

# IBM

## Exam C9560-652

### IBM SmartCloud Control Desk V7.5 Fundamentals

Version: 6.0

[ Total Questions: 100 ]

**Question No : 1**

What is one way to determine which software is installed?

- A. Help > System Information
- B. Administration > Resources
- C. System Configuration > Logging
- D. Platform Configuration > System Properties

**Answer: A**

**Question No : 2**

What are three required settings for a user to have access to an offering? (Choose three.)

- A. The classification must be set.
- B. The status of the offering must be set to Active.
- C. The offering must be added to a Service Catalog.
- D. The Line Manager Approval workflow must be set.
- E. The Fulfillment Manager approval workflow must be set.
- F. There must be at least one presentation attribute defined.

**Answer: A,B,C**

**Question No : 3**

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**

**Question No : 4**

Which IBM SmartCloud Control Desk applications best align to the Information Technology Infrastructure Libraryv3 Service Design process?

- A. Catalog, Security, Escalation, and Incident
- B. Offerings, Service Request, Escalation, and Workflow
- C. Offerings, Catalog, Service Level Agreements, and Escalations
- D. Service Level Agreements, Service Requests, Incidents, and Offerings

**Answer: C**

**Question No : 5**

What is the purpose of domains within IBM SmartCloud Control Desk?

- A. To allow global searches across areas of an organization
- B. To specify ownership of a set of objects within the product
- C. To separate configuration items and assets into geographical areas
- D. To maintain a value list that can be used in fields within the product

**Answer: D**

**Question No : 6**

Which IBM SmartCloud Control Desk V7.5 offering is appropriate for a customer needing only a Service Desk and simple change management?

- A. Everyplace
- B. Entry Edition
- C. Service Provider
- D. IBM SmartCloud Control Desk

**Answer: B**

**Question No : 7**

Which two statements are true about workflow process enablement in IBM SmartCloud Control Desk V7.5? (Choose two.)

- A. Workflow processes are run at the next database restart.
- B. Workflow processes are automatically assigned to the default user.
- C. Enabling a process does not involve validating the structure of the process.
- D. Workflow process records are in a draft or a development stage until the record is enabled.
- E. After a process record is enabled and activated, the record is locked and it is ready for use.

**Answer: D,E**

**Question No : 8**

When a bulletin board message has been created and approved, what happens if no audience is specified?

- A. An error is generated.
- B. The message will be visible to all users.
- C. The message will not be visible to any user.
- D. The message will only be visible to the creator.

**Answer: B**

**Question No : 9**

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

**Answer: D**

**Question No : 10**

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**

**Question No : 11**

IBM SmartCloud Control Desk V7.5 is an IT Infrastructure Library compliant solution that includes which features?

- A. Self Service Catalog, Change/Configuration/Release Management, and Event Management
- B. Self Service Catalog, Network Management, and IT Asset Lifecycle and Compliance Management
- C. Self Service Catalog, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance Management
- D. Service Desk, Cloud Provisioning, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance Management

**Answer: C**

**Question No : 12**

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**

**Question No : 13**

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**

**Question No : 14**

What is the IBM SmartCloud Control Desk V7.5 (SCCD) application server used for?

- A. To apply SCCD fix packs
- B. To generate SCCD EAR files
- C. To provide a SCCD runtime environment
- D. To customize Maximo Business Object Java code

**Answer: C**

**Question No : 15**

Why is a problem record created?

- A. To capture and resolve requests from users
- B. To capture an unknown, underlying cause of one or more incidents
- C. To capture any event that is not part of the standard operation of a service
- D. To capture any QUESTION NO: or matter involving doubt, uncertainly, or difficultly

**Answer: B**

**Question No : 16**

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**

**Question No : 17**

A manager needs to set up a new employee. Using the Self Service Center, what action can the manager take for this type of fulfillment request?

- A. Request a New Service - Request a new asset or service
- B. Create Request- Description and details of the new request
- C. Report an Issue - Create a new service request to report an issue
- D. Frequent Request- Easy access to the services most often requested

**Answer: A**

**Question No : 18**

At what data level are currency codes stored?

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

**Answer: C**

**Question No : 19**