



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

Fundamentals of Applying IBM SmartCloud Control Desk V1

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#### QUESTION 1

Requests from the Service Catalog are often processed by which related process?

- A. Service DeskProcess
- B. Request Fulfillment Process
- C. Service Provisioning Process
- D. Service Level Management Process

Correct Answer: B

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#### QUESTION 2

Lee creates a Service Request (SR) for Ann through the Self Service Center but Ann cannot see the SR. What is the likely cause for this?

- A. Ann is not populated on the SR correctly.
- B. Ann is not enabled for Self Service Center.
- C. Ann is unable to see the SR until it is in a status of In Progress.
- D. Ann does not have access to the View Service Request application.

Correct Answer: A

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#### QUESTION 3

Which two properties must be specified in order to save an organization record? (Choose two.)

- A. Site
- B. Default Item Status
- C. Base Currency 1 and 2
- D. Default Stock Category
- E. General Ledger Clearing Account

Correct Answer: BD

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#### QUESTION 4

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

Correct Answer: AD

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#### QUESTION 5

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

Correct Answer: ABF

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