



IBM

C2010-652

IBM SmartCloud Control Desk V7.5 Fundamentals

- C. A tool that helps customers manage, audit, and coordinate change and configuration management processes using user interfaces 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

QUESTION 70

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 71

Which file would be found to review for debugging an issue if given this path
<root>\IBM\Websphere\AppServer\Profiles\<profileame>\logs\czapplicationserver?

- A. De.log
- B. Fusion.log
- C. Maximo.log
- D. SystemOut.log

Correct Answer D

QUESTION 72

A service desk agent receives a service request in their work queue. By default, how is it made visually clear this request was created from a standard offering?

- A. On the Specification tab there is a Show Offering dialog box
- B. On the Service Request header the Source field says Standard Offering
- C. On the Activities tab the check box for is checked for- Is standard offering?
- D. On the Service Request the fields Catalog Request ID and Source are populated

Correct Answer D

QUESTION 73

Which component is optional in an IBM SmartCloud Control Desk V7.5 installation?

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

Correct Answer B

QUESTION 74

What are three required settings for a user to have access to an offering? (Choose three.)

- A. The classification must be set.
- B. The status of the offering must be set to Active.
- C. The offering must be added to a Service Catalog.
- D. The Line Manager Approval workflow must be set.
- E. The Fulfillment Manager approval workflow must be set.
- F. There must be at least one presentation attribute defined.

Correct Answer ABC

QUESTION 75

What is the difference between an Actual Configuration Item and a Configuration Item (CI)?

- A. There maybe an active Change created against the CI.
- B. There must be an active Change created against the CI.
- C. There may be an active Change created against the Actual CI.
- D. There must be an active Change created against the Actual CI.

Correct Answer A

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