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

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 3

What are three valid outcomes of the IT Asset Management process? (Choose three.)

A. Controlling the changes to the asset

B. Eliminating exposure to risks relating to IT assets

C. Governing assets to drive the right trade-offs in investments and usage of assets

D. Providing accurate and timely information about technology assets and their configuration

E. Providing assets in an accurate and timely manner to supply, movement, or other requests

F. Managing IT assets in compliance with legal, industry, and corporate standards and requirements

Correct Answer: CEF

QUESTION 4

An object structure can be consumed by which two capabilities? (Choose two.)

A. Pole

B. Action

C. Report

D. Workflow

E. Migration

Correct Answer: CE

QUESTION 5

For easy maintenance, a customer needs to capture individual hourly log files on a daily basis. What setting(s) need to be configured?

A. In the Logging application, select Action> Manage Appenders, add a new row, fill in File Name, File Size, and Index.

B. In the System Properties application, select Action > Manage Logging, add a new row, fill in File Name, File Size, and Index.

C. In the Logging application, select Action > Manage Appenders, select Polling, fill in File Name, File Size, and Backup Index to 24.

D. In the System Properties application, select Action > Manage Appenders, schedule to run every 24 hours, fill in File Name, and File Size.

Correct Answer: C