



# 000-426

## IBM

### *IBM System z Technical Support*

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**Question: 1**

Which of the following best describes the purpose of the IBM System z SAPR guide?

- A - Provide information on product details
- B - Mitigate potential installation issues before hardware installation
- C - Determine IBM resources available for post-sales support
- D - Document pricing and contract information on a sale

**Answer: B**

**Question: 2**

A customer created a z/VM with a Linux environment. After installation, the customer notices that some Linux applications are not running as fast as expected. A decision is made to tune the system because of these performance problems. Which of the following must be done before making tuning changes to the system or workload?

- A - Provide additional memory in the z/VM / Linux LPAR
- B - Upgrade z/VM and Linux to the latest releases
- C - Install an additional Integrated Facility for Linux (IFL)
- D - Determine what resource is the limiting factor in the configuration

**Answer: D**

**Question: 3**

The System z sales specialist has brought the System z technical specialist in very late in the pre sale process. This caused several problems, and the specialist had to correct some misunderstandings about the technology and capabilities. To avoid these misunderstandings in future, which of the following would be the most appropriate way to handle this?

- A - Document the problems and send a written summary to the sales specialist.
- B - Explain the situation to the customer and document the problems in the SAR.
- C - Ask the sales specialist to bring them in earlier so that they can better understand the account.
- D - Discuss the situation and the related issues with the sales manager and ask them to discuss with the sales specialist.

**Answer: C**

**Question: 4**

A company wants to enable customers to access their sales catalog via the Internet but is concerned about security. What z9 features are available to prevent an unauthorized person from viewing the data as it passes through the Internet?

- A - OSA/Express GbE card and QDIO or non-QDIO features of z/OS
- B - Crypto Express2 card and System SSL in z/OS
- C - PCICC or PCICA adapter and the Ported Tools feature of z/OS
- D - CPACF and RACF

**Answer: B**

**Question: 5**

A customer is installing a z9 EC for their DR site. There is a short narrow driveway to the loading dock at the DR site. Which of the following should the customer do to ensure the truck can deliver the z9 EC?

**SAMPLE EXAM**



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