CERTKILLERS

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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