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#1 Online Certification Guide

IBM C9560-680

IBM Control Desk Fundamentals Certification Questions & Answers

Exam Summary – Syllabus –Questions

C9560-680
[IBM Certified Associate - IBM Control Desk v7.6](#)
63 Questions Exam – 70% Cut Score – Duration of 90 minutes

Table of Contents:

Know Your C9560-680 Certification Well:

The C9560-680 is best suitable for candidates who want to gain knowledge in the IBM Python Programming Associate. Before you start your C9560-680 preparation you may struggle to get all the crucial Control Desk Fundamentals materials like C9560-680 syllabus, sample questions, study guide.

But don't worry the C9560-680 PDF is here to help you prepare in a stress free manner.
The PDF is a combination of all your queries like-
- What is in the C9560-680 syllabus?
- How many questions are there in the C9560-680 exam?
- Which Practice test would help me to pass the C9560-680 exam at the first attempt?

Passing the C9560-680 exam makes you IBM Certified Associate - IBM Control Desk v7.6. Having the Control Desk Fundamentals certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

IBM C9560-680 Control Desk Fundamentals Certification Details:

Exam Name	IBM Certified Associate - IBM Control Desk v7.6
Exam Code	C9560-680
Exam Price	$200 (USD)
Duration	90 mins
Number of Questions	63
Passing Score	70%
Books / Training	**IBM Control Desk**
Schedule Exam	**Pearson VUE**
Sample Questions	**IBM Control Desk Fundamentals Sample Questions**
Practice Exam	**IBM C9560-680 Certification Practice Exam**

C9560-680 Syllabus:

Topic	Details	Weights
IBM Control Desk Concepts	- Explain Service Management Concepts and their interdependencies. - Explain the processes and capabilities of Service Desk and Self Service. - Explain the processes and capabilities of Service Catalog and Self Service. - Explain the capabilities of Configuration Management, Change Management and Release Management. - Explain the capabilities of IT Asset Management (hardware and software).	21%
General Installation and Deployment IBM Control Desk.	- Describe the various offering types (IBM Control Desk, IBM Control Desk Internal Service Provider, IBM Control Desk External Service Provider). - Describe the various deployment options (On Cloud/SaaS, On Premises). - Understand the installation process and steps. - Explain the general architecture of IBM Control Desk on the different deployment options. - Explain the methods and tools that support external integration (ITIC, Integration Framework, IBM Security Directory Integrator (previously TDI), etc).	14%
Configure IBM Control Desk	- Explain the security options including people and users for IBM Control Desk. - Perform the initial configuration which includes IT foundation data (organization, sites, etc.) - Understand report administration, security and reporting capabilities. - Explain the IBM Control Desk options for logging (serviceability logging). - Summarize the system configuration options (system properties, cron tasks, etc). - Explain how workflows and escalations can be configured. - Perform UI changes and database configuration modifications.	35%
Usage of IBM Control Desk.	- Demonstrate knowledge of basic navigation and UI usage. - Perform Service Desk Management. - Demonstrate knowledge of managing IT hardware and software assets. - Demonstrate knowledge of Configuration Management, Change Management and Release Management. - Perform troubleshooting and problem determination on IBM Control Desk. - Create ad-hoc reports and run system reports.	30%

IBM C9560-680 Sample Questions:

Question: 1

In what situation can a currency code not be deleted?

a) The currency is specified as the base currency for a site.
b) The currency code is used in a currency field on a record in any status.
c) A currency code cannot be deleted.
d) The currency is used in an active exchange rate in the Exchange Rates application.

Answer: d

Question: 2

Knowledge management is a common process within a service desk and in service management. Information Technology Infrastructure Library represents this in what process or functional area?

a) Design
b) Strategy
c) Transition
d) Operation

Answer: c

Question: 3

Which statement is true regarding the Quick Configuration application?

a) The Quick Configuration information can be submitted only once.
b) The Quick Configuration can setup multiple sites within one organization.
c) IBM SmartCloud Control Desk cannot be started until the Quick Configuration is performed.
d) By default only users that are members of the MAXADMIN group can perform the Quick Configuration.

Answer: d

Question: 4

What are the steps to enable or disable the new record dialog for the Change application?

a) In the Application Designer add sigoption to show or hide the New Record Dialog.
b) In the Change Application select Action > Use/Disable New Record Dialog, and set Use With to 1 or 0.
c) In the System Properties application, find the property name pmchg.chang.usecreatedialog, set the Global Value to 1 or 0, and perform a live refresh.
d) In Security Groups select Action > Global Data Restrictions, in the Object Restrictions tab add or remove wochange object.

Answer: c

Question: 5

What is the purpose of the Reconciliation Cron task?

a) to update only configuration items (CIs) with information from Actual CIs
b) to identify any differences between CIs and Actual CIs
c) to update only assets with information from deployed assets
d) to update both CIs and assets with information from Actual CIs and deployed assets

Answer: b

Question: 6

Where can a user see a graphical view of Changes and Releases scheduled?

a) Work Orders module, Schedule application
b) Change module, Change Schedule application
c) Change module, Change Window Calendars application
d) Planning and Scheduling module, Work Orders Schedule application

Answer: b

Question: 7

If the Self Service Center application is not security enabled for use by an end user, which two applications can be used to create a service request?

(Choose two.)

- a) Offering Catalog
- b) Process Request
- c) Create Requisition
- d) Create Service Request
- e) Mobile Create Service Request

Answer: d, e

Question: 8

Using the Global Search application, which three record types can a user search across?

(Choose three.)

- a) Change
- b) Incident
- c) Solution
- d) Location
- e) Service Request
- f) Configuration Item

Answer: b, c, e

Question: 9

Which action in the Self Service Center would an end user select to create an informational service request using IBM SmartCloud Control Desk V7.5?

- a) Create Request
- b) Report an Issue
- c) Frequent Request
- d) Request New Service

Answer: a

Question: 10

Which statement is true regarding the IBM Control Desk V7.6 (SCCD) administrative workstation?

a) The administrative workstation must be on a Windows platform.
b) The administrative workstation is an optional SCCD component.
c) SCCD EAR files must be generated on the administrative workstation.
d) The middleware installation program only works on the administrative workstation.

Answer: c

Study Guide to Crack IBM Control Desk Fundamentals C9560-680 Exam:

- Getting details of the C9560-680 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the C9560-680 exam.

- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.

- Joining the IBM provided training for C9560-680 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.

- Read from the C9560-680 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.

- Practicing on C9560-680 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for C9560-680 Certification

Make EduSum.com your best friend during your IBM Control Desk V7.6 Fundamentals exam preparation. We provide authentic practice tests for the C9560-680 exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual C9560-680 exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the C9560-680 exam.

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