



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

Fundamentals of Applying IBM SmartCloud Control Desk V1

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#### QUESTION 1

What does the IBM SmartCloud Control Desk (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.

Correct Answer: D

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#### QUESTION 2

Why would an IBM SmartCloud Control Desk 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.

Correct Answer: B

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#### QUESTION 3

For easy maintenance, a customer needs to capture individual hourly log files on a daily basis. What setting(s) need to be configured?

- A. In the Logging application, select Action> Manage Appenders, add a new row, fill in File Name, File Size, and Index.
- B. In the System Properties application, select Action > Manage Logging, add a new row, fill in File Name, File Size, and Index.
- C. In the Logging application, select Action > Manage Appenders, select Polling, fill in File Name, File Size, and Backup Index to 24.
- D. In the System Properties application, select Action > Manage Appenders, schedule to run every 24 hours, fill in File Name, and File Size.

Correct Answer: C

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#### QUESTION 4

Correct Answer: B

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#### QUESTION 5

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.

Correct Answer: D

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#### QUESTION 6

Which action can update Actual Configuration Items (CI) information?

- A. Promotion
- B. Asset/CI Link
- C. Update Promotion
- D. IBM Tivoli Integration Composer Data Load

Correct Answer: D

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#### QUESTION 7

What is the purpose of the Service Catalog?

- A. To provide pricing information on all available services and options
- B. To provide a description of the IT Service and specify the responsibilities of the IT Service Provider and the customer
- C. To provide an authoritative source of consistent information on all agreed to services and ensure wide accessibility to all approved viewers
- D. To provide a database or structured document listing all IT services that are under consideration or development but are not yet available to customers

Correct Answer: C

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#### QUESTION 8

What are three valid outcomes of the IT Asset Management process? (Choose three.)

- A. Controlling the changes to the asset



- B. Eliminating exposure to risks relating to IT assets
- C. Governing assets to drive the right trade-offs in investments and usage of assets
- D. Providing accurate and timely information about technology assets and their configuration
- E. Providing assets in an accurate and timely manner to supply, movement, or other requests
- F. Managing IT assets in compliance with legal, industry, and corporate standards and requirements

Correct Answer: CEF

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#### QUESTION 9

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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#### QUESTION 10

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 11

What is created once a user submits the Service Catalog Offering?

- A. A Catalog Order record



- B. A Purchase Order record
- C. A Service Request record
- D. A Purchase Request record

Correct Answer: C

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#### QUESTION 12

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

- 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.

Correct Answer: D

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#### QUESTION 13

At what data level are currency codes stored?

- A. Site
- B. Item
- C. System
- D. Organization

Correct Answer: C

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#### QUESTION 14

Impact Analysis is a part of which process?

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



Correct Answer: A

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#### QUESTION 15

Which component is optional in an IBM SmartCloud Control Desk installation?

- A. Web server
- B. Directory server
- C. Database server
- D. Application server

Correct Answer: B

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