

100% Money Back Guarantee

Vendor: IBM

Exam Code: C2010-656

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

Version: Demo

Topic 1, Volume A

QUESTION NO: 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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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 shopping cart.
- 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

QUESTION NO: 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: 21

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: 22

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: 23

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: 24

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: 25

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: 26

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: 27

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: 28

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: 29

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: 30

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

QUESTION NO: 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: 32

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: 33

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: 34

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: 35

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: 36

Which field can be defined on a Ticket Template?

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

Answer: A

QUESTION NO: 37

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: 38

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.

To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Trying our product !

- ★ **100%** Guaranteed Success
- ★ **100%** Money Back Guarantee
- ★ **365 Days** Free Update
- ★ **Instant Download** After Purchase
- ★ **24x7** Customer Support
- ★ Average **99.9%** Success Rate
- ★ More than **69,000** Satisfied Customers Worldwide
- ★ Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 One Year Free Update <p>Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 Money Back Guarantee <p>To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 Security & Privacy <p>We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

Guarantee & Policy | Privacy & Policy | Terms & Conditions

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.