



Vendor: IBM

Exam Code: A2010-656

Exam Name: Assess: 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 (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

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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