**Vendor:** IBM

**Exam Code:** C2010-656

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

**Version:** Demo

**QUESTION NO: 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**

**QUESTION NO: 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**

**QUESTION NO: 3**

Which field is mandatory when creating a new Response Plan?

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

**Answer: A**

**QUESTION NO: 4**

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

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

**Answer: C**

**QUESTION NO: 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: A,D**

**QUESTION NO: 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**

**QUESTION NO: 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**

**QUESTION NO: 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: C,E**

**QUESTION NO: 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**

**QUESTION NO: 10**

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: A,B**

**QUESTION NO: 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: B,C**

**QUESTION NO: 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: B,D**

**QUESTION NO: 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: A,B,C**

**QUESTION NO: 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**

**QUESTION NO: 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**

**QUESTION NO: 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: B,D**

**QUESTION NO: 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**

**QUESTION NO: 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**

**QUESTION NO: 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**

**QUESTION NO: 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**

**QUESTION NO: 21**

According to ITIL best practices, what is the primary goal when service desk staff works on an incident?

**A.** Resolve the issue quickly
**B.** Restore the service quickly
**C.** Determine what caused the abnormal condition
**D.** Document the interaction between the service desk agent and the user

**Answer: B**

**QUESTION NO: 22**

Which statement is true about the Self Service Center?

**A.** Users with proper access must rebuild the maximo.ear file to remove a section.
**B.** Users with proper access can modify the number of sections in the Application Designer.
**C.** Users with proper access can modify the content of each section in the Application Designer.
**D.** Users with proper access can modify the background of this application in the Application Designer.

**Answer: A**

**QUESTION NO: 23**

Which feature in IBM SmartCloud Control Desk V7.5 helps a service desk agent create incidents quickly?

**A.** A job plan that provides a template to standardize work tasks.
**B.** A web macro function that records all the actions and can be re-run to perform repeatable tasks.
**C.** Multiple ticket templates applied to the same incident save time and make operations more efficient.
**D.** A simplified view containing few fields where it is possible to pick one common request as a template.

**Answer: D**

**QUESTION NO: 24**

What is the purpose of the Update Tool with Service Catalog optional content?

**A.** It is used to install the optional content after the IBM SmartCloud Control Desk V7.5 implementation.

**B.** It is used to uninstall the optional content after the IBM SmartCloud Control Desk V7.5implementation.
**C.** It can be used to modify the service content data to reference a different organization, site, set, and vendor.
**D.** It can be used to add the additional Service Catalog process content available from the Integrated Service Management Library.

**Answer: C**

## QUESTION NO: 25

Which cron task is used to index ticket1 solution, and service catalog records and make them available in the Global Search application?

**A.** BBCron
**B.** LSNP0RQN
**C.** PmSolutionCron
**D.** PmobjSearchCron

**Answer: D**

## QUESTION NO: 26

In IBM SmartCloud Control Desk V7.5, which statement is true about escalation activation for a specific Service Level Agreement (SLA)?

**A.** An escalation can be activated if its validation fails.
**B.** When the status of a SLA is changed, the associated escalation changes status automatically.
**C.** When the Activate/Deactivate Escalation action is used to activate the escalation, the associated SLA changes status.
**D.** When an escalation is created for an active SLA, the Activate/Deactivate Escalation action must be used to activate the escalation.

**Answer: D**

**QUESTION NO: 27**

In IBM SmartCloud Control Desk V7.5, what are three default statuses of a Service Level Agreement in the Service Level Agreement application? (Choose three.)

**A.** Trial
**B.** Draft
**C.** Active
**D.** Inactive
**E.** Template
**F.** Suspended

**Answer: B,C,D**

**QUESTION NO: 28**

What is a potential benefit related to using Service Desk optional content?

**A.** Integration with Problem, Change, and Release Management processes.
**B.** Predefined Service Level Agreements to ensure measurable service delivery.
**C.** ITIL aligned best practice processes to support service request management.
**D.** A clearly defined system administrator role supported by dedicated start centers and security groups to align with the functions of the role.

**Answer: C**

**QUESTION NO: 29**

Which two applications use catalogs to allow users to search for and order services? (Choose two.)

**A.** Offerings
**B.** Catalogs
**C.** Offering Catalog
**D.** Self Service Center
**E.** Create Service Request

**Answer: C,D**

**QUESTION NO: 30**

Which statement is true regarding activities and response plans?

**A.** Activities specified on response plans are copied over to the service request(SR) when the response plans is applied.
**B.** Activities specified on the job plan associated with a response plan are copied over to the SR when the response plan is applied.
**C.** Activities specified on the solution associated with a response plan are copied over to the SR when the response plan is applied.
**D.** Activities specified on the Ticket Template associated with a response plan are copied over to the SR when the response plan is applied.

**Answer: D**

**QUESTION NO: 31**

A user opens an existing problem and wants to be assigned as the owner but there is no Take Ownership button or action. What is the most likely cause?

**A.** The problem is in an active workflow and cannot be changed.
**B.** The user has recently changed his or her password and must first log out.
**C.** The user is not in a security group with the option Take Ownership granted.
**D.** The problem is already assigned to another user and cannot be reassigned.

**Answer: C**

**QUESTION NO: 32**

What data is stored in the Ticket table?

**A.** Task records
**B.** Solution records
**C.** Ticket Template records

**D.** Service Request records

**Answer: D**

## QUESTION NO: 33

Which two IBM SmartCloud Control Desk V7.5 objects can be used to control how a Service Request offering is fulfilled? (Choose two.)

**A.** Actions
**B.** Workflow
**C.** Escalation
**D.** Work Order
**E.** Response Plan

**Answer: B,E**

## QUESTION NO: 34

In IBM SmartCloud Control Desk V7.5, which two fields can use substitution variables in the Communication Templates application? (Choose two.)

**A.** To
**B.** Subject
**C.** Reply To
**D.** Message
**E.** Send From

**Answer: B,D**

## QUESTION NO: 35

What type of record is required for the E-mail Listener application to process an incoming e-mail message?

**A.** user
**B.** person
**C.** administrator
**D.** a valid e-mail address from the sender

**Answer: B**

## QUESTION NO: 36

Which field can be defined on a Ticket Template?

**A.** Vendor
**B.** Source
**C.** Customer
**D.** Service Level Agreement

**Answer: A**

## QUESTION NO: 37

What must be true for a Ticket Template to be applied to a ticket?

**A.** The Ticket Template must be in Active status.
**B.** The Ticket Template must have a Class defined.
**C.** The Ticket Template must have an Organization defined.
**D.** The Ticket Template must have the same site as the logged in user.

**Answer: A**

## QUESTION NO: 38

Which statement is true regarding tasks on job plans?

**A.** Tasks can contain a nested job plan.
**B.** Tasks can be added to job plans to track actuals.

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