



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

Fundamentals of Applying IBM SmartCloud Control Desk V1

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### QUESTION 1

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:

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### QUESTION 2

In order to respect the dependencies between components, what is the deployment sequence for IBM Smart Cloud Control Desk VMImage?

- A. Oracle virtual machine for the database and then WebLogic Application Server virtual machine.
- B. IBM DB2 virtual machine for the database and then WebLogic Application Server virtual machine.
- C. IBM DB2 virtual machine for the database and then IBM WebSphere Application Server virtual machine.
- D. IBM WebSphere Application Server virtual machine and then IBM DB2 virtual machine for the database.

Correct Answer: C

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### QUESTION 3

A self service user can perform which two tasks in the Self Service Center application? (Choose two.)

- A. Import data
- B. Report an issue
- C. Create a workflow
- D. Authorize a configuration item
- E. Order from the offering catalog

Correct Answer: BE

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#### QUESTION 4

Which statement is true regarding Work Type settings?

- A. Start and Complete Status are mandatory fields to create a work type.
- B. Work types can be defined Work Order, Change, Release, and Process Request record types.
- C. In order for Work Type settings to be available a restart of the MXServer application server is required.
- D. To access Work Type settings go to Administration> Organizations, find the desired Organization then Select Action> Labor Options > Work Type.

Correct Answer: C

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#### QUESTION 5

The communication template can be configured for multiple recipients. What are three types of objects allowed as recipients? (Choose three.)

- A. Roles
- B. UserID
- C. Ticket Owners
- D. Person Groups
- E. E-mail Address
- F. Security Groups

Correct Answer: ADE

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