

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

Fundamentals of Applying IBM SmartCloud Control Desk V1

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## QUESTION 1

Which records are updated as a result of the reconciliation process?

- A. Linked assets
- B. Configuration items
- C. Actual configuration items
- D. No records are updated by the reconciliation process

Correct Answer: D

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## QUESTION 2

The Start Center's Help menu provides links to which two resources? (Choose two.)

- A. IBM Redbooks
- B. Self Service Help
- C. StartCenterHelp
- D. IBM Electronic Support
- E. IBM developer Works Wiki

Correct Answer: CD

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## QUESTION 3

Which Service Level Agreement (SLA) option can be set at the Organization level in IBM SmartCloud Control Desk?

- A. Allow application of multiple SLAs
- B. Allow SLAs to be used in multiple sites
- C. Apply multiple SLAs based on ticket priority
- D. Use calendar for calculating escalation notifications

Correct Answer: A

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## QUESTION 4

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 5

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

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## QUESTION 6

A self service user can perform which two tasks in the Self Service Center application? (Choose two.)

A. Import data

B. Report an issue

C. Create a workflow

D. Authorize a configuration item

E. Order from the offering catalog

Correct Answer: BE

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## QUESTION 7

The customer requirement is to automate an e-mail being sent to the service desk team whenever a new Service Request (SR) is created. How should this be implemented?

A. Manually send an e-mail from the SR once it is saved

- B. Modify the standard SR ITIL v3 process to send an e-mail
- C. Create a cron task that will send an e-mail for each SR in the status NEW
- D. Create an escalation that will send an e-mail for each SR in the status NEW

Correct Answer: D

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**QUESTION 8**

What is one way to determine which software is installed?

- A. Help > System Information
- B. Administration > Resources
- C. System Configuration > Logging
- D. Platform Configuration > System Properties

Correct Answer: A

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**QUESTION 9**

An end user is able to access asset records in site A but not in site B. What are two possible causes? (Choose two.)

- A. Data restriction is configured.
- B. Site B is not authorized to the user.
- C. Site B is not assigned in person groups that the user is in.
- D. Site B is not authorized in security groups that the user is in.
- E. Security groups that the user is in are not authorized for the Asset application.

Correct Answer: AD

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**QUESTION 10**

Which statement is true regarding the IBM SmartCloud Control Desk (SCCD) administrative workstation?

- A. The administrative workstation must be on a Windows platform.
- B. The administrative workstation is an optional SCCD component.
- C. SCCD EAR files must be generated on the administrative workstation.
- D. The middleware installation program only works on the administrative workstation.

Correct Answer: C

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**QUESTION 11**

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 12**

What are three valid outcomes of the IT Asset Management process? (Choose three.)

- A. Controlling the changes to the asset
- B. Eliminating exposure to risks relating to IT assets
- C. Governing assets to drive the right trade-offs in investments and usage of assets
- D. Providing accurate and timely information about technology assets and their configuration
- E. Providing assets in an accurate and timely manner to supply, movement, or other requests
- F. Managing IT assets in compliance with legal, industry, and corporate standards and requirements

Correct Answer: CEF

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**QUESTION 13**

A manager needs to set up a new employee. Using the Self Service Center, what action can the manager take for this type of fulfillment request?

- A. Request a New Service - Request a new asset or service
- B. Create Request- Description and details of the new request
- C. Report an Issue - Create a new service request to report an issue
- D. Frequent Request- Easy access to the services most often requested

Correct Answer: A

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**QUESTION 14**

What is a responsibility of the Service Catalog Designer?

- A. To define which services are available to which users
- B. To provide Service Level Agreement details for catalog entries
- C. To determine which catalog views should be added or deleted
- D. To keep the entries aligned with the services in the IT Portfolio

Correct Answer: D

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## QUESTION 15

What does the Deployer's Workbench do?

- A. It deploys EAR files.
- B. It manages authorized assets.
- C. It manages configuration item spaces.
- D. It plans an IBM SmartCloud Control Desk deployment.

Correct Answer: C

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