C9560-659 Q&As

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

The customer requirement is to automate an e-mail being sent to the service desk team whenever a new Service Request (SR) is created. How should this be implemented?

A. Manually send an e-mail from the SR once it is saved

B. Modify the standard SR ITIL v3 process to send an e-mail

C. Create a cron task that will send an e-mail for each SR in the status NEW

D. Create an escalation that will send an e-mail for each SR in the status NEW

Correct Answer: D

QUESTION 2

What can be configured by an administrator in the Self Service Center application?

A. The background color of the shopping cart.

B. The fonts for the Self Service Center application.

C. The colors and thresholds limits for the monitor gauges.

D. The items included in the navigator and the order in which they are displayed.

Correct Answer: D

QUESTION 3

Which two properties must be specified in order to save an organization record? (Choose two.)

A. Site

B. Default Item Status

C. Base Currency 1 and 2

D. Default Stock Category

E. General Ledger Clearing Account

Correct Answer: BD

QUESTION 4

Which two criteria can be applied in the Response Plan application? (Choose two.)

A. Assign Labor

B. Apply Solution

C. Apply Security

D. Assign Vendor

E. Assign Material

Correct Answer: BD

QUESTION 5

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 6

What are two appropriate Key Performance Indicators for the Service Catalog Management Process? (Choose two.)

A. Number of accesses per month

B. Number of calls to the service desk

C. Percent of users who use the service catalog

D. Percent of users who are aware of the service catalog

E. Number of services published including Service Level Agreements/Targets

Correct Answer: AC

QUESTION 7

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

QUESTION 8

The Start Center\\'s Help menu provides links to which two resources? (Choose two.)

A. IBM Redbooks

B. Self Service Help

C. StartCenterHelp

D. IBM Electronic Support

E. IBM developer Works Wiki

Correct Answer: CD

QUESTION 9

An end user is able to access asset records in site A but not in site B. What are two possible causes? (Choose two.)

A. Data restriction is configured.

B. Site B is not authorized to the user.

C. Site B is not assigned in person groups that the user is in.

D. Site B is not authorized in security groups that the user is in.

E. Security groups that the user is in are not authorized for the Asset application.

Correct Answer: AD

QUESTION 10

During the workflow design process in IBM SmartCloud Control Desk, which application stores information about individuals such as users, laborers, asset owners, and supervisors who receive workflow notifications?

A. Users

B. People

C. Delegates

D. Supervisors

Correct Answer: B

QUESTION 11

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 12

What is the purpose of the EventTracker filter?

A. Events are logged into a SystemOut.log file.

B. To log events from external monitoring systems.

C. To track the event of the selected components only.

D. It helps to identify potential issues by tracking the overall usage of the application.

Correct Answer: D

QUESTION 13

Correct Answer: B

QUESTION 14

What is created once a user submits the Service Catalog Offering?

A. A Catalog Order record

B. A Purchase Order record

C. A Service Request record

D. A Purchase Request record

Correct Answer: C

QUESTION 15

At what data level are currency codes stored?

A. Site

B. Item

C. System

D. Organization

Correct Answer: C

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