

DUMPS ARENA

IBM SmartCloud Control Desk V7.5 Service Request Management Implementation

IBM C9560-656

Version Demo

Total Demo Questions: 10

Total Premium Questions: 119

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Topic Break Down

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

QUESTION NO: 1

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: 2**

A solution in which status can be modified in the Solutions application in IBM SmartCloud Control Desk V7.5?

- A. In any status
- B. Only in Draft status
- C. Only in Active status
- D. Only in Work in Progress status

ANSWER: A**QUESTION NO: 3**

What are two valid statuses of a solution in the Solutions application in IBM SmartCloud Control Desk V7.5? (Choose two.)

- A. Trial
- B. Test
- C. Draft
- D. Active
- E. Suspended

ANSWER: C D

QUESTION NO: 4

What is the purpose of the Automation Scripts application?

- A. to generate scripts and compile Java files to automate routine tasks
- B. to generate scripts and compile Java files to automate data importation
- C. to implement scripts to automate routine tasks without having to recompile Java files
- D. to implement scripts to automate data importation without having to restart the server

ANSWER: C

QUESTION NO: 5

Which application specifies the default workflow for Service Request Fulfillment Manager Approval?

- A. Catalog application
- B. Offerings application
- C. Organizations application
- D. Workflow Designer application

ANSWER: C

QUESTION NO: 6

When is it possible to create a cart template in IBM SmartCloud Control Desk V7.5?

- A. When there are no items in the shopping cart.
- B. Only when the shopping cart is in Draft status.
- C. When no tickets are active on the shopping cart.
- D. When one or more items are in the shopping cart.

ANSWER: D

QUESTION NO: 7

Which user must be used to delete the Incident queries installed from the Service Desk content?

- A. any user
- B. a database user

- C. only MAXADMIN
- D. only the user that created the query

ANSWER: D

QUESTION NO: 8

Which two criteria can be applied in the Response Plan application? (Choose two.)

- A. Assign Labor
- B. Apply Solution
- C. Apply Security
- D. Assign Vendor
- E. Assign Material

ANSWER: B D

QUESTION NO: 9

Which three pieces of information may be stored on a Ticket Template and applied to a Service Request? (Choose three.)

- A. Owner Group
- B. Classification
- C. Internal Priority
- D. Affected Person
- E. Reported Priority
- F. Service Level Agreement

ANSWER: A B C

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