

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

Fundamentals of Applying IBM SmartCloud Control Desk V1

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## QUESTION 1

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

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## QUESTION 2

Where are the IBM SmartCloud Control Desk log files located?

- A. \ibm\smp\logs
- B. \ibm\smp\maximo\tools\maximo
- C. /profiles/ctgAppSrv01/logs/M/Server
- D. /profiles/ctgAppSrv01/profiles/ctgDmgr01/logs

Correct Answer: C

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## QUESTION 3

Configuration items with relationships and configuration management processes can support many applications in IBM SmartCloud Control Desk. Which three application are likely to be supported? (Choose three.)

- A. Change
- B. Incident
- C. Inventory
- D. Workflow
- E. Work Order
- F. Service Request

Correct Answer: ABF

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## QUESTION 4

Which IBM SmartCloud Control Desk offering is appropriate for a customer needing only a Service Desk and simple change management?

- A. Everyplace
- B. Entry Edition
- C. Service Provider
- D. IBM SmartCloud Control Desk

Correct Answer: B

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## QUESTION 5

When using the Quick Configuration application in IBM SmartCloud Control Desk to load configuration item data, what is a supported file type?

- A. XLS
- B. TXT
- C. PDF
- D. CSV

Correct Answer: D

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## QUESTION 6

What is an optional IBM SmartCloud Control Desk component?

- A. Database
- B. Directory server
- C. Application server
- D. Administrative workstation

Correct Answer: B

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## QUESTION 7

IBM SmartCloud Control Desk is an IT Infrastructure Library compliant solution that includes which features?

- A. Self Service Catalog, Change/Configuration/Release Management, and Event Management
- B. Self Service Catalog, Network Management, and IT Asset Lifecycle and Compliance Management
- C. Self Service Catalog, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance

Management

D. Service Desk, Cloud Provisioning, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance Management

Correct Answer: C

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## QUESTION 8

In IBM SmartCloud Control Desk the offerings support several approvals for fulfillment. Which record types can be used for fulfillment of the request after approval?

- A. Work Orders, Releases, Change, and Tasks
- B. View Service Requests, Tasks, Incidents, and Activities
- C. Service Requests, Activities and Tasks, Work Orders, and Changes
- D. Process Request, View Catalog Request, Activities, and Work Orders

Correct Answer: C

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## QUESTION 9

What functionality will a user need to define a set of tasks that will be applied to the Service Request once the Catalog Request is submitted and approved?

- A. Job Plan
- B. Fulfillment Plan
- C. Ticket Template
- D. Fulfillment Template

Correct Answer: A

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## QUESTION 10

Requests from the Service Catalog are often processed by which related process?

- A. Service DeskProcess
- B. Request Fulfillment Process
- C. Service Provisioning Process
- D. Service Level Management Process

Correct Answer: B

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## QUESTION 11

Which ticket type must be used for a user who is asking for information?

- A. Incident
- B. Problem
- C. Service Request
- D. Process Request

Correct Answer: C

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## QUESTION 12

Which statement best describes the Service Request Management functionality in IBM SmartCloud Control Desk?

- A. A tool that provides end-to-end IT and Enterprise asset lifecycle management on a single integrated platform.
- B. A tool that enables users to request, deploy, monitor and manage cloud computing services. It also provides traceable approvals and processes.
- C. A tool that helps customers manage, audit, and coordinate change and configuration management processes using user interlaces and workflows that facilitate cross-silo cooperation.
- D. A tool that provides a comprehensive and modular approach to integrated service desk and service catalog management enabling IT personnel to improve the efficiency of service delivery and to drive down operating costs.

Correct Answer: D

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## QUESTION 13

What is the purpose of the Promotion process?

- A. To create configuration items (CI) from Actual CIs
- B. To create Actual CIs from CIs
- C. To enable CIs to be used in the Change Management process
- D. To enable Actual CIs to be used in the Change Management process

Correct Answer: A

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## QUESTION 14

By default, what are three of the required fields in a bulletin board message? (Choose three.)

- A. Subject
- B. Message
- C. Message ID
- D. Organization
- E. Person Group
- F. Expiration Date

Correct Answer: ACF

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## QUESTION 15

Why would an IBM SmartCloud Control Desk user have two Start Centers?

- A. The user belongs to two person groups.
- B. The user belongs to two security groups.
- C. Two Start Centers are assigned to the person group that the user belongs to.
- D. Two Start Centers are assigned to the security group that the user belongs to.

Correct Answer: B

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