



C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

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 2

Using IBM SmartCloud Control Desk what would be the logical application for an end user to create a record for a user issue?

- A. Incident
- B. Report an Issue
- C. Service Request
- D. Self Service Center

Correct Answer: D

QUESTION 3

Where are the default installation log files located in the administrative workstation?

- A. \IBM\SMP\logs
- B. \IBM\SMP\DE\logs
- C. \IBM\SMP\Maximo\logs
- D. \IBM\WebSphere\AppServer\Profiles\logs\

Correct Answer: A

QUESTION 4

What are two appropriate Key Performance Indicators for the Service Catalog Management Process? (Choose two.)

- A. Number of accesses per month



- B. Number of calls to the service desk
- C. Percent of users who use the service catalog
- D. Percent of users who are aware of the service catalog
- E. Number of services published including Service Level Agreements/Targets

Correct Answer: AC

QUESTION 5

In IBM SmartCloud Control Desk, workflow inbox assignments and workflow notifications are always made to who?

- A. Roles
- B. Users
- C. People
- D. Supervisors

Correct Answer: A

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