C9560-659 ^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

What are three common tasks for Change Management? (Choose three.)

A. Schedule the change

B. Identify the cause of the change

C. Analyze the impact of the change

D. Create a problem from the change

E. Review the change once it has been implemented

F. Check for known errors related to the configuration items impacted by the change

Correct Answer: ACE

QUESTION 2

Which three types of data can be loaded using the Quick Configuration tool of IBM SmartCloud Control Desk? (Choose three.)

A. Sites

B. Assets

C. Job Plans

D. Person Users

E. Classifications

F. Configuration Items

Correct Answer: BDF

QUESTION 3

What is the purpose of the Update Promotion action?

A. To update attributes of the configuration item (CI) based on the information from the Actual CI

B. To update attributes of the Actual CI based on the information from the CI

C. To update attributes of the CI based on the information from the Change Management process

D. To update attributes of the Actual CI based on the information from the Change Management process

Correct Answer: A

QUESTION 4

The communication template can be configured for multiple recipients. What are three types of objects allowed as recipients? (Choose three.)

A. Roles

B. UserID

C. Ticket Owners

D. Person Groups

E. E-mail Address

F. Security Groups

Correct Answer: ADE

QUESTION 5

During the workflow design process in IBM SmartCloud Control Desk, which application stores information about individuals such as users, laborers, asset owners, and supervisors who receive workflow notifications?

A. Users

B. People

C. Delegates

D. Supervisors

Correct Answer: B

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