

C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

Which IBM SmartCloud Control Desk edition would include applications and capabilities to manage the data centers of multiple customers?

- A. Everyplace
- B. Entry Edition
- C. Service Provider offering
- D. IBM SmartCloud Control Desk

Correct Answer: C

QUESTION 2

In IBM SmartCloud Control Desk the offerings support several approvals for fulfillment. Which record types can be used for fulfillment of the request after approval?

- A. Work Orders, Releases, Change, and Tasks
- B. View Service Requests, Tasks, Incidents, and Activities
- C. Service Requests, Activities and Tasks, Work Orders, and Changes
- D. Process Request, View Catalog Request, Activities, and Work Orders

Correct Answer: C

QUESTION 3

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 4

Which applications support the automation in IBM SmartCloud Control Desk for processes such as incident, change, or asset management?



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- A. Workflow, Actions, Escalations
- B. Workflow, Logging, Application Designer
- C. Application Designer, Job Plans, Escalations
- D. Escalations, Automate Scripts, Quick Configuration

Correct Answer: A

QUESTION 5

What are two inputs of the Asset Management process? (Choose two.)

- A. Items
- B. Asset Reports
- C. Definitive Spares
- D. Supporting Contracts
- E. Asset Reconciliation Data

Correct Answer: AD

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