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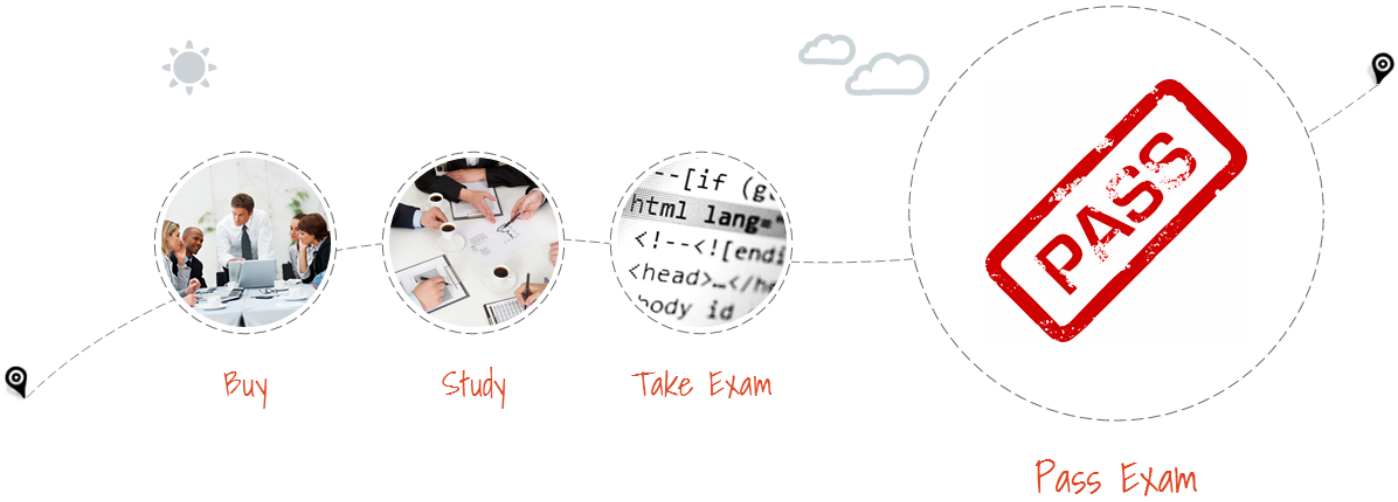

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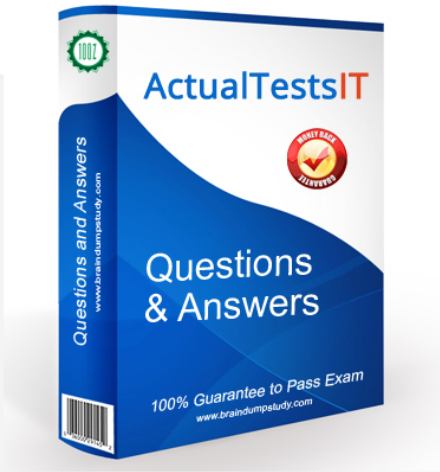

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Exam : **C9560-659**

Title : Fundamentals of Applying IBM SmartCloud Control Desk V1

Vendor : IBM

Version : DEMO

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NO.1 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

NO.2 When a bulletin board message has been created and approved, what happens if no audience is specified?
A. An error is generated.
B. The message will be visible to all users.
C. The message will not be visible to any user.
D. The message will only be visible to the creator.
Answer: B

NO.3 Which edition is included in the IBM SmartCloud Control Desk VMImage solution?
A. Full Edition
B. Entry Edition
C. Everyplace Edition
D. Service Provider Edition
Answer: B

NO.4 For easy maintenance, a customer needs to capture individual hourly log files on a daily basis. What setting(s) need to be configured?
A. In the Logging application, select Action> Manage Appenders, add a new row, fill in File Name, File Size, and Index.
B. In the System Properties application, select Action > Manage Logging, add a new row, fill in File Name, File Size, and Index.
C. In the Logging application, select Action > Manage Appenders, select Polling, fill in File Name, File Size, and Backup Index to 24.
D. In the System Properties application, select Action > Manage Appenders, schedule to run every 24 hours, fill in File Name, and File Size.
Answer: C

NO.5 Which action can update Actual Configuration Items (CI) information?
A. Promotion
B. Asset/CI Link
C. Update Promotion
D. IBM Tivoli Integration Composer Data Load
Answer: D

NO.6 Which three tasks are available in the IBM SmartCloud Control Desk Entry Edition? (Choose three.)
A. Importing data

B. Managing changes
C. Managing IT assets
D. Administering self-service
E. Managing configuration items
F. Working with incidents and problems
Answer: B,D,F

NO.7 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

NO.8 What is the only IBM SmartCloud Control Desk edition available to customers using the Software as a Service model from IBM?
A. IBM SmartCloud Control Desk
B. IBM SmartCloud Control Desk Entry Edition
C. IBM SmartCloud Control Desk Service Provider Edition
D. IBM SmartCloud Control Desk Service Request Edition
Answer: A

NO.9 IBM SmartCloud Control Desk is an IT Infrastructure Library compliant solution that includes which features?
A. Self Service Catalog, Change/Configuration/Release Management, and Event Management
B. Self Service Catalog, Network Management, and IT Asset Lifecycle and Compliance Management
C. Self Service Catalog, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance Management
D. Service Desk, Cloud Provisioning, Change/Configuration/Release Management, and IT Asset Lifecycle and Compliance Management
Answer: C

NO.10 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

NO.11 Requests from the Service Catalog are often processed by which related process?
A. Service DeskProcess
B. Request Fulfillment Process
C. Service Provisioning Process
D. Service Level Management Process
Answer: B

NO.12 Which IBM SmartCloud Control Desk edition would include applications and capabilities to manage the data centers of multiple customers?
A. Everyplace
B. Entry Edition
C. Service Provider offering
D. IBM SmartCloud Control Desk
Answer: C