



IBM SmartCloud Control Desk V7.5 Service Request Management Implementation

Version: 6.0

[Total Questions: 119]

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Topic 1, Volume A

Question No : 1 - (Topic 1)

In the Catalogs application, how can an administrator quickly add several offerings into a catalog?

- A. In the Catalog tab, use the Select Offerings option
- B. Click on the Deploy Multiple Offerings icon on the toolbar
- C. Use the Add Multiple Offerings option in the Select Action menu
- D. In the Offerings tab, use the Add Offering option and select multiple offerings at once

Answer: C

Question No : 2 - (Topic 1)

A survey must be in which status in order to make and apply updates?

- A. Draft
- B. Closed
- C. Inactive
- D. Pending

Answer: A

Question No : 3 - (Topic 1)

Which field is mandatory when creating a new Response Plan?

- A. Ranking
- **B.** Conditions
- **C.** Description
- D. Response Plan Administrator

Answer: A

Question No : 4 - (Topic 1)

What type of event can be associated with an object launch point?

A. New

- B. Create
- C. Update
- **D.** Activate

Answer: C

Question No : 5 - (Topic 1)

Which two types of information are displayed when viewing survey results? (Choose two.)

- A. The percentage of each answers for the number of responses.
- **B.** The percentage of users who have responded for tracked surveys.
- C. How many users received the survey for tracked but not untracked surveys.
- **D.** How many user received the survey for both tracked and untracked surveys.
- E. The percentage of answers responded to for each question weighted a value of one (1).

Answer: A,D

Question No : 6 - (Topic 1)

What is the Priority Matrix used for?

- A. To set the Internal Priority based on Impact and Urgency
- B. To set the External Priority based on Impact and Urgency
- C. To set the Internal Priority based on Impact and Reported Priority
- D. To set the External Priority based on Impact and Reported Priority

Answer: A

Question No : 7 - (Topic 1)

A consultant is implementing the Incident and Problem Management process at a customer site. The customer requires that an incident is associated to a problem record before it is resolved. What should be done to accomplish this?

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A. Create an incident and check Is Known Error check box

B. Add a reference to the problem in the Incident Work Log

C. Use the Select Action menu to create a problem from incident record

D. Use the Failure Reporting tab to create a problem record and associates it with the incident

Answer: C

Question No : 8 - (Topic 1)

In IBM SmartCloud Control Desk V7.5, which two applications can be filtered by individual service or service group? (Choose two.)

- A. Users
- B. Actions
- C. Contracts
- D. User Groups
- E. Work Orders

Answer: C,E

Question No : 9 - (Topic 1)

Which action should be taken by an agent before resolving an incident?

- A. Complete each worklog entry
- B. Mark the incident as a known issue
- **C.** Enter symptom, cause, and resolution in the Solution Details tab
- D. For global incidents, each related incident must be resolved manually

Answer: C

Question No : 10 - (Topic 1)

What are two methods to place a new Service Request (SR) under a Service Level Agreement (SLAy? (Choose two.)

- **A.** The SLA is applied with an action within a workflow.
- B. Click the Apply SLA action from the Select Action menu.
- C. A ticket template includes a SLAt0 be applied to the SR.
- **D.** A SLA is defined as part of the classification used on the SR.
- E. The self-service user selects a valid SLA when creating a new SR.

Answer: A,B

Question No : 11 - (Topic 1)

The Offerings application is used for what two purposes? (Choose two.)

- A. To grant administrative rights to offerings
- B. To define the approvals for the Offering Fulfillment process
- C. To define which catalogs the specific offering is a member of
- D. To create a process that will be followed once the offering is approved
- E. To create a process that will be followed once the offering is requested

Answer: B,C

Question No : 12 - (Topic 1)

What two type of questions are available when creating question and answer sets for surveys? (Choose two.)

- A. Attribute
- B. Free form
- C. Mandatory
- D. Check Box
- E. Combo Box

Answer: B,D

Question No : 13 - (Topic 1)

Which three pieces of information may be stored on a Ticket Template and applied to a Service Request? (Choose three.)

- A. Owner Group
- B. Classification
- C. Internal Priority
- **D.** Affected Person
- E. Reported Priority
- **F.** Service Level Agreement

Answer: A,B,C

Question No : 14 - (Topic 1)

Which statement is true about adding keywords to a solutions record?

- A. New keywords can only be added by the owner of the solution.
- **B.** New keywords can only be added from the Domains application.
- **C.** New keywords can only be added from the Solutions application.
- **D.** The keywords list is predefined during implementation and cannot be modified.

Answer: C

Question No : 15 - (Topic 1)

The View Catalog Request application is used for what purpose?

- A. To view and manage all service requests
- B. To view and manage all service requests for a user
- C. To view and manage submitted requests for available offerings for a user
- D. To view and manage submitted requests for available catalogs for a user

Answer: C

Question No : 16 - (Topic 1)

In IBM SmartCloud Control Desk V7.5, which two types of records can be related to a service group? (Choose two.)

A. Users

B. AssetsC. AccessD. LocationsE. Time Zones

Answer: B,D

Question No : 17 - (Topic 1)

What is a valid status sequence for a Response Plan?

- A. Draft> Active > Inactive> Active
- B. New> Active> Inactive > Revised
- C. Draft> Pending > Active> Inactive
- D. New> Pending> Active > Revised

Answer: A

Question No : 18 - (Topic 1)

When a Self Service Center user is searching for a particular offering, how can they tell the difference between an offering and a solution if they performed a general search using the Search field?

- **A.** Offerings have puzzle pieces as icons.
- **B.** Offerings usually have icons that represent their service.
- C. Offerings for the user will be found in Frequent Requests.
- **D.** Offerings can only be found in the Request New Service folder.

Answer: B

Question No : 19 - (Topic 1)

Which statement is true about cart templates in IBM SmartCloud Control Desk V7.5?

- **A.** It is possible to add multiple cart templates in a shopping cart.
- **B.** It is possible to add only one cart template in each shopping cart.

C. It is possible to add multiple cart templates in a shopping cart only after the offering is validated.

D. It is possible to add multiple cart templates in a shopping cart only if each item in the cart template is different.

Answer: A

Question No : 20 - (Topic 1)

How does a service desk agent report the labor time spent for each activity related to resolving a problem?

- A. Use the Time Tracking section
- B. Apply a Service Level Agreement to the problem ticket
- C. Add the labor, start time, and end time in the Failure Reporting tab
- D. Use the buttons Start Timer and Stop Timer in the Problem application

Answer: A

Question No : 21 - (Topic 1)

According to ITIL best practices, what is the primary goal when service desk staff works on an incident?

- **A.** Resolve the issue quickly
- **B.** Restore the service quickly
- **C.** Determine what caused the abnormal condition
- D. Document the interaction between the service desk agent and the user

Answer: B

Question No : 22 - (Topic 1)

Which statement is true about the Self Service Center?

- A. Users with proper access must rebuild the maximo.ear file to remove a section.
- **B.** Users with proper access can modify the number of sections in the Application