



C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

Which statement is true regarding the IBM SmartCloud Control Desk (SCCD) administrative workstation?

- A. The administrative workstation must be on a Windows platform.
- B. The administrative workstation is an optional SCCD component.
- C. SCCD EAR files must be generated on the administrative workstation.
- D. The middleware installation program only works on the administrative workstation.

Correct Answer: C

QUESTION 2

A service desk agent receives a service request in their work queue. By default, how is it made visually clear this request was created from a standard offering?

- A. On the Specification tab there is a Show Offering dialog box
- B. On the Service Request header the Source field says Standard Offering
- C. On the Activities tab the check box for is checked for- Is standard offering?
- D. On the Service Request the fields Catalog Request ID and Source are populated

Correct Answer: D

QUESTION 3

What are three valid outcomes of the IT Asset Management process? (Choose three.)

- A. Controlling the changes to the asset
- B. Eliminating exposure to risks relating to IT assets
- C. Governing assets to drive the right trade-offs in investments and usage of assets
- D. Providing accurate and timely information about technology assets and their configuration
- E. Providing assets in an accurate and timely manner to supply, movement, or other requests
- F. Managing IT assets in compliance with legal, industry, and corporate standards and requirements

Correct Answer: CEF

QUESTION 4



What does the IBM SmartCloud Control Desk (SCCD) Migration Manager do?

- A. It migrates asset data between SCCD environments.
- B. It migrates SCCD from an Oracle database to IBM DB2.
- C. It migrates SCCD from Oracle WebLogic to IBM WebSphere.
- D. It migrates configuration content between SCCD environments.

Correct Answer: D

QUESTION 5

Which edition is included in the IBM SmartCloud Control Desk VMImage solution?

- A. Full Edition
- B. Entry Edition
- C. Everyplace Edition
- D. Service Provider Edition

Correct Answer: B

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