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# 000-428

## IBM

*IBM Certified Specialist System z Technical Support  
V3*

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**Question: 1**

A customer has a System z10 installed for over a month. The customer calls IBM rep, mentions that he has a problem with his system. What corrective action should be taken to help customer?

- A. Get the Hardware Installation team involved
- B. Go to the Customer site and resolve the problem.
- C. Call the customer on phone and walk them thru the PMR process to resolve the problem
- D. Refer the customer back to the Sales Team

**Answer: C**

**Question: 2**

Which temporary Capacity on Demand offering is NOT permitted to increase capacity by more than 100% of the purchased permanent capacity?

- A. Capacity Backup
- B. Capacity for Planned Events
- C. On/Off Capacity on Demand
- D. Disaster Event on Demand

**Answer: C**

**Question: 3**

When building the image profiles for a large system, the client should be concerned with the size requirements for which of the following?

- A. Extended Common Save Area (ECSA)
- B. Expanded Storage
- C. Common Save Area (CSA)
- D. Hardware Systems Area (HSA)

**Answer: D**

**Question: 4**

The System z10 processor installation is complete. Which of the following are the next steps the customer expects from IBM team?

- A. Setup a meeting with customers to discuss project summary plans and conclusions.
- B. Have a IBM internal team meeting to discuss project
- C. Invite the customer to an installed customer event
- D. Reopen application discussions to start up another project

**Answer: A**

**Question: 5**

A very large retailer selling books on the internet is considering a z10 server running Linux or a Dell Xeon server running Windows. Which of the following characteristics should be emphasized?

- A. Linux solution provides a completely secure environment due to z10 hardware
- B. Linux solution provides higher performance due to processor speeds
- C. Linux solution has a lower cost due to the lower people support cost
- D. Linux solution supports more adapters enabling the solution to connect more users and sessions

**Answer: C**



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