



# C9560-659<sup>Q&As</sup>

Fundamentals of Applying IBM SmartCloud Control Desk V1

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#### QUESTION 1

When using the Quick Configuration application in IBM SmartCloud Control Desk to load configuration item data, what is a supported file type?

- A. XLS
- B. TXT
- C. PDF
- D. CSV

Correct Answer: D

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#### 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

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#### QUESTION 3

By default, what are three of the required fields in a bulletin board message? (Choose three.)

- A. Subject
- B. Message
- C. Message ID
- D. Organization
- E. Person Group
- F. Expiration Date

Correct Answer: ACF

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#### QUESTION 4



At what data level are currency codes stored?

- A. Site
- B. Item
- C. System
- D. Organization

Correct Answer: C

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#### QUESTION 5

Updating asset information in a controlled manner is part of the IT Asset Management process. Which two related processes provide information on required updates to assets? (Choose two.)

- A. Incident Management
- B. Release Management
- C. Security Management
- D. Service Level Management
- E. Service Request Management

Correct Answer: AB

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