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QUESTION & ANSWER

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Exam : **A2010-656**

Title : Assess: IBM SmartCloud
Control Desk V7.5 Service
Request Management
Implementation

Version : DEMO

1.In the Catalogs application, how can an administrator quickly add several offerings into a catalog?

- A.In the Catalog tab, use the Select Offerings option
- B.Click on the Deploy Multiple Offerings icon on the toolbar
- C.Use the Add Multiple Offerings option in the Select Action menu
- D.In the Offerings tab, use the Add Offering option and select multiple offerings at once

Answer: C

2.A survey must be in which status in order to make and apply updates?

- A.Draft
- B.Closed
- C.Inactive
- D.Pending

Answer: A

3.Which field is mandatory when creating a new Response Plan?

- A.Ranking
- B.Conditions
- C.Description
- D.Response Plan Administrator

Answer: A

4.What type of event can be associated with an object launch point?

- A.New
- B.Create
- C.Update
- D.Activate

Answer: C

5.Which two types of information are displayed when viewing survey results? (Choose two.)

- A.The percentage of each answers for the number of responses.
- B.The percentage of users who have responded for tracked surveys.
- C.How many users received the survey for tracked but not untracked surveys.
- D.How many user received the survey for both tracked and untracked surveys.
- E.The percentage of answers responded to for each question weighted a value of one (1).

Answer: AD

6.What is the Priority Matrix used for?

- A.To set the Internal Priority based on Impact and Urgency
- B.To set the External Priority based on Impact and Urgency
- C.To set the Internal Priority based on Impact and Reported Priority
- D.To set the External Priority based on Impact and Reported Priority

Answer: A

7.A consultant is implementing the Incident and Problem Management process at a customer site.The

customer requires that an incident is associated to a problem record before it is resolved.What should be done to accomplish this?

- A.Create an incident and check Is Known Error check box
- B.Add a reference to the problem in the Incident Work Log
- C.Use the Select Action menu to create a problem from incident record
- D.Use the Failure Reporting tab to create a problem record and associates it with the incident

Answer: C

8.In IBM SmartCloud Control Desk V7.5, which two applications can be filtered by individual service or service group? (Choose two.)

- A.Users
- B.Actions
- C.Contracts
- D.User Groups
- E.Work Orders

Answer: CE

9.Which action should be taken by an agent before resolving an incident?

- A.Complete each worklog entry
- B.Mark the incident as a known issue
- C.Enter symptom, cause, and resolution in the Solution Details tab
- D.For global incidents, each related incident must be resolved manually

Answer: C

10.What are two methods to place a new Service Request (SR) under a Service Level Agreement (SLA)? (Choose two.)

- A.The SLA is applied with an action within a workflow.
- B.Click the Apply SLA action from the Select Action menu.
- C.A ticket template includes a SLA to be applied to the SR.
- D.A SLA is defined as part of the classification used on the SR.
- E.The self-service user selects a valid SLA when creating a new SR.

Answer: AB

11.The Offerings application is used for what two purposes? (Choose two.)

- A.To grant administrative rights to offerings
- B.To define the approvals for the Offering Fulfillment process
- C.To define which catalogs the specific offering is a member of
- D.To create a process that will be followed once the offering is approved
- E.To create a process that will be followed once the offering is requested

Answer: BC

12.What two type of questions are available when creating question and answer sets for surveys? (Choose two.)

- A.Attribute

- B.Free form
- C.Mandatory
- D.Check Box
- E.Combo Box

Answer: BD

13.Which three pieces of information may be stored on a Ticket Template and applied to a Service Request? (Choose three.)

- A.Owner Group
- B.Classification
- C.Internal Priority
- D.Affected Person
- E.Reported Priority
- F.Service Level Agreement

Answer: ABC

14.Which statement is true about adding keywords to a solutions record?

- A.New keywords can only be added by the owner of the solution.
- B.New keywords can only be added from the Domains application.
- C.New keywords can only be added from the Solutions application.
- D.The keywords list is predefined during implementation and cannot be modified.

Answer: C

15.The View Catalog Request application is used for what purpose?

- A.To view and manage all service requests
- B.To view and manage all service requests for a user
- C.To view and manage submitted requests for available offerings for a user
- D.To view and manage submitted requests for available catalogs for a user

Answer: C

16.In IBM SmartCloud Control Desk V7.5, which two types of records can be related to a service group? (Choose two.)

- A.Users
- B.Assets
- C.Access
- D.Locations
- E.Time Zones

Answer: BD

17.What is a valid status sequence for a Response Plan?

- A.Draft> Active > Inactive> Active
- B.New> Active> Inactive > Revised
- C.Draft> Pending > Active> Inactive
- D.New> Pending> Active > Revised

Answer: A

18. When a Self Service Center user is searching for a particular offering, how can they tell the difference between an offering and a solution if they performed a general search using the Search field?

- A. Offerings have puzzle pieces as icons.
- B. Offerings usually have icons that represent their service.
- C. Offerings for the user will be found in Frequent Requests.
- D. Offerings can only be found in the Request New Service folder.

Answer: B

19. Which statement is true about cart templates in IBM SmartCloud Control Desk V7.5?

- A. It is possible to add multiple cart templates in a shopping cart.
- B. It is possible to add only one cart template in each shopping cart.
- C. It is possible to add multiple cart templates in a shopping cart only after the offering is validated.
- D. It is possible to add multiple cart templates in a shopping cart only if each item in the cart template is different.

Answer: A

20. How does a service desk agent report the labor time spent for each activity related to resolving a problem?

- A. Use the Time Tracking section
- B. Apply a Service Level Agreement to the problem ticket
- C. Add the labor, start time, and end time in the Failure Reporting tab
- D. Use the buttons Start Timer and Stop Timer in the Problem application

Answer: A