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**Exam** : **C9560-659**

**Title** : Fundamentals of Applying  
IBM SmartCloud Control  
Desk V1

**Version** : Demo

1.A manager needs to set up a new employee. Using the Self Service Center, what action can the manager take for this type of fulfillment request?

- A. Request a New Service - Request a new asset or service
- B. Create Request- Description and details of the new request
- C. Report an Issue - Create a new service request to report an issue
- D. Frequent Request- Easy access to the services most often requested

**Answer: A**

2.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**

3.By default, what are three of the required fields in a bulletin board message? (Choose three.)

- A. Subject
- B. Message
- C. Message ID
- D. Organization
- E. Person Group
- F. Expiration Date

**Answer: A,C,F**

4.The Start Center's Help menu provides links to which two resources? (Choose two.)

- A. IBM Redbooks
- B. Self Service Help
- C. StartCenterHelp
- D. IBM Electronic Support
- E. IBM developer Works Wiki

**Answer: C,D**

5.What is the IBM SmartCloud Control Desk (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**