C9560-659 Q&As

Fundamentals of Applying IBM SmartCloud Control Desk V1

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QUESTION 1

What are three sections of the Self Service Center? (Choose three.)

A. My News

B. My Assets

C. My Solutions

D. My Requests

E. My Service Desk

F. My Configuration Items

Correct Answer: ABD

QUESTION 2

What is the purpose of the EventTracker filter?

A. Events are logged into a SystemOut.log file.

B. To log events from external monitoring systems.

C. To track the event of the selected components only.

D. It helps to identify potential issues by tracking the overall usage of the application.

Correct Answer: D

QUESTION 3

Which file would be found to review for debugging an issue if given this path:

\IBM\Websphere\AppServer\Profiles\\logs\czapplicationserver>?

A. De.log

B. Fusion.log

C. Maximo.log

D. SystemOut.log

Correct Answer: D

QUESTION 4

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 5

What is the only IBM SmartCloud Control Desk edition available to customers using the Software as a Service model from IBM?

A. IBM SmartCloud Control Desk

B. IBM SmartCloud Control Desk Entry Edition

C. IBM SmartCloud Control Desk Service Provider Edition

D. IBM SmartCloud Control Desk Service Request Edition

Correct Answer: A

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