



IBM SmartCloud Control Desk V7.5.1 IT Asset Management Implementation

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QUESTION 1

The common causes of problems and their remedies can be defined in which application?

- A. Incidents
- B. Job Plans
- C. Failure Codes
- D. Service Requests

Correct Answer: A

QUESTION 2

Which two work order internal statuses allow a user to record asset downtime? (Choose two)

- A. APPR
- B. COMP
- C. INPRG
- D. WAPPR
- E. CLOSED
- Correct Answer: BC

QUESTION 3

Which two pieces of information are tracked in the Craft record? (Choose two)

- A. pay rates
- B. skill levels
- C. task instructions
- D. availability schedule
- E. certification requirements

Correct Answer: AD

QUESTION 4

Which application allows licenses to be associated with contract line items?



- A. Licenses
- B. Master Contracts
- C. Deployed Software
- D. Software Contracts
- Correct Answer: D

QUESTION 5

Where are Collection Restrictions defined?

- A. Storerooms
- **B.** Data Restrictions
- C. Attribute Restrictions
- D. Limits and Tolerances
- Correct Answer: B

Reference: http://pic.dhe.ibm.com/infocenter/tivihelp/v50r1/index.jsp

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