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# 000-430

## IBM

*Tivoli Netcool Service Quality Manager V4.1.1 Implementation*

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**QUESTION: 1**

During the IBM Tivoli Netcool Service Quality Manager planning stages, which two standard options are available to architect or create service models, based on the given customer requirements? (Choose two.)

- A. adapters
- B. TMF solutions
- C. adapter toolkit
- D. custom gateways
- E. Service Solutions

**Answer:** C, E

**QUESTION: 2**

Which action is appropriate to troubleshoot monitoring in case of missing data?

- A. check if a recovery catalog process is running
- B. check if the ODBC monitoring agent is gathering data from the adapters
- C. check the IBM Tivoli Netcool Service Quality Manager adapters configuration
- D. check to see if the summarization and pruning agent is configured and running

**Answer:** C

**QUESTION: 3**

Which two changes can be made to enhance the mediation performance? (Choose two.)

- A. increase storage disk space
- B. add additional mediation platforms
- C. add more Service Solution instances
- D. increase mediation data storage requirements
- E. tune the mediation solution, such as threads and processes

**Answer:** B, E

**QUESTION: 4**

Which software component is a prerequisite to installing the IBM Tivoli Netcool Service Quality Manager core packages on AIX?

- A. Tivoli Data Warehouse
- B. IBM Tivoli Netcool Webtop
- C. Sun Java System Message Queue
- D. an LDAP-compliant Directory Server

**Answer:** D

**QUESTION: 5**

What is the standard encoding format of the data that needs to be produced by the mediation layer?

- A. CSV file
- B. XML file
- C. SQL file
- D. Binary file

**Answer:** A

**QUESTION: 6**

Which two aggregation periods are supported for an SLO? (Choose two.)

- A. yearly
- B. weekly
- C. monthly
- D. quarterly
- E. 15 minutes

**Answer:** B, E

**QUESTION: 7**

How is it verified that the IBM Tivoli Netcool Service Quality Manager Web Portal application is running?

- A. by checking that Tomcat server process (coreweb) is running
- B. by checking that a WebSphere process supporting the ISC profile is running
- C. by checking that IBM Tivoli Netcool Service Quality Manager Socks Proxy process is running
- D. by checking that Customer Experience Managercore server processes are running (sap disp)

**Answer:** B

**QUESTION: 8**

After the installation of a new Service Solution, opening one of the associated reports notifies that a table or view does not exist. Which step can be taken to resolve the issue?

- A. check the mediation log files
- B. restart the Business Objects services
- C. redefine the content of the report generating the error
- D. open the Designer application and ensure that the Universe has the correct database connection details

**Answer:** D

**QUESTION: 9**

Which two software products must be installed prior to beginning an IBM Tivoli Netcool Service Quality Manager server installation? (Choose two.)

- A. Red Hat Linux
- B. Sybase Database
- C. Windows XP Server
- D. LDAP-compliant Directory Server
- E. Oracle DatabaseEnterprise Edition

**Answer:** D, E

**QUESTION: 10**

Which action is appropriate to troubleshoot monitoring in case of missing data?

- A. check if a recovery catalog process is running
- B. check the Oracle database logs to see if any errors are recorded
- C. check if the ODBC monitoring agent is gathering data from the adapters
- D. check to see if the summarization and pruning agent is configured and running

**Answer:** B

**QUESTION: 11**

In managing and maintaining the IBM Tivoli Netcool Service Quality Manager resources inventory, which three resource types are available in the system? (Choose three.)

- A. ranged
- B. regular
- C. regional
- D. composite
- E. hierarchical
- F. geographical

**Answer:** B, D, E

**QUESTION: 12**

Which part of the IBM Tivoli Netcool Service Quality Manager client is used to configure external alarm notification?

- A. auditing
- B. SLA monitoring
- C. SLA provisioning
- D. mediation provisioning

**Answer:** C

**QUESTION: 13**

When using the Actions page to set up actions to occur when an SLA enters a new state, various methods of notification are supported. What is a supported method?

- A. SQL insert



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and many others.. See complete list [Here](#)

