

C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

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

QUESTION 2

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

Correct Answer: C

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

QUESTION 4



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What are two capabilities of the Quick Configuration application in IBM SmartCloud Control Desk? (Choose two.)

- A. Data loading
- B. Restart server
- C. Configure an Organization and Site
- D. Service Desk content configuration
- E. Service Catalog content configuration

Correct Answer: AC

QUESTION 5

Which two activities are included in the scope of IT Asset management? (Choose two.)

- A. Risk Management
- B. License Management
- C. Security Management
- D. Inventory Management
- E. Configuration Management

Correct Answer: BD

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