

IBM

C9560-680
IBM Control Desk V7.6 Fundamentals



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Question: 1

What does the IBM Control Desk V7.6 (SCCD) Migration Manager do?

Response:

- A. It migrates asset data between SCCD environments.
- B. It migrates SCCD from an Oracle database to IBM DB2.
- C. It migrates SCCD from Oracle WebLogic to IBM WebSphere.
- D. It migrates configuration content between SCCD environments.

Answer: D

Question: 2

Which statement is true about the IBM Control Desk E-Mail Listener?

Response:

- 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: 3

What is the purpose of the Reconciliation Cron task?

Response:

- A. to update only configuration items (CIs) with information from Actual CIs
- B. to identify any differences between CIs and Actual CIs
- C. to update only assets with information from deployed assets
- D. to update both CIs and assets with information from Actual CIs and deployed assets

Answer: B

Question: 4

Which three IT Infrastructure Library processes are directly supported by the Asset Management capability of IBM Control Desk V7.6?
(Choose three.)

Response:

- A. License Management
- B. Problem Management
- C. Demand Management
- D. Contract Management
- E. Capacity Management
- F. Financial Management

Answer: A,C,F

Question: 5

Where can a user see a graphical view of Changes and Releases scheduled?

Response:

- A. Work Orders module, Schedule application
- B. Change module, Change Schedule application
- C. Change module, Change Window Calendars application
- D. Planning and Scheduling module, Work Orders Schedule application

Answer: B

Question: 6

What is the only IBM Control Desk edition available to customers using the Software as a Service model from IBM?

Response:

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

Answer: A

Question: 7

Configuration items with relationships and configuration management processes can support many applications in IBM Control Desk V7.6. Which three application are likely to be supported?

(Choose three.)

Response:

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

Answer: A,B,F

Question: 8

What are three required settings for a user to have access to an offering?

(Choose three.)

Response:

- 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: 9

Which process changes the definition of a Configuration Items?

Response:

- A. Change Management
- B. Release Management
- C. Configuration Management
- D. Configuration Items Management

Answer: C

Question: 10

What is an optional IBM Control Desk V7.6 component?

Response:

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

Answer: B

Question: 11

The communication template can be configured for multiple recipients. What are three types of objects allowed as recipients?

(Choose three.)

Response:

- A. Roles
- B. UserID
- C. Ticket Owners
- D. Person Groups
- E. E-mail Address
- F. Security Groups

Answer: A,,D,E

Question: 12

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

Response:

- 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

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