Latest Version: 6.0

Question: 1

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: 2

If the Self Service Center application is not security enabled for use by an end user, which two applications can be used to create a service request?
(Choose two.)

Response:

A.Offering Catalog
B.Process Request
C.Create Requisition
D.Create Service Request
E.Mobile Create Service Request

Answer: DE

Question: 3

Which statement is true regarding the Quick Configuration application?

Response:

A.The Quick Configuration information can be submitted only once.
B.The Quick Configuration can setup multiple sites within one organization.
C.IBM SmartCloud Control Desk cannot be started until the Quick Configuration is performed.

D.By default only users that are members of the MAXADMIN group can perform the Quick Configuration.

Answer: D

Question: 4

What are the steps to enable or disable the new record dialog for the Change application?

Response:

A.In the Application Designer add sigoption to show or hide the New Record Dialog.
B.In the Change Application select Action > Use/Disable New Record Dialog, and set Use With to 1 or 0.
C.In the System Properties application, find the property name pmchg.chang.usecreatedialog, set the Global Value to 1 or 0, and perform a live refresh.
D.In Security Groups select Action > Global Data Restrictions, in the Object Restrictions tab add or remove wochange object.

Answer: C

Question: 5

Using the Global Search application, which three record types can a user search across?
(Choose three.)

Response:

A.Change
B.Incident
C.Solution
D.Location
E.Service Request
F.Configuration Item

Answer: BCE

Question: 6

In what situation can a currency code not be deleted?

Response:

A.The currency is specified as the base currency for a site.
B.The currency code is used in a currency field on a record in any status.
C.A currency code cannot be deleted.
D.The currency is used in an active exchange rate in the Exchange Rates application.

Answer: D

Question: 7

Knowledge management is a common process within a service desk and in service management. Information Technology Infrastructure Library represents this in what process or functional area?

Response:

A.Design
B.Strategy
C.Transition
D.Operation

Answer: C

Question: 8

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: ACF

Question: 9

At what data level are currency codes stored?

Response:

A.Site
B.Item
C.System
D.Organization

Answer: C

Question: 10

Which action in the Self Service Center would an end user select to create an informational service request using IBM Control Desk V7.6?

Response:

A.Create Request
B.Report an Issue
C.Frequent Request
D.Request New Service

Answer: A