

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

Fundamentals of Applying IBM SmartCloud Control Desk V1

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## QUESTION 1

When installing an enterprise solution, which edition of IBM SmartCloud Control Desk can be installed?

- A. Only Entry Edition
- B. Any product edition
- C. Only Everyplace Edition
- D. Only Service Provider Edition

Correct Answer: B

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## QUESTION 2

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

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## QUESTION 3

After an organization is created using the Quick Configuration application, what additional data must be created in the Organizations application?

- A. Users
- B. Locations
- C. Work Type
- D. Classifications

Correct Answer: C

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## QUESTION 4

A service desk agent receives a service request in their work queue. By default, how is it made visually clear this request was created from a standard offering?

- A. On the Specification tab there is a Show Offering dialog box
- B. On the Service Request header the Source field says Standard Offering
- C. On the Activities tab the check box for is checked for- Is standard offering?
- D. On the Service Request the fields Catalog Request ID and Source are populated

Correct Answer: D

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## QUESTION 5

Which IBM SmartCloud Control Desk applications best align to the Information Technology Infrastructure Libraryv3 Service Design process?

- A. Catalog, Security, Escalation, and Incident
- B. Offerings, Service Request, Escalation, and Workflow
- C. Offerings, Catalog, Service Level Agreements, and Escalations
- D. Service Level Agreements, Service Requests, Incidents, and Offerings

Correct Answer: C

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