



C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

What is the purpose of domains within IBM SmartCloud Control Desk?

- A. To allow global searches across areas of an organization
- B. To specify ownership of a set of objects within the product
- C. To separate configuration items and assets into geographical areas
- D. To maintain a value list that can be used in fields within the product

Correct Answer: D

QUESTION 2

Which Service Level Agreement (SLA) option can be set at the Organization level in IBM SmartCloud Control Desk?

- A. Allow application of multiple SLAs
- B. Allow SLAs to be used in multiple sites
- C. Apply multiple SLAs based on ticket priority
- D. Use calendar for calculating escalation notifications

Correct Answer: A

QUESTION 3

A customer wants to implement and use Definitive Media Library as an organization's definitive, authorized versions of software to assure proper software deployment and management on endpoints. Which IBM SmartCloud Control Desk module can create and manage a Definitive Media Library and manage deployments?

- A. Change module
- B. Release module
- C. Service Level module
- D. IT Infrastructure module

Correct Answer: B

Explanation:

QUESTION 4

What is an optional IBM SmartCloud Control Desk component?



- A. Database
- B. Directory server
- C. Application server
- D. Administrative workstation

Correct Answer: B

QUESTION 5

What is the purpose of the Promotion process?

- A. To create configuration items (CI) from Actual CIs
- B. To create Actual CIs from CIs
- C. To enable CIs to be used in the Change Management process
- D. To enable Actual CIs to be used in the Change Management process

Correct Answer: A

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