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IBM

Fundamentals of Applying Tivoli Service Availability and Performance Management Solutions V2

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Exam Name:	Fundamentals of Applying Tivoli Service Availability and Performance Management Solutions V2		
Exam Type:	IBM	Exam Code:	000-028
Certification	IBM Tivoli Software	Total Questions:	164

Question: 1
Which statement is true about determining total user count for implementation?

A. The user count is irrelevant to the system requirements.
B. The user count is needed by the survey group for the final client satisfaction survey.
C. The number of users is important for determining the scope and scale of the implementation.
D. The number of users is directly related to the size of the authentication database; therefore, it is needed for determining the size of the authentication server.

Answer: C

Question: 2
During a meeting with a client, an organizational chart containing all of the customer contact information including the project sponsor, the implementation managers, operations managers, and end-user managers is presented. Who should be contacted to get a comprehensive list of experts?

A. The stakeholders
B. The customers ceo
C. The financial approver
D. The secretary of the customers ceo

Answer: A

Question: 3
Which two conditions should be met in order for the customer to understand the findings of the requirements analysis? (Choose two.)

A. The presentation must be delivered to the CIO.
B. Requirements must be defined by the customer.
C. Recommendations must be presented to the customer.
D. Customer expectations must be documented in the analysis.
E. The format for the analysis must be provided by the customer.

Answer: C,D

Question: 4
What are two important factors to consider when determining the delivery goals for a service availability and performance management solution? (Choose two.)

A. The total resource commitment for staffing
B. Which issueshave priority and will be resolved first
C. Feedback from the stakeholders after the final presentation
D. Dependencies on existing service availability and performance management solutions
E. Vendors that will be used for the service availability and performance management solution

Answer: A,D

Question: 5
Which statement is always true about a relationship and a dependency between major project plan milestones?

A. Pain points must be documented before defining the business processes.
B. Authentication requirements must be understood before the system is designed.

C. The service availability and performance management software installation is a prerequisite for software configuration.
D. Existing service availability and performance management tools must be either configured or decommissioned before new service availability and performance management tools are installed.

Answer: C

Question: 6
A major IT Services company currently has an Operations Center in London. The company operates globally, providing Managed Services to its customer base. The Business services require monitoring the Server and Network infrastructure. Each end customer has a data repository in the London Centre that they view events of their leased line. The Operations team in London currently uses various products such as IBM NetView and other legacy applications in the EMEA customer base. To achieve monitoring of the network, for the current goal of service availability and performance management, they will be replacing IBM NetView with the most recent version of IBM Tivoli Network Manager. They mention that future plans include upgrading the existing infrastructure by using Netcool OMNIbus in the London site also at a later stage. But the aim is to expand into the US for its current Business Goals. To achieve this aim, the project plan has isolated specific weaknesses of relevant roles of the customers proposed service availability and performance management products, as well as a skills gap in some teams of the existing client based solutions. The stakeholder has requested how the skills gap will be met, the timeframe and cost of meeting their needs, for further review by management. They are keen to ensure that the right technical ability is used in the customers situation and that all relevant employees and operators need education but have a requirement to keep the expenditure minimal. What is the most relevant resource to help formulate the proposed education needs and plan?

A. Only investigate IBM partners training for each role that has a skills gap.
B. Only investigate IBM educational product specific training for each role that has a skills gap.
C. Investigate the customer's human resource department for internal training, to check it fills the skills gap identified.
D. Investigate IBM educational offerings including IBM partners educational offerings, for each role that has a skills gap.

Answer: D

Question: 7
A customer has a requirement to see a dashboard that can drill down into the Service Model and see the status of an entire service, all of its dependencies, and the health of the services supporting those elements. Which IBM Tivoli service availability and performance management product or suite of products should be used to meet this requirement?

A. IBM Tivoli Monitoring
B. IBM Tivoli Netcool Impact
C. IBM Tivoli Business Service Manager
D. IBM Tivoli Composite Application Manager

Answer: C

Question: 8
What is a good way of using Key Performance Indicators (KPIs) to avoid an SLA violation?

A. Inspect KPI values only after SLA violation.

B. Provide the option to adjust KPI to distort true SLA measure.
C. Ensure KPI metric can be identified with a good or bad status only.
D. Monitor KPI metric for gradual movement so that impending SLA violations can be identified.

Answer: D

Question: 9
What are the two most important characteristics of a key executive decision maker?
(Choose two.)

A. Controls the budget
B. Approves the project
C. Chooses the hardware
D. Assigns the project staff
E. Is the most respected technical advisor to the CIO

Answer: A,B

Question: 10
After an introductory meeting verifying the roles and responsibilities of key players and decision makers, what is the next step?

A. Identify key players and decision makers.
B. Create a written list of all meeting attendees.
C. Schedule a follow-on meeting with key players.
D. Exchange business cards to be used for future networking.

Answer: C

Question: 11
While scheduling the introductory meeting with a company, who should be the client contact for invitations to the introductory meeting?

A. The technical contact
B. The process manager
C. The customer sponsor
D. The administrative assistant to the process manager

Answer: C

Question: 12
When documenting a client's business processes, which information is relevant?

A. Only the processes that can be automated
B. Low-level business processes that can be automated
C. High-level business processes that can be automated
D. The high-level business processes and how they break down into low-level business processes

Answer: D

Question: 13
A telecommunications company sells circuits to customers.
What is this an example of?

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and many others.. See complete list Here