



C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

Pass IBM C9560-659 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/c9560-659.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by IBM Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

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 2

An end user logs a service request about an application being down. A service desk agent reviews the request and determines it is an incident and that this issue has occurred before. What might be the logical flow of records to resolve this issue long term?

- A. Problem, Activities and Tasks, Change
- B. Problem, Change, Release, and Work Order
- C. Problem, Work Order, Change, and Job Plan Tasks
- D. Problem, Process Request, Change, and Work Order

Correct Answer: A

QUESTION 3

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 4

Which statement best describes the Service Request Management functionality in IBM SmartCloud Control Desk?



- A. A tool that provides end-to-end IT and Enterprise asset lifecycle management on a single integrated platform.
- B. A tool that enables users to request, deploy, monitor and manage cloud computing services. It also provides traceable approvals and processes.
- C. A tool that helps customers manage, audit, and coordinate change and configuration management processes using user interfaces and workflows that facilitate cross-silo cooperation.
- D. A tool that provides a comprehensive and modular approach to integrated service desk and service catalog management enabling IT personnel to improve the efficiency of service delivery and to drive down operating costs.

Correct Answer: D

QUESTION 5

What is the purpose of the Promotion process?

- A. To create configuration items (CI) from Actual CIs
- B. To create Actual CIs from CIs
- C. To enable CIs to be used in the Change Management process
- D. To enable Actual CIs to be used in the Change Management process

Correct Answer: A

[C9560-659 Practice Test](#)

[C9560-659 Study Guide](#)

[C9560-659 Braindumps](#)