**IBM**

# C2010-659

*Fundamentals of Applying SmartCloud Control Desk V1*

**QUESTION:** 96
Which component is optional in an IBM SmartCloud Control Desk installation?

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

**Answer:** B

**QUESTION:** 97
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.

**Answer:** A, B, C

**QUESTION:** 98
A user added new loggers in the Logging application on a clustered test server and selected Apply Settings. The user confirmed that the relevant messages were written into the log file. During the maintenance window, the same server was restarted. The user cannot find the new loggers he added previously when he logged back in the next day.
What could be the reason?

A. The server was not started properties.
B. The Apply Settings action in the Logging application only works with the current login session.
C. The database was restarted during the maintenance window which over-wrote the logger settings.
D. When the server restarted, the settings in the logging.properties file (not the settings in the database) were applied.

**Answer:** D

**QUESTION: 99**
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.

**Answer: A**

**QUESTION: 100**
Which statement is true about the IBM SmartCloud Control Desk E-Mail Listener?

A. It can process encrypted messages.
B. It can process digitally signed messages.
C. It supports POP3 and IMAP protocols only.
D. It does not support embedded attachments.

**Answer: C**

**QUESTION: 101**
A customer wants to implement and use Definitive Media Library as an organization's definitive, authorized versions of software to assure proper software deployment and management on endpoints. Which IBM SmartCloud Control Desk module can create and manage a Definitive Media Library and manage deployments?

A. Change module
B. Release module
C. Service Level module
D. IT Infrastructure module

**Answer: B**

**QUESTION: 102**

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

**Answer:** D

**QUESTION:** 103
Which two criteria can be applied in the Response Plan application? (Choose two.)

A. Assign Labor
B. Apply Solution
C. Apply Security
D. Assign Vendor
E. Assign Material

**Answer:** B, D

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