IBM

A2010-652

Assessment: IBM SmartCloud Control Desk V7.5 Fundamentals

D. SystemOut.log

Answer: D

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

Answer: D

During the workflow design process in IBM SmartCloud Control Desk V7.5, which application stores information about individuals such as users, laborers, asset owners, and supervisors who receive workflow notifications?

A. Users
B. People
C. Delegates
D. Supervisors

Answer: B

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

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

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