Latest Version: 12.0

Question: 1

What does the IBM Control Desk V7.6 (SCCD) Migration Manager do?
Response:

A. It migrates asset data between SCCD environments.
B. It migrates SCCD from an Oracle database to IBM DB2.
C. It migrates SCCD from Oracle WebLogic to IBM WebSphere.
D. It migrates configuration content between SCCD environments.

Answer: D

Question: 2

Which statement is true about the IBM Control Desk E-Mail Listener?
Response:

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

Question: 3

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: 4

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: A,C,F

Question: 5

Where can a user see a graphical view of Changes and Releases scheduled?
Response:

A. Work Orders module, Schedule application
B. Change module, Change Schedule application
C. Change module, Change Window Calendars application
D. Planning and Scheduling module, Work Orders Schedule application

Answer: B

Question: 6

What is the only IBM Control Desk edition available to customers using the Software as a Service model from IBM?
Response:

A. IBM Control Desk
B. IBM Control Desk Entry Edition
C. IBM Control Desk Service Provider Edition
D. IBM Control Desk Service Request Edition

Answer: A

Question: 7

Configuration items with relationships and configuration management processes can support many applications in IBM Control Desk V7.6. Which three application are likely to be supported?
(Choose three.)
Response:

A. Change
B. Incident
C. Inventory
D. Workflow
E. Work Order
F. Service Request

Answer: A,B,F

Question: 8

What are three required settings for a user to have access to an offering?
(Choose three.)
Response:

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: 9

Which process changes the definition of a Configuration Items?
Response:

A. Change Management
B. Release Management
C. Configuration Management
D. Configuration Items Management

Answer: C

Question: 10

What is an optional IBM Control Desk V7.6 component?
Response:

A. Database
B. Directory server
C. Application server
D. Administrative workstation

Answer: B

Question: 11

The communication template can be configured for multiple recipients. What are three types of objects allowed as recipients?
(Choose three.)
Response:

A. Roles
B. UserID
C. Ticket Owners
D. Person Groups
E. E-mail Address
F. Security Groups

Answer: A,,D,E

Question: 12

What is the difference between an Actual Configuration Item and a Configuration Item (CI)?
Response:

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