



C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

Which ticket type must be used to investigate the underlying cause of a set of issues?

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

Correct Answer: C

QUESTION 2

Which action can update Actual Configuration Items (CI) information?

- A. Promotion
- B. Asset/CI Link
- C. Update Promotion
- D. IBM Tivoli Integration Composer Data Load

Correct Answer: D

QUESTION 3

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 4

Where can a system administrator find the applications to set up organizations and sites?

- A. Configuration module



- B. Administration module
- C. System Configuration module
- D. Platform Configuration module

Correct Answer: B

QUESTION 5

What are three different ticket types available in IBM SmartCloud Control Desk? (Choose three.)

- A. Change
- B. Incident
- C. Solution
- D. Problem
- E. Service Request
- F. Configuration Item

Correct Answer: BDE

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