C. Internal Priority
- D. Affected Person
- E. Reported Priority
- F. Service Level Agreement

Answer: A,B,C

Question No : 14 - (Topic 1)

Which statement is true about adding keywords to a solutions record?

- A. New keywords can only be added by the owner of the solution.
- B. New keywords can only be added from the Domains application.
- C. New keywords can only be added from the Solutions application.
- D. The keywords list is predefined during implementation and cannot be modified.

Answer: C

Question No : 15 - (Topic 1)

The View Catalog Request application is used for what purpose?

- A. To view and manage all service requests
- B. To view and manage all service requests for a user
- C. To view and manage submitted requests for available offerings for a user
- D. To view and manage submitted requests for available catalogs for a user

Answer: C

Question No : 16 - (Topic 1)

In IBM SmartCloud Control Desk V7.5, which two types of records can be related to a service group? (Choose two.)

- A. Users

- B. Assets
- C. Access
- D. Locations
- E. Time Zones

Answer: B,D

Question No : 17 - (Topic 1)

What is a valid status sequence for a Response Plan?

- A. Draft>Active > Inactive> Active
- B. New> Active> Inactive > Revised
- C. Draft>Pending > Active> Inactive
- D. New> Pending> Active > Revised

Answer: A

Question No : 18 - (Topic 1)

When a Self Service Center user is searching for a particular offering, how can they tell the difference between an offering and a solution if they performed a general search using the Search field?

- A. Offerings have puzzle pieces as icons.
- B. Offerings usually have icons that represent their service.
- C. Offerings for the user will be found in Frequent Requests.
- D. Offerings can only be found in the Request New Service folder.

Answer: B

Question No : 19 - (Topic 1)

Which statement is true about cart templates in IBM SmartCloud Control Desk V7.5?

- A. It is possible to add multiple cart templates in a shopping cart.
- B. It is possible to add only one cart template in each shoppingcart.

- C. It is possible to add multiple cart templates in a shopping cart only after the offering is validated.
- D. It is possible to add multiple cart templates in a shopping cart only if each item in the cart template is different.

Answer: A

Explanation:

QUESTIONNO: 20

How does a service desk agent report the labor time spent for each activity related to resolving a problem?

- A. Use the Time Tracking section
- B. Apply a Service Level Agreement to the problem ticket
- C. Add the labor, start time, and end time in the Failure Reporting tab
- D. Use the buttons Start Timer and Stop Timer in the Problem application

Answer: A

Question No : 20 - (Topic 1)

According to ITIL best practices, what is the primary goal when service desk staff works on an incident?

- A. Resolve the issue quickly
- B. Restore the service quickly
- C. Determine what caused the abnormal condition
- D. Document the interaction between the service desk agent and the user

Answer: B

Question No : 21 - (Topic 1)

Which statement is true about the Self Service Center?

- A. Users with proper access must rebuild the maximo.ear file to remove a section.

- B. Users with proper access can modify the number of sections in the Application Designer.
- C. Users with proper access can modify the content of each section in the Application Designer.
- D. Users with proper access can modify the background of this application in the Application Designer.

Answer: A

Question No : 22 - (Topic 1)

Which feature in IBM SmartCloud Control Desk V7.5 helps a service desk agent create incidents quickly?

- A. A job plan that provides a template to standardize work tasks.
- B. A web macro function that records all the actions and can be re-run to perform repeatable tasks.
- C. Multiple ticket templates applied to the same incident save time and make operations more efficient.
- D. A simplified view containing few fields where it is possible to pick one common request as a template.

Answer: D

Question No : 23 - (Topic 1)

What is the purpose of the Update Tool with Service Catalog optional content?

- A. It is used to install the optional content after the IBM SmartCloud Control Desk V7.5 implementation.
- B. It is used to uninstall the optional content after the IBM SmartCloud Control Desk V7.5 implementation.
- C. It can be used to modify the service content data to reference a different organization, site, set, and vendor.
- D. It can be used to add the additional Service Catalog process content available from the Integrated Service Management Library.

Answer: C

Question No : 24 - (Topic 1)

Which cron task is used to index ticket1 solution, and service catalog records and make them available in the Global Search application?

- A. BBCron
- B. LSNP0RQN
- C. PmSolutionCron
- D. PmobjSearchCron

Answer: D

Question No : 25 - (Topic 1)

In IBM SmartCloud Control Desk V7.5, which statement is true about escalation activation for a specific Service Level Agreement (SLA)?

- A. An escalation can be activated if its validation fails.
- B. When the status of a SLA is changed, the associated escalation changes status automatically.
- C. When the Activate/Deactivate Escalation action is used to activate the escalation, the associated SLA changes status.
- D. When an escalation is created for an active SLA, the Activate/Deactivate Escalation action must be used to activate the escalation.

Answer: D

Question No : 26 - (Topic 1)

In IBM SmartCloud Control Desk V7.5, what are three default statuses of a Service Level Agreement in the Service Level Agreement application? (Choose three.)

- A. Trial
- B. Draft
- C. Active
- D. Inactive
- E. Template

F. Suspended

Answer: B,C,D

Question No : 27 - (Topic 1)

What is a potential benefit related to using Service Desk optional content?

- A. Integration with Problem, Change, and Release Management processes.
- B. Predefined Service Level Agreements to ensure measurable service delivery.
- C. ITIL aligned best practice processes to support service request management.
- D. A clearly defined system administrator role supported by dedicated start centers and security groups to align with the functions of the role.

Answer: C

Question No : 28 - (Topic 1)

Which two applications use catalogs to allow users to search for and order services?
(Choose two.)

- A. Offerings
- B. Catalogs
- C. Offering Catalog
- D. Self Service Center
- E. Create Service Request

Answer: C,D

Question No : 29 - (Topic 1)

Which statement is true regarding activities and response plans?

- A. Activities specified on response plans are copied over to the service request(SR) when the response plans is applied.
- B. Activities specified on the job plan associated with a response plan are copied over to the SR when the response plan is applied.

- C. Activities specified on the solution associated with a response plan are copied over to the SR when the response plan is applied.
- D. Activities specified on the Ticket Template associated with a response plan are copied over to the SR when the response plan is applied.

Answer: D

Explanation:

QUESTIONNO: 31

A user opens an existing problem and wants to be assigned as the owner but there is no Take Ownership button or action. What is the most likely cause?

- A. The problem is in an active workflow and cannot be changed.
- B. The user has recently changed his or her password and must first log out.
- C. The user is not in a security group with the option Take Ownership granted.
- D. The problem is already assigned to another user and cannot be reassigned.

Answer: C

Question No : 30 - (Topic 1)

What data is stored in the Ticket table?

- A. Task records
- B. Solution records
- C. Ticket Template records
- D. Service Request records

Answer: D

Question No : 31 - (Topic 1)

Which two IBM SmartCloud Control Desk V7.5 objects can be used to control how a Service Request offering is fulfilled?(Choose two.)

- A. Actions

- B. Workflow
- C. Escalation
- D. Work Order
- E. Response Plan

Answer: B,E

Question No : 32 - (Topic 1)

In IBM SmartCloud Control Desk V7.5, which two fields can use substitution variables in the Communication Templates application? (Choose two.)

- A. To
- B. Subject
- C. Reply To
- D. Message
- E. Send From

Answer: B,D

Question No : 33 - (Topic 1)

What type of record is required for the E-mail Listener application to process an incoming e-mail message?

- A. user
- B. person
- C. administrator
- D. a valid e-mail address from the sender

Answer: B

Question No : 34 - (Topic 1)

Which field can be defined on a Ticket Template?

- A. Vendor

- B. Source
- C. Customer
- D. Service Level Agreement

Answer: A

Question No : 35 - (Topic 1)

What must be true for a Ticket Template to be applied to a ticket?

- A. The Ticket Template must be in Active status.
- B. The Ticket Template must have a Class defined.
- C. The Ticket Template must have an Organization defined.
- D. The Ticket Template must have the same site as the logged in user.

Answer: A

Question No : 36 - (Topic 1)

Which statement is true regarding tasks on job plans?

- A. Tasks can contain a nested job plan.
- B. Tasks can be added to job plans to track actuals.
- C. The sequence is auto-generated when a task is added to a job plan.
- D. Estimates can be added for labor, materials, service groups, and tools for the task.

Answer: A

Question No : 37 - (Topic 1)

Which statement is true regarding search functions?

- A. It is possible to select additional attributes to search in the Global Search application.
- B. It is possible to select additional objects/classes to search in the Global Search application.
- C. It is possible to select additional attributes to search in the Self Service Global Search application.

D. It is possible to select additional objects/classes to search in the Self Service Global Search application.

Answer: A

Question No : 38 - (Topic 1)

What is the purpose of creating a problem record?

- A.** to send an e-mail communication to a user with the status of their issue
- B.** to enable the connection between an Incident record and a Changerecord
- C.** to escalate an incident to a problem team when a more difficult technical solution or change to a production environment is required for resolution
- D.** to capture an unknown, underlying cause of one or more incidents so that similar incidents in the future are prevented or have a lesser business impact

Answer: D

Question No : 39 - (Topic 1)

IBM SmartCloud Control Desk V7.5 provides new user interlaces of simplified and expert for the Service Requests, Incidents, and Changes applications. How can user accessto the desk agent simplified view be revoked?

- A.** set the global system property desk.agent.sdadeskagent to 0
- B.** set the global system property desk.agent.simplified.view to FALSE
- C.** uncheck the Show Desk Agent Simplified View application option in the User Security application
- D.** uncheck the Show Desk Agent Simplified View application option in the Security Groups application

Answer: D

Question No : 40 - (Topic 1)

A customer is going through an internal quality audit. The auditor is asking for evidence showing thate-mails have been sent from Service Request and Incident applications. Knowing this information can be pulled from the Communication Log sub tab, which

statement is true?

- A. Only e-mails associated to Communication templates are stored.
- B. Only e-mails created using the Select Action menu are stored and keep associations to Service Requests or Incidents.
- C. Communication associated with an escalation or workflow are stored and keep an association to Service Requests or Incidents.
- D. Evidence should be pulled through the Communication Template application since an e-mail does not keep an association to its Service Request or Incident.

Answer: C

Question No : 41 - (Topic 1)

When the Service Provider add-on is installed, which statement is true about a customer-specific solution in IBM SmartCloud Control Desk V7.5?

- A. It can be applied on a ticket for any customer.
- B. It can be applied only on a ticket for a global customer.
- C. It can only be applied on a ticket for a customer that is associated with the solution.
- D. It can only be applied on a ticket for a customer that is associated with global solutions.

Answer: C

Question No : 42 - (Topic 1)

Which statement is true of statuses on job plans?

- A. An ACTIVE job plan cannot be edited without a revision.
- B. Job plans in any status can be viewed from other applications.
- C. The NOTREADY status is the default status for new job plans.
- D. The status of a job plan can be changed to INACTIVE at any time.

Answer: A

Question No : 43 - (Topic 1)

When a Ticket Template includes a Job Plan and is applied to an Incident, where will the tasks be listed?

- A. On the Log tab
- B. On the Activities tab
- C. On the Specifications tab
- D. On a work order listed on the Related Records tab

Answer: B

Question No : 44 - (Topic 1)

Which feature remains disabled by activating themxe.LDAPUserMgmt property when using the LDAP-based authentication configuration?

- A. Create users
- B. Self-registration
- C. Update user information
- D. Add and delete security groups

Answer: B

Question No : 45 - (Topic 1)

Where can a user with proper privileges go to remove the My Requests section from the Self Service Center application?

- A. the System Properties application
- B. the Application Designer application
- C. the configuration file for Self Service Center
- D. the Self Service Center Configuration application

Answer: C

Question No : 46 - (Topic 1)

Click the Exhibit button.

System Message



CTGRD40002W - This keyword is associated with one or more solution records. Are you sure you want to delete it?

Yes

No

An IT support specialist is reviewing existing solutions in the Solutions application. She decides to remove a few of the existing keywords from a general list and marks records for deletion in the Add Delete Keywords dialog. Some of the keywords are associated with the existing Solutions and she receives the system message in the Exhibit.

What will happen when she selects Yes?

- A. Records will not be removed from the general list.
- B. Records will be removed from the general list only.
- C. Records will be removed from the general list and from the Solutions Keywords sections.
- D. Records will be removed from the general list but values will be left in the Solutions Keywords sections.

Answer: C

Explanation:

QUESTIONNO: 49

Which integrated feature of IBM SmartCloud Control Desk V7.5 enables a service desk analyst to take control of user workstations in order to analyze and solve problems?

- A. Tivoli Screen Capture agent
- B. Tivoli Remote Access agent
- C. Tivoli Diagnostics Control agent
- D. Tivoli Remote Diagnostics agent

Answer: D

Question No : 47 - (Topic 1)

How is the Self Service Center enabled to show the user the assets that are associated to them as custodian?

- A. Click the link Show All My Assets
- B. View the recent activities in My Requests
- C. Double-click on the asset record from the My Assets Pod
- D. Click View Service Request and use the arrows next to the assets

Answer: A

Question No : 48 - (Topic 1)

When creating a classification for use with the Service Catalog, which two objects must be specified in the Use With table in the Classifications application? (Choose two.)

- A. SR
- B. PERSON
- C. INCIDENT
- D. WORELEASE
- E. PMSOFFERING

Answer: A,E

Question No : 49 - (Topic 1)

The Weight field is used in the calculation of which option when working with questions for surveys?

- A. survey reports
- B. user responses
- C. question ratings
- D. ordering the questions in a survey

Answer: A

Question No : 50 - (Topic 1)

What needs to be defined in order to create an Offering?

- A. at least one Catalog
- B. at least one Workflow
- C. at least one Classification
- D. at least one Ticket Template

Answer: C

Question No : 51 - (Topic 1)

What is the purpose of the Automation Scripts application?

- A. to generate scripts and compile Java files to automate routine tasks
- B. to generate scripts and compile Java files to automate data importation
- C. to implement scripts to automate routine tasks without having to recompile Java files
- D. to implement scripts to automate data importation without having to restart the server

Answer: C

Explanation:

QUESTIONNO: 55

Which statement is true about deleting cart templates in the Cart Template application?

- A. Cart templates can always be deleted.
- B. Cart templates in Active status cannot be deleted.
- C. Cart templates can be deleted only if no offerings have been added in them.
- D. Cart templates can be deleted only if they have not been added to any shopping cart.

Answer: A

Question No : 52 - (Topic 1)

What does the Catalogs application manage?

- A. offerings in specific catalogs

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