

C9560-659^{Q&As}

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

What is the purpose of the Service Catalog?

- A. To provide pricing information on all available services and options
- B. To provide a description of the IT Service and specify the responsibilities of the IT Service Provider and the customer
- C. To provide an authoritative source of consistent information on all agreed to services and ensure wide accessibility to all approved viewers
- D. To provide a database or structured document listing all IT services that are under consideration or development but are not yet available to customers

Correct Answer: C

QUESTION 2

Which component is optional in an IBM SmartCloud Control Desk installation?

- A. Web server
- B. Directory server
- C. Database server
- D. Application server

Correct Answer: B

QUESTION 3

What are three different ticket types available in IBM SmartCloud Control Desk? (Choose three.)

- A. Change
- B. Incident
- C. Solution
- D. Problem
- E. Service Request
- F. Configuration Item

Correct Answer: BDE

QUESTION 4

Which property name is used to discover or debug long running statements?

- A. mxe.mbocount
- B. mxe.db.QueryTimeout
- C. mxe.db.logSQLTimeLimit
- D. mxe.webclient.asyncrendertimelimit

Correct Answer: C

QUESTION 5

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

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

Correct Answer: C

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