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Vendor: IBM

Exam Code: C2010-652

Exam Name: IBM SmartCloud Control Desk V7.5
Fundamentals

Version: Demo

QUESTION NO: 1

By default, what are three of the required fields in a bulletin board message? (Choose three.)

- A. Subject
- B. Message
- C. Message ID
- D. Organization
- E. Person Group
- F. Expiration Date

Answer: A,C,F

Explanation:

QUESTION NO: 2

What are two virtual machine images that must be deployed to implement the IBM SmartCloud Control Desk VM Image solution? (Choose two.)

- A. IBM DB2 virtual machine
- B. IBM Tivoli Directory Server virtual machine
- C. Administrative Workstation virtual machine
- D. IBM Tivoli Integration Composer virtual machine
- E. IBM WebSphere Application Server virtual machine

Answer: A,E

Explanation:

QUESTION NO: 3

Updating asset information in a controlled manner is part of the IT Asset Management process. Which two related processes provide information on required updates to assets? (Choose two.)

- A. Incident Management
- B. Release Management
- C. Security Management
- D. Service Level Management
- E. Service Request Management

Answer: A,B

Explanation:

QUESTION NO: 4

Most loggers are inactive by default and set to which mode level?

- A. WARN
- B. DEBUG
- C. ERROR
- D. DEFAULT

Answer: C

Explanation:

QUESTION NO: 5

Which statement best describes the Service Request Management functionality in IBM SmartCloud Control Desk V7.5?

- A. A tool that provides end-to-end IT and Enterprise asset lifecycle management on a single integrated platform.
- B. A tool that enables users to request, deploy, monitor and manage cloud computing services. It also provides traceable approvals and processes.
- C. A tool that helps customers manage, audit, and coordinate change and configuration management processes using user interlaces and workflows that facilitate cross-silo cooperation.
- D. A tool that provides a comprehensive and modular approach to integrated service desk and service catalog management enabling IT personnel to improve the efficiency of service delivery and to drive down operating costs.

Answer: D

Explanation:

QUESTION NO: 6

Which format is used to import and export workflow processes in IBM SmartCloud Control Desk V7.5?

- A. XSL

- B. Java
- C. XML
- D. VBS

Answer: C

Explanation:

QUESTION NO: 7

An end user is presented with fields to gather specific or additional data when creating a service request from the Self Service Center. Where are these fields presented to the service desk agent when working the ticket?

- A. Activities tab
- B. Specification tab
- C. Solutions Details tab
- D. Service Request tab in the Details section

Answer: B

Explanation:

QUESTION NO: 8

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.

Answer: C

Explanation:

QUESTION NO: 9

What is a responsibility of the Service Catalog Designer?

- A. To define which services are available to which users
- B. To provide Service Level Agreement details for catalog entries
- C. To determine which catalog views should be added or deleted
- D. To keep the entries aligned with the services in the IT Portfolio

Answer: D

Explanation:

QUESTION NO: 10

Which application is used in IBM SmartCloud Control Desk V7.5 to configure an event that is triggered when a record is found that meets the conditions defined by an escalation point or workflow process?

- A. Actions
- B. Automation Scripts
- C. Activities and Tasks
- D. Service Level Agreements

Answer: A

Explanation:

QUESTION NO: 11

The Start Center's Help menu provides links to which two resources? (Choose two.)

- A. IBM Redbooks
- B. Self Service Help
- C. StartCenterHelp
- D. IBM Electronic Support
- E. IBM developerWorks Wiki

Answer: C,D

Explanation:

QUESTION NO: 12

Which ticket type must be used to investigate the underlying cause of a set of issues?

- A. Incident
- B. Solution
- C. Problem
- D. Process Request

Answer: C

Explanation:

QUESTION NO: 13

Which process changes the definition of a Configuration Items?

- A. Change Management
- B. Release Management
- C. Configuration Management
- D. Configuration Items Management

Answer: C

Explanation:

QUESTION NO: 14

IBM SmartCloud Control Desk V7.5 supports which two application servers? (Choose two.)

- A. Apache Tomcat
- B. IBM DB2 Server
- C. IBM WebSphere
- D. Tivoli Directory Sewer
- E. Oracle BEA WebLogic

Answer: C,E

Explanation:

QUESTION NO: 15

Where can a user find the application to manage authorized assets?

- A. Assets module, Assets application

- B. Assets module, Authorized Assets application
- C. IT Infrastructure module, Reconciliation application
- D. IT Infrastructure module, Authorized Assets application

Answer: A

Explanation:

QUESTION NO: 16

An end user logs a service request about an application being down. A service desk agent reviews the request and determines it is an incident and that this issue has occurred before. What might be the logical flow of records to resolve this issue long term?

- A. Problem, Activities and Tasks, Change
- B. Problem, Change, Release, and Work Order
- C. Problem, Work Order, Change, and Job Plan Tasks
- D. Problem, Process Request, Change, and Work Order

Answer: A

Explanation:

QUESTION NO: 17

Where are the IBM SmartCloud Control Desk log files located?

- A. \ibm\smp\logs
- B. \ibm\smp\maximo\tools\maximo
- C. <WAS_HOME>/profiles/ctgAppSrv01/logs/M/Server
- D. <WAS_HOME>/profiles/ctgAppSrv01/profiles/ctgDmgr01/logs

Answer: C

Explanation:

QUESTION NO: 18

Which three main capabilities are combined into IBM SmartCloud Control Desk V7.5?

- 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

Answer: C

Explanation:

QUESTION NO: 19

Which three tasks are available in the IBM SmartCloud Control Desk Entry Edition? (Choose three.)

- A. Importing data
- B. Managing changes
- C. Managing IT assets
- D. Administering self-service
- E. Managing configuration items
- F. Working with incidents and problems

Answer: B,D,F

Explanation:

QUESTION NO: 20

What are two capabilities of the Quick Configuration application in IBM SmartCloud Control Desk V7.5? (Choose two.)

- A. Data loading
- B. Restart server
- C. Configure an Organization and Site
- D. Service Desk content configuration
- E. Service Catalog content configuration

Answer: A,C

Explanation:

QUESTION NO: 21

In IBM SmartCloud Control Desk the offerings support several approvals for fulfillment. Which

record types can be used for fulfillment of the request after approval?

- A. Work Orders, Releases, Change, and Tasks
- B. View Service Requests, Tasks, Incidents, and Activities
- C. Service Requests, Activities and Tasks, Work Orders, and Changes
- D. Process Request, View Catalog Request, Activities, and Work Orders

Answer: C

Explanation:

QUESTION NO: 22

Which three middleware components are mandatory with an IBM SmartCloud Control Desk installation? (Choose three.)

- A. Web Server
- B. Directory Server
- C. Database Server
- D. Application Server
- E. Integration Composer
- F. Deplorer's Workbench

Answer: A,C,D

Explanation:

QUESTION NO: 23

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

Answer: A,C

Explanation:

QUESTION NO: 24

What is an optional IBM SmartCloud Control Desk V7.5 component?

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

Answer: B

Explanation:

QUESTION NO: 25

Why would an IBM SmartCloud Control Desk V7.5 user have two Start Centers?

- A. The user belongs to two person groups.
- B. The user belongs to two security groups.
- C. Two Start Centers are assigned to the person group that the user belongs to.
- D. Two Start Centers are assigned to the security group that the user belongs to.

Answer: B

Explanation:

QUESTION NO: 26

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

- A. <root>\IBM\SMP\logs
- B. <root>\IBM\SMP\DE\logs
- C. <root>\IBM\SMP\Maximo\logs
- D. <root>\IBM\WebSphere\AppServer\Profiles\<profilename>\logs\

Answer: A

Explanation:

QUESTION NO: 27

What are three different ticket types available in IBM SmartCloud Control Desk V7.5? (Choose three.)

- A. Change
- B. Incident
- C. Solution
- D. Problem
- E. Service Request
- F. Configuration Item

Answer: B,D,E

Explanation:

QUESTION NO: 28

Which application is used in IBM SmartCloud Control Desk V7.5 to manually import data such as users, assets, and configuration items?

- A. Data Analyzer
- B. Migration Manager
- C. Integration Framework
- D. Enterprise Identity Mapping

Answer: C

Explanation:

QUESTION NO: 29

What are two inputs of the Asset Management process? (Choose two.)

- A. Items
- B. Asset Reports
- C. Definitive Spares
- D. Supporting Contracts
- E. Asset Reconciliation Data

Answer: A,D

Explanation:

QUESTION NO: 30

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

Answer: A,D,E

Explanation:

QUESTION NO: 31

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

Answer: A

Explanation:

QUESTION NO: 32

What functionality will a user need to define a set of tasks that will be applied to the Service Request once the Catalog Request is submitted and approved?

- A. Job Plan
- B. Fulfillment Plan
- C. Ticket Template
- D. Fulfillment Template

Answer: A

Explanation:

QUESTION NO: 33

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.

Answer: C

Explanation:

QUESTION NO: 34

Impact Analysis is a part of which process?

- A. Change Management
- B. Incident Management
- C. Release Management
- D. Configuration Management

Answer: A

Explanation:

QUESTION NO: 35

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

Answer: B

Explanation:

QUESTION NO: 36

An object structure can be consumed by which two capabilities? (Choose two.)

- A. Pole
- B. Action
- C. Report
- D. Workflow
- E. Migration

Answer: C,E

Explanation:

QUESTION NO: 37

What is the purpose of the EventTracker filter?

- A. Events are logged into a SystemOut.log file.
- B. To log events from external monitoring systems.
- C. To track the event of the selected components only.
- D. It helps to identify potential issues by tracking the overall usage of the application.

Answer: D

Explanation:

QUESTION NO: 38

Which two database servers are supported by IBM SmartCloud Control Desk V7.5 installation? (Choose two.)

- A. Sybase
- B. MySQL
- C. Informix
- D. IBM DB2
- E. Microsoft SQL server

Answer: D,E

Explanation:

QUESTION NO: 39

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

Answer: A,B,F

Explanation:

QUESTION NO: 40

What does the IBM SmartCloud Control Desk V7.5 (SCCD) Migration Manager do?

- A. It migrates asset data between SCCD environments.
- B. It migrates SCCD from an Oracle database to IBM DB2.
- C. It migrates SCCD from Oracle WebLogic to IBM WebSphere.
- D. It migrates configuration content between SCCD environments.

Answer: D

Explanation:

QUESTION NO: 41

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

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