



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

Fundamentals of Applying IBM SmartCloud Control Desk V1

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#### QUESTION 1

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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#### QUESTION 2

Requests from the Service Catalog are often processed by which related process?

- A. Service DeskProcess
- B. Request Fulfillment Process
- C. Service Provisioning Process
- D. Service Level Management Process

Correct Answer: B

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#### QUESTION 3

Configuration items with relationships and configuration management processes can support many applications in IBM SmartCloud Control Desk. Which three application are likely to be supported? (Choose three.)

- A. Change
- B. Incident
- C. Inventory
- D. Workflow
- E. Work Order
- F. Service Request

Correct Answer: ABF

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#### QUESTION 4



Which edition is included in the IBM SmartCloud Control Desk VMImage solution?

- A. Full Edition
- B. Entry Edition
- C. Everyplace Edition
- D. Service Provider Edition

Correct Answer: B

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#### QUESTION 5

Which three applications have functionality to perform a global search? (Choose three.)

- A. Catalog
- B. Change
- C. Incident
- D. Solution
- E. Problem
- F. Configuration Items

Correct Answer: CDE

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