000-029

IBM

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QUESTION: 1
What differentiates the IBM Tivoli Service Management platform from its competitors?

A. PinkVerify certification at the highest level
B. end-to-end service management solution that expands beyond IT
C. IBM Tivoli Change and Configuration Management Database (CCMDB) viewer launch capability from within the Service Desk Tool
D. integration with a wide variety of third-party configuration item discovery products into the current version of the CCMDB

Answer: B

Section 1: Sec One (2 to 2)
Details: Golden Bank is a global banking business with offices in every major international city. Golden Bank's main US headquarters are located in Atlanta, and it has data centers in New York, Chicago, and Los Angeles.
Having grown over the years through mergers and acquisitions, and the addition of new service offerings, Golden Bank has accumulated a great number of diversified IT hardware and software assets. In such a complex environment, it can be difficult to obtain accurate asset data for analysis and reporting purposes.
Additionally, Golden Bank must integrate multiple service support and service delivery organizations that have resulted from acquisitions. Each service support organization acts independently, performing separate problem resolution processes. There is no consolidated configuration or change control between or among the organizational "silos". Previous attempts to consolidate have failed because of a lack of skills and experience to do so.
During interviews Golden Bank executives have expressed the following
statements: Golden Bank will be recognized as the best international consumer
bank.
Golden Bank wants to be the "complete solution" for the consumer.
Golden Bank has total commitment to providing their customers increasingly better service. Golden Bank wants to reduce the cost of doing business.
Golden Bank has to increase its profitability for shareholders.
Golden Bank will convert its service management processes to an ITIL framework.
Golden Bank has asked that you provide them with a recommended solution that addresses the following:
Automate information feeds from and to legacy systems with minimum customization.
Create a comprehensive repository of data about Golden Bank's IT assets, including inventory items.
Allow the administrator to easily configure or add fields and to auto-correct multiple records in one transaction.
Maintain baseline historical data for comparative analysis.
Maximize reporting capability.
Compare, analyze, and reconcile software license data.
Provide auto-discovery functionality and system configuration capture or import from external systems for reconciliation.
Be supported by a vendor with a highly structured and proven implementation and conversion methodology, comprehensive training, and responsive service and problem resolution

management.
Based on the Golden Bank scenario,

QUESTION: 2
Which statement best matches the customer's objectives in relation to IT?

A. Golden Bank wants to better monitor the cost of doing business.
B. Convert Golden Banks business processes to an ITIL framework.
C. Golden Bank has total commitment to providing their customers increasingly better service.
D. Golden Bank wants to create a comprehensive repository of data about its hardware and software inventory.

Answer: D

QUESTION: 3
Which three industry standard protocols does IBM Tivoli Application Dependency Discovery Manager support? (Choose three.)

A. SDI
B. CDM
C. SSH
D. WMI
E. SNMP
F. SOAP

Answer: C, D, E

QUESTION: 4
Which IBM Tivoli Service Management product does Release Process Manager integrate most closely with?

A. IBM Tivoli Provisioning Manager
B. IBM Tivoli Service Request Manager
C. IBM Tivoli Capacity Process Manager
D. IBM Tivoli Change and Configuration Management Database

Answer: D

QUESTION: 5
A client asks how a service request (SR) can be initiated into a workflow. What are two

methods for accomplishing this? (Choose two.)

A. An SR can be manually submitted to workflow by selecting the SR on the list tab.
B. An SR can be automatically submitted to workflow by using an action on an escalation.
C. An SR can be manually submitted to workflow by selecting the Change Status toolbar icon.
D. An SR can be manually submitted to workflow by selecting the Route Workflow toolbar icon.
E. An SR can be automatically submitted to workflow by using an notification on an escalation.

Answer: B, D

QUESTION: 6
An IT department indicates that their users do not have a good understanding of what the IT department does. Which ITIL construct can help the IT department resolve this?

A. Help Desk
B. Service Catalog
C. Problem Management
D. Service Level Agreements

Answer: B

QUESTION: 7
A company just hired a new chief information officer (CIO) to lead the IT group and enable them to refocus on the services IT provides to the business. The CIO wants to assess their current IT capabilities, but does not have any funding for consultation. Which free IBM tool can the CIO use?

A. Return on Investment tool
B. IBM Tivoli ITIL Process Alignment tool
C. IBM Assessment Tool for On-Demand Business
D. IBM Service Management Self-Assessment tool

Answer: D

QUESTION: 8
When discussing IT Service Management with chief information officers, frequently the topic of using capability maturity modules to assess an organization's process, technologies/tools, organization, and information comes up. Typically a derivative of the IT Service Capability Maturity Model with maturity phases such as Initial, Repeatable, Defined, Managed, and Optimizing is used during the assessment. What is the value of conducting this assessment for an organization?

A. It identifies key personnel and the information needed for all IT processes to be optimized.
B. It identifies the specific ITIL process that is required to be improved on and what tools and technologies are required to accomplish that.
C. It identifies what tools and technologies are required to be implemented in order to move an organization from one maturity phase to the next.
D. It identifies which maturity phase an organization is in, whichmaturity phase the organization is required to target, as well as how to get there.

Answer: D

QUESTION: 9
A chief information officer wants to assess their current environment. Which two aspects of the environment are important for sizing an IT Service Management solution? (Choose two.)

A. IT standards in use
B. staff skill assessment
C. organizational hierarchy
D. geographic location of servers
E. types of operating systems in use

Answer: D, E

QUESTION: 10
A customer's chief information officer (CIO) invites a solution advisor to discuss IT Service Management and how it might help with financial planning. What should the advisor find out about the CIO's environment?

A. the number of assets being used
B. types of security protocols being used
C. which network vendors are being used
D. types of operating systems being used

Answer: A

QUESTION: 11
In addition to networks and hardware, which other IT components should a solution advisor analyze in a customer's current IT environment?

A. user communities

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and many others.. See complete list Here