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Exam : **000-652**

Title : IBM SmartCloud Control
Desk V7.5 Fundamentals

Vendors : IBM

Version : DEMO

NO.1 What is the purpose of the Promotion process?

- A. To create configuration items (CI) from Actual CIs
- B. To create Actual CIs from CIs
- C. To enable CIs to be used in the Change Management process
- D. To enable Actual CIs to be used in the Change Management process

Answer: A

NO.2 What is the purpose of domains within IBM SmartCloud Control Desk?

- A. To allow global searches across areas of an organization
- B. To specify ownership of a set of objects within the product
- C. To separate configuration items and assets into geographical areas
- D. To maintain a value list that can be used in fields within the product

Answer: D

NO.3 What functionality will a user need to define a set of tasks that will be applied to the Service Request once the Catalog Request is submitted and approved?

- A. Job Plan
- B. Fulfillment Plan
- C. Ticket Template
- D. Fulfillment Template

Answer: A

NO.4 When installing an enterprise solution, which edition of IBM SmartCloud Control Desk can be installed?

- A. Only Entry Edition
- B. Any product edition
- C. Only Everyplace Edition
- D. Only Service Provider Edition

Answer: B

NO.5 What is the purpose of the Update Promotion action?

- A. To update attributes of the configuration item (CI) based on the information from the Actual CI
- B. To update attributes of the Actual CI based on the information from the CI
- C. To update attributes of the CI based on the information from the Change Management process
- D. To update attributes of the Actual CI based on the information from the Change Management process

Answer: A

NO.6 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

Answer: A,C

NO.7 Which ticket type must be used for a user who is asking for information?

- A. Incident
- B. Problem
- C. Service Request
- D. Process Request

Answer: C

NO.8 Which two activities are included in the scope of IT Asset management? (Choose two.)

- A. Risk Management
- B. License Management
- C. Security Management
- D. Inventory Management
- E. Configuration Management

Answer: B,D

NO.9 What are three types of IBM SmartCloud Control Desk offerings? (Choose three.)

- A. Action
- B. Descriptive
- C. Work Order
- D. Work Request
- E. Service Catalog
- F. Service Request

Answer: A,B,F

NO.10 What is the IBM SmartCloud Control Desk V7.5 (SCCD) application server used for?

- A. To apply SCCD fix packs
- B. To generate SCCD EAR files
- C. To provide a SCCD runtime environment
- D. To customize Maximo Business Object Java code

Answer: C