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000-M221

IBM

Tivoli Automation Sales Mastery Test v3

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QUESTION: 1

Tivoli Application Dependency Discovery Manager (TADDM) is important because?

- A. Most large customers do not know what they in their data center, or the relationships that exists between the configuration items deployed, and this can directly impact service availability
- B. It is a good entry point and provides up-selling opportunities to Tivoli business service management, CCMDB, Service Desk, and asset management
- C. It can discover servers, OSs, applications, virtual partitions, and network devices and map the relationships between them
- D. All of the above

Answer: D

QUESTION: 2

The Tivoli Change and Configuration Management Database can be part of a larger customer solution, and bigger sales opportunity for you because:

- A. It integrates with Tivoli Release Manager (TRPM) only
- B. It integrates with Tivoli Release Manager and Tivoli Request Manager only
- C. It integrates with Tivoli Asset Management for IT only
- D. It integrates with Tivoli Release Manager, Tivoli Service Request Manager, and Tivoli Management for IT

Answer: D

QUESTION: 3

What is Business Services Management?

- A. A category of IT operations software that links business processes
- B. A category of IT operations software that links the availability and performance status of the underlying applications and IT infrastructure to business services that enable business processes
- C. A category of financial operations software that the cost of various business services
- D. A category of operations that links how business entities work together

Answer: B

QUESTION: 4

What is a benefit of Business Service Management?

- A. Identify the impact of IT problems on business service and prioritize relative to business impact.
- B. Clearly defines which department is responsible for IT applications
- C. Less personnel
- D. All of the above

Answer: A

QUESTION: 5

Which one of the following provides a turn-key monitoring solution for Microsoft Applications and the Microsoft Application infrastructure environments upon which they depend?

- A. IBM Tivoli Monitoring (ITM)
- B. IBM Tivoli Monitoring (ITM) for Microsoft Applications
- C. IBM Tivoli Composite Application Manager (ITCAM) for Applications
- D. IBM Tivoli Composite Application Manager (ITCAM) for Application Diagnostics

Answer: B

QUESTION: 6

For Consolidated Operations, what are the three steps from "events to information"?

- A. Discovering the infrastructure, monitoring it, and automating business processes
- B. Monitoring the IT infrastructure, consolidating events, and presenting comprehensive status information on a "single pane of glass"
- C. Monitoring the infrastructure, archiving events, and analyzing historical information to identify trends and prevent performance problems before they occur
- D. Consolidating operational status, identifying business metrics and key performance indicators, and presenting business service status in role-specific dashboards



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