IBM SmartCloud Control Desk V7.5 Service Request Management Implementation

IBM C9560-656

Version Demo

Total Demo Questions: 10

Total Premium Questions: 119

Buy Premium PDF

Topic Break Down

Topic	No. of Questions
Topic 1, Volume A	60
Topic 2, Volume B	59
Total	119

QUESTION NO: 1

Under what circumstance should an incident be made global by checking the Global Incident check box?

A. when an incident is related to a problem

B. when the Affected By person is a Very Important Person

C. when an incident affects many users or causes other issues

D. when an incident needs to be managed by teams in different countries

ANSWER: C

QUESTION NO: 2

Which two IBM SmartCloud Control Desk V7.5 objects can be used to control how a Service Request offering is fulfilled? (Choose two.)

A. Actions

B. Workflow

C. Escalation

D. Work Order

E. Response Plan

ANSWER: B E

QUESTION NO: 3

The Offerings application is used for what two purposes? (Choose two.)

A. To grant administrative rights to offerings

B. To define the approvals for the Offering Fulfillment process

C. To define which catalogs the specific offering is a member of

D. To create a process that will be followed once the offering is approved

E. To create a process that will be followed once the offering is requested
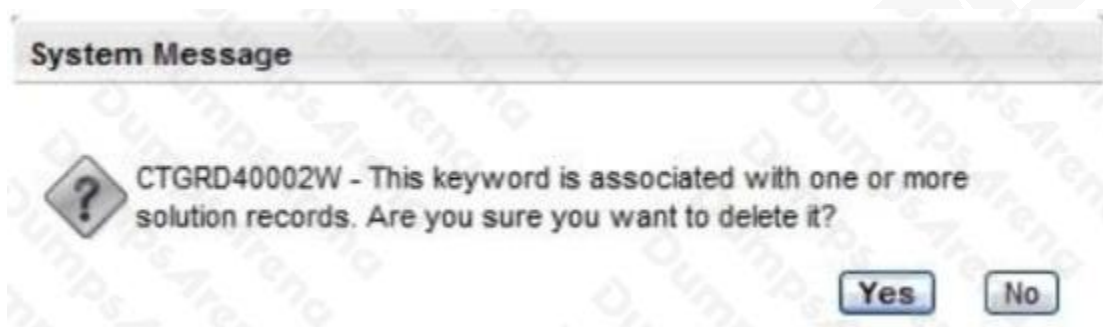
ANSWER: B C

QUESTION NO: 4

Notifications can be sent to users to inform them of catalog requests status only when which configuration has been completed?

A. The e-mail feature turned on in IBM WebSphere or Oracle WebLogic

B. A mail server on the same system as IBM SmartCloud Control Desk

C. A valid host name or IP address in the mail.smtp.host system property

D. A valid DNS server host name or IP address in the maximo.property file

ANSWER: C

QUESTION NO: 5

Click the Exhibit button.

An IT support specialist is reviewing existing solutions in the Solutions application. She decides to remove a few of the existing keywords from a general list and marks records for deletion in the Add Delete Ke9words dialog. Some of the keywords are associated with the existing Solutions and she receives the system message in the Exhibit.

What will happen when she selects Yes?

A. Records will not removed from the general list.

B. Records will be removed from the general list only.

C. Records will be removed from the general list and from the Solutions Keywords sections.

D. Records will be removed from the general list but values will be left in the Solutions Keywords sections.

ANSWER: C

QUESTION NO: 6

When creating a classification for use with the Service Catalog, which two objects must be specified in the Use With table in the Classifications application? (Choose two.)

A. SR

B. PERSON

C. INCIDENT

D. WORELEASE

E. PMSCOFFERING

ANSWER: A E

QUESTION NO: 7

In the Catalogs application, how can an administrator quickly add several offerings into a catalog?

A. In the Catalog tab, use the Select Offerings option

B. Click on the Deploy Multiple Offerings icon on the toolbar

C. Use the Add Multiple Offerings option in the Select Action menu

D. In the Offerings tab, use the Add Offering option and select multiple offerings at once

ANSWER: C

QUESTION NO: 8

In the Self Service property file, link defines a function that is available in the Self Service Center. What does the x refer to?

A. The name of the function

B. The name of the application

C. The position of this function in the menu

D. The name of the process that will be linked to the Self Service Center

ANSWER: C

QUESTION NO: 9

What two type of questions are available when creating question and answer sets for surveys? (Choose two.)

A. Attribute

B. Free form

C. Mandatory

D. Check Box

E. Combo Box

ANSWER: B D

QUESTION NO: 10

An incident may be associated with which two record types? (Choose two.)

A. Asset

B. Calendar

C. Item Master

D. Purchase Order

E. Configuration Item

ANSWER: A E