

IBM C9560-652 Exam

Volume A~B: 100 Questions

Volume A

1. 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

Answer: A,C,F

2. What are two virtual machine images that must be deployed to implement the IBM SmartCloud Control Desk VM Image solution? (Choose two.)

- A. IBM DB2 virtual machine
- B. IBM Tivoli Directory Server virtual machine
- C. Administrative Workstation virtual machine
- D. IBM Tivoli Integration Composer virtual machine
- E. IBM WebSphere Application Server virtual machine

Answer: A,E

3. 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

IBM C9560-652 Exam

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

Answer: A,B

4. Most loggers are inactive by default and set to which mode level?

- A. WARN
- B. DEBUG
- C. ERROR
- D. DEFAULT

Answer: C

5. Which statement best describes the Service Request Management functionality in IBM SmartCloud Control Desk V7.5?

- 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 interlaces 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.

Answer: D

IBM C9560-652 Exam

6. Which format is used to import and export workflow processes in IBM SmartCloud Control Desk V7.5?

- A. XSL
- B. Java
- C. XML
- D. VBS

Answer: C

7. An end user is presented with fields to gather specific or additional data when creating a service request from the Self Service Center. Where are these fields presented to the service desk agent when working the ticket?

- A. Activities tab
- B. Specification tab
- C. Solutions Details tab
- D. Service Request tab in the Details section

Answer: B

8. Which statement is true regarding Work Type settings?

- A. Start and Complete Status are mandatory fields to create a work type.
- B. Work types can be defined Work Order, Change, Release, and Process Request record types.
- C. In order for Work Type settings to be available a restart of the MXServer application server is required.
- D. To access Work Type settings go to Administration> Organizations, find the desired Organization then Select Action> Labor Options > Work Type.

Answer: C

9. What is a responsibility of the Service Catalog Designer?

IBM C9560-652 Exam

- A. To define which services are available to which users
- B. To provide Service Level Agreement details for catalog entries
- C. To determine which catalog views should be added or deleted
- D. To keep the entries aligned with the services in the IT Portfolio

Answer: D

10. Which application is used in IBM SmartCloud Control Desk V7.5 to configure an event that is triggered when a record is found that meets the conditions defined by an escalation point or workflow process?

- A. Actions
- B. Automation Scripts
- C. Activities and Tasks
- D. Service Level Agreements

Answer: A

11. The Start Center's Help menu provides links to which two resources? (Choose two.)

- A. IBM Redbooks
- B. Self Service Help
- C. StartCenterHelp
- D. IBM Electronic Support
- E. IBM developerWorks Wiki

Answer: C,D

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

- A. Incident

IBM C9560-652 Exam

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

Answer: C

13. Which process changes the definition of a Configuration Items?

- A. Change Management
- B. Release Management
- C. Configuration Management
- D. Configuration Items Management

Answer: C

14. IBM SmartCloud Control Desk V7.5 supports which two application servers? (Choose two.)

- A. Apache Tomcat
- B. IBM DB2 Server
- C. IBM WebSphere
- D. Tivoli Directory Server
- E. Oracle BEA WebLogic

Answer: C,E

15. Where can a user find the application to manage authorized assets?

- A. Assets module, Assets application
- B. Assets module, Authorized Assets application