



C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

Which statement is true regarding configurations in the Security Group application?

- A. Each end user has one and only one Start Center.
- B. Limits and tolerances are defined at the system level.
- C. End users may go directly to the Service Request application after logging in.
- D. The member of a security group that has the option selected Independent of Other Groups? Cannot be a member of other security groups.

Correct Answer: C

QUESTION 2

IBM SmartCloud Control Desk is an IT Infrastructure Library compliant solution that includes which features?

- A. Self Service Catalog, Change/Configuration/Release Management, and Event Management
- B. Self Service Catalog, Network Management, and IT Asset Lifecycle and Compliance Management
- C. Self Service Catalog, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance Management
- D. Service Desk, Cloud Provisioning, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance Management

Correct Answer: C

QUESTION 3

Which three types of data can be loaded using the Quick Configuration tool of IBM SmartCloud Control Desk? (Choose three.)

- A. Sites
- B. Assets
- C. Job Plans
- D. Person Users
- E. Classifications
- F. Configuration Items

Correct Answer: BDF



QUESTION 4

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 5

What are three types of IBM SmartCloud Control Desk offerings? (Choose three.)

- A. Action
- B. Descriptive
- C. Work Order
- D. Work Request
- E. Service Catalog
- F. Service Request

Correct Answer: ABF

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