



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

Fundamentals of Applying IBM SmartCloud Control Desk V1

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#### QUESTION 1

Which property name is used to discover or debug long running statements?

- A. mxe.mbocount
- B. mxe.db.QueryTimeout
- C. mxe.db.logSQLTimeLimit
- D. mxe.webclient.asyncrendertimelimit

Correct Answer: C

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#### QUESTION 2

Which ticket type must be used for a user who is asking for information?

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

Correct Answer: C

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#### QUESTION 3

At what data level are currency codes stored?

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

Correct Answer: C

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#### QUESTION 4

What is the only IBM SmartCloud Control Desk edition available to customers using the Software as a Service model from IBM?

- A. IBM SmartCloud Control Desk



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

Correct Answer: A

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#### QUESTION 5

Configuration items with relationships and configuration management processes can support many applications in IBM SmartCloud Control Desk. Which three application are likely to be supported? (Choose three.)

- A. Change
- B. Incident
- C. Inventory
- D. Workflow
- E. Work Order
- F. Service Request

Correct Answer: ABF

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