# C9560-659<sup>Q&As</sup>

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Fundamentals of Applying IBM SmartCloud Control Desk V1

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**QUESTION 1**

Which steps are required for a service desk agent to view all service requests reported by user J.DOE?

A. Go to the Service Desk module, open the Global Search application, type J. DOE in the search field, and click Search.

B. Go to the Security module, open the Users application, open the J.DOE record, and navigate to Service Requests tab.

C. Go to the Service Desk module, open the Service Requests application, type =. DOE in the Reported By field, and click Enter.

D. For security purposes, a default installation of IBM SmartCloud Control Desk allows service desk agents to see only service requests they have worked on.

Correct Answer: C

**QUESTION 2**

Which two database servers are supported by IBM SmartCloud Control Desk installation? (Choose two.)

A. Sybase

B. MySQL

C. Informix

D. IBM DB2

E. Microsoft SQL server

Correct Answer: DE

**QUESTION 3**

Which file would be found to review for debugging an issue if given this path:

\IBM\Websphere\AppServer\Profiles\\logs\czapplicationserver>?

A. De.log

B. Fusion.log

C. Maximo.log

D. SystemOut.log

Correct Answer: D

**QUESTION 4**

What are three sections of the Self Service Center? (Choose three.)

A. My News

B. My Assets

C. My Solutions

D. My Requests

E. My Service Desk

F. My Configuration Items

Correct Answer: ABD

**QUESTION 5**

Which three main capabilities are combined into IBM SmartCloud Control Desk?

A. Asset Management, Network Management, Event Management

B. Change Management, Contract Management, Performance Management

C. Asset Management, Change Management, Service Request Management

D. Service Request Management, Discovery Management, Problem Management

Correct Answer: C

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