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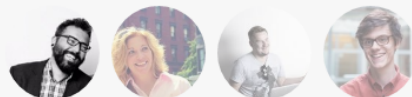
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Exam : C2010-656

Title : IBM SmartCloud Control Desk V7.5
Service Request Management
Implementation

Vendors : IBM

Version : DEMO

NO.1 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: A,B

NO.2 Under what circumstance should an incident be made global by checking the Global Incident check box?

- A. when an incident is related to a problem
- B. when the Affected By person is a Very Important Person
- C. when an incident affects many users or causes other issues
- D. when an incident needs to be managed by teams in different countries

Answer: C

NO.3 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

NO.4 The Weight field is used in the calculation of which option when working with questions for surveys?

- A. survey reports
- B. user responses
- C. question ratings
- D. ordering the questions in a survey

Answer: A

NO.5 What is the purpose of selecting the Known Error check box?

- A. It copies the problem summary and details to a new Bulletin Board Message for all users to see.
- B. It enables the New Row button on the Related Records tab so additional records can be linked to the problem.
- C. It adds the problem to the collection of known errors that service desk agents use to provide quick resolution to related problems.
- D. It removes the current problem from the list being worked by a problem analyst because it is already being worked with another record.

Answer: C

NO.6 If a response plan is applied to an existing work order, which two fields will be overwritten on the work order by the response plan if defined? (Choose two.)

- A. Priority
- B. Vendor
- C. Customer
- D. Owner Group
- E. Service Group

Answer: B,D

NO.7 Which Key Performance Indicator is included with the Service Catalog content?

- A. Catalog Orders in Approval
- B. Service Catalog Waiting for Approval
- C. Catalog Orders in Waiting for Approval
- D. Service Catalog Service Requests Waiting for Approval

Answer: D

NO.8 In IBM SmartCloud Control Desk V7.5, which two calendar types are available to be used with Service Level Agreements in the Service Level Agreement application? (Choose two.)

- A. Time Calendar
- B. Custom Calendar
- C. Frequency Calendar
- D. Applies To Calendar
- E. Calculation Calendar

Answer: D,E