Vendor: IBM

Exam Code: C2010-505

Exam Name: IBM SmartCloud Control Desk V7.5.1.1 IT Asset Management

Version: Demo

QUESTION 1
Which process changes the definition of a Configuration Items?

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

Correct Answer: C

QUESTION 2
IBM SmartCloud Control Desk V7.5.1 supports which two application servers? (Choose two.)

A.   Apache Tomcat
B.   IBM DB2 Server
C.   IBM WebSphere
D.   Tivoli Directory Sewer
E.   Oracle BEA WebLogic

Correct Answer: CE

QUESTION 3
Where can a user find the application to manage authorized assets?

A.   Assets module, Assets application
B.   Assets module, Authorized Assets application
C.   IT Infrastructure module, Reconciliation application
D.   IT Infrastructure module, Authorized Assets application

Correct Answer: A

QUESTION 4
An end user logs a service request about an application being down. A service desk agent reviews the request and determines it is an incident and that this issue has occurred before. What might be the logical flow of records to resolve this issue long term?

A.   Problem, Activities and Tasks, Change
B.   Problem, Change, Release, and Work Order
C.   Problem, Work Order, Change, and Job Plan Tasks
D.   Problem, Process Request, Change, and Work Order

Correct Answer: A

QUESTION 5
Where are the IBM SmartCloud Control Desk log files located?

A.   \ibm\smp\logs
B.   \ibm\smp\maximo\tools\maximo
C.   <WAS_HOME>/profiles/ctgAppSrv01/logs/M/Server

D. <WAS_HOME>/profiles/ctgAppSrv01/profiles/ctgDmgr01/logs

Correct Answer: C

QUESTION 6
Which three main capabilities are combined into IBM SmartCloud Control Desk V7.5.1?

A. Asset Management, Network Management, Event Management
B. Change Management, Contract Management, Performance Management
C. Asset Management, Change Management, Service Request Management
D. Service Request Management, Discovery Management, Problem Management

Correct Answer: C

QUESTION 7
Which three tasks are available in the IBM SmartCloud Control Desk Entry Edition? (Choose three.)

A. Importing data
B. Managing changes
C. Managing IT assets
D. Administering self-service
E. Managing configuration items
F. Working with incidents and problems

Correct Answer: BDF

QUESTION 8
What are two capabilities of the Quick Configuration application in IBM SmartCloud Control Desk V7.5.1? (Choose two.)

A. Data loading
B. Restart server
C. Configure an Organization and Site
D. Service Desk content configuration
E. Service Catalog content configuration

Correct Answer: AC

QUESTION 9
In IBM SmartCloud Control Desk the offerings support several approvals for fulfillment. Which record types can be used for fulfillment of the request after approval?

A. Work Orders, Releases, Change, and Tasks
B. View Service Requests, Tasks, Incidents, and Activities
C. Service Requests, Activities and Tasks, Work Orders, and Changes
D. Process Request, View Catalog Request, Activities, and Work Orders

Correct Answer: C

QUESTION 10
Which three middleware components are mandatory with an IBM SmartCloud Control Desk
installation? (Choose three.)

A. Web Server
B. Directory Server
C. Database Server
D. Application Server
E. Integration Composer
F. Deplorer's Workbench

Correct Answer: ACD

QUESTION 11
What are two appropriate Key Performance Indicators for the Service Catalog Management
Process? (Choose two.)

A. Number of accesses per month
B. Number of calls to the service desk
C. Percent of users who use the service catalog
D. Percent of users who are aware of the service catalog
E. Number of services published including Service Level Agreements/Targets

Correct Answer: AC

QUESTION 12
What is an optional IBM SmartCloud Control Desk V7.5.1 component?

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

Correct Answer: B

QUESTION 13
Why would an IBM SmartCloud Control Desk V7.5.1 user have two Start Centers?

A. The user belongs to two person groups.
B. The user belongs to two security groups.
C. Two Start Centers are assigned to the person group that the user belongs to.
D. Two Start Centers are assigned to the security group that the user belongs to.

Correct Answer: B

QUESTION 14
Where are the default installation log files located in the administrative workstation?

A.   <root>\IBM\SMP\logs
B.   <root>\IBM\SMP\DE\logs
C.   <root>\IBM\SMP\Maximo\logs
D.   <root>\IBM\Websphere\AppServer\Profiles\<profilename>\logs\

Correct Answer: A

QUESTION 15
What are three different ticket types available in IBM SmartCloud Control Desk V7.5.1? (Choose three.)

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

Correct Answer: BDE

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