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QUESTION & ANSWER

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Exam : **C9560-652**

Title : IBM SmartCloud Control Desk V7.5 Fundamentals

Version : DEMO

1.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
Answer: A,C,F

2.What are two virtual machine images that must be deployed to implement the IBM SmartCloud Control Desk VM Image solution? (Choose two.)
A. IBM DB2 virtual machine
B. IBM Tivoli Directory Server virtual machine
C. Administrative Workstation virtual machine
D. IBM Tivoli Integration Composer virtual machine
E. IBM WebSphere Application Server virtual machine
Answer: A,E

3.Updating asset information in a controlled manner is part of the IT Asset Management process. Which two related processes provide information on required updates to assets? (Choose two.)
A. Incident Management
B. Release Management
C. Security Management
D. Service Level Management
E. Service Request Management
Answer: A,B

4.Most loggers are inactive by default and set to which mode level?
A. WARN
B. DEBUG
C. ERROR
D. DEFAULT
Answer: C

5.Which statement best describes the Service Request Management functionality in IBM SmartCloud Control Desk V7.5?
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.
Answer: D