Vendor: IBM

Exam Code: C2010-656

Exam Name: IBM SmartCloud Control Desk V7.5 Service Request Management Implementation

Version: DEMO

QUESTION 1
What type of event can be associated with an object launch point?

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

Answer: C

QUESTION 2
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

QUESTION 3
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

QUESTION 4
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

QUESTION 5
What are two methods to place a new Service Request (SR) under a Service Level Agreement (SLAy? (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 SLAt0 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

QUESTION 6
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

QUESTION 7
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

QUESTION 8
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

QUESTION 9
A survey must be in which status in order to make and apply updates?

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

Answer: A

QUESTION 10

Which field is mandatory when creating a new Response Plan?

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

Answer: A

QUESTION 11
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

QUESTION 12
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

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