C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

Which statement is true regarding Work Type settings?

A. Start and Complete Status are mandatory fields to create a work type.

B. Work types can be defined Work Order, Change, Release, and Process Request record types.

C. In order for Work Type settings to be available a restart of the MXServer application server is required.

D. To access Work Type settings go to Administration> Organizations, find the desired Organization then Select Action> Labor Options > Work Type.

Correct Answer: C

QUESTION 2

Which records are updated as a result of the reconciliation process?

A. Linked assets

B. Configuration items

C. Actual configuration items

D. No records are updated by the reconciliation process

Correct Answer: D

QUESTION 3

During the workflow design process in IBM SmartCloud Control Desk, which application stores information about individuals such as users, laborers, asset owners, and supervisors who receive workflow notifications?

A. Users

B. People

C. Delegates

D. Supervisors

Correct Answer: B

QUESTION 4

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

Correct Answer: D

QUESTION 5

The Start Center\\'s Help menu provides links to which two resources? (Choose two.)

A. IBM Redbooks

B. Self Service Help

C. StartCenterHelp

D. IBM Electronic Support

E. IBM developer Works Wiki

Correct Answer: CD

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