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## Q&A

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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**