

**Exam** : **000-028**

**Title** : Fundamentals of Applying  
Tivoli Service Availability  
and Performance  
Management Solutions  
2009

**Version** : Demo

1. Which statement is true about determining total user count for implementation?

- A. The user count is irrelevant to the system requirements.
- B. The user count is needed by the survey group for the final client satisfaction survey.
- C. The number of users is important for determining the scope and scale of the implementation.
- D. The number of users is directly related to the size of the authentication database; therefore, it is needed for determining the size of the authentication server.

**Answer: C**

2. During a meeting with a client, an organizational chart containing all of the customer contact information including the project sponsor, the implementation managers, operations managers, and end-user managers is presented.

Who should be contacted to get a comprehensive list of experts?

- A. the stakeholders
- B. the customers CEO
- C. the financial approver
- D. the secretary of the customers CEO

**Answer: A**

3. Which two conditions should be met in order for the customer to understand the findings of the requirements analysis? (Choose two.)

- A. The presentation must be delivered to the CIO.
- B. Requirements must be defined by the customer.
- C. Recommendations must be presented to the customer.
- D. Customer expectations must be documented in the analysis. E. The format for the analysis must be provided by the customer.

**Answer: CD**

4. What are two important factors to consider when determining the delivery goals for a service availability and performance management solution? (Choose two.)

- A. the total resource commitment for staffing

- B. which issues have priority and will be resolved first
- C. feedback from the stakeholders after the final presentation
- D. dependencies on existing service availability and performance management solutions
- E. vendors that will be used for the service availability and performance management solution

**Answer:** AD

5. Which statement is always true about a relationship and a dependency between major project plan milestones?

- A. Pain points must be documented before defining the business processes.
- B. Authentication requirements must be understood before the system is designed.
- C. The service availability and performance management software installation is a prerequisite for software configuration.
- D. Existing service availability and performance management tools must be either configured or decommissioned before new service availability and performance management tools are installed.

**Answer:** C

6. A major IT Services company currently has an Operations Center in London. The company operates globally, providing Managed Services to its customer base. The Business services require monitoring the Server and Network infrastructure. Each end customer has a data repository in the London Centre that they view events of their leased line.

The Operations team in London currently uses various products such as IBM NetView and other legacy applications in the EMEA customer base. To achieve monitoring of the network, for the current goal of service availability and performance management, they will be replacing IBM NetView with the most recent version of IBM Tivoli Network Manager.

They mention that future plans include upgrading the existing infrastructure by using Netcool OMNibus in the London site also at a later stage. But the aim is to expand into the US for its current Business Goals.

To achieve this aim, the project plan has isolated specific weaknesses of relevant roles of the customers proposed service availability and performance management products, as well as a skills gap in some teams of the existing client based solutions.

The stakeholder has requested how the skills gap will be met, the timeframe and cost of meeting their

needs, for further review by management. They are keen to ensure that the right technical ability is used in the customer's situation and that all relevant employees and operators need education but have a requirement to keep the expenditure minimal.

What is the most relevant resource to help formulate the proposed education needs and plan?

- A. Only investigate IBM partners training for each role that has a skills gap.
- B. Only investigate IBM educational product specific training for each role that has a skills gap.
- C. Investigate the customer's human resource department for internal training, to check it fills the skills gap identified.
- D. Investigate IBM educational offerings including IBM partners educational offerings, for each role that has a skills gap.

**Answer: D**

7. A customer has a requirement to see a dashboard that can drill down into the Service Model and see the status of an entire service, all of its dependencies, and the health of the services supporting those elements. Which IBM Tivoli service availability and performance management product or suite of products should be used to meet this requirement?

- A. IBM Tivoli Monitoring
- B. IBM Tivoli Netcool Impact
- C. IBM Tivoli Business Service Manager
- D. IBM Tivoli Composite Application Manager

**Answer: C**

8. What is a good way of using Key Performance Indicators (KPIs) to avoid an SLA violation?

- A. Inspect KPI values only after SLA violation.
- B. Provide the option to adjust KPI to distort true SLA measure.
- C. Ensure KPI metric can be identified with a good or bad status only.
- D. Monitor KPI metric for gradual movement so that impending SLA violations can be identified.

**Answer: D**

9. What are the two most important characteristics of a key executive decision maker? (Choose two.)

- A. controls the budget
- B. approves the project
- C. chooses the hardware
- D. assigns the project staff
- E. is the most respected technical advisor to the CIO

**Answer:** AB

10. After an introductory meeting verifying the roles and responsibilities of key players and decision makers, what is the next step?

- A. Identify key players and decision makers.
- B. Create a written list of all meeting attendees.
- C. Schedule a follow-on meeting with key players.
- D. Exchange business cards to be used for future networking.

**Answer:** C

11. While scheduling the introductory meeting with a company, who should be the client contact for invitations to the introductory meeting?

- A. the technical contact
- B. the process manager
- C. the customer sponsor
- D. the administrative assistant to the process manager

**Answer:** C

12. When documenting a client's business processes, which information is relevant?

- A. only the processes that can be automated
- B. low-level business processes that can be automated
- C. high-level business processes that can be automated
- D. the high-level business processes and how they break down into low-level business processes

**Answer:** D

13. A telecommunications company sells circuits to customers.

What is this an example of?

- A. an automation
- B. a key performance indicator C.
- a low-level business process D.
- a high-level business process

**Answer: D**

14. A telecommunications company configures their network equipment after receiving an order for a new circuit from one of their customers.

What is this an example of?

- A. an automation
- B. a key performance indicator C.
- a low-level business process D.
- a high-level business process

**Answer: C**

15. What is the best course of action when the priorities discovered do not match the expectations of the key decision maker (KDM)?

- A. understand that the KDM is ultimately in charge and change the priorities to meet the KDMs expectations
- B. use the goodwill accumulated up to this point while acting as an honest, trusted advisor and make a polite but logical appeal to the KDMs reason citing justifications
- C. after collecting data, ask for a meeting with the KDM and the key staff members, and present the data in an unassailable analysis that will force the KDM to see reason
- D. understand that implementing the KDMs expectations will not create the best value for the client and recommend that the customer get a second opinion from a competitor

**Answer: B**

16. A list of the client's business pain points is requested in order to prioritize them. The customer is

unclear what is meant by the term pain point.

What is a service availability and performance management pain point?

- A. a human resource program designed to improve poor staff morale
- B. uneven cash flow based on seasonal demand for the clients product line
- C. an internal cultural clash in the clients organization that results from a recent acquisition
- D. a business process that can be improved or implemented so that it will increase revenue

**Answer: D**

17. A solution advisor is mapping a clients business processes to client-identified pain points.

Which method should the consultant use to help the client rank their pain points?

- A. build a table with each business process, and associated pain, weighting each on a scale of 1-10 and review with client
- B. investigate business type (Telecommunications, Enterprise, Government Agency or Small/Medium business) and identify organizational structure and size
- C. break down the high-level business processes into low-level component processes and create a document that shows the relationship between the low-level business processes and high-level business processes
- D. determine how existing service availability and performance management processes can be used to alleviate the clients pain points and how those processes will be mapped to take the clients requirements into account

**Answer: A**

18. An initial meeting is held with a managed service provider (MSP) that is a subdivision of a international broadband provider. The MSP has offices in the USA, Europe, and Asia. The MSP manages the network backbones for approximately 800 mid-sized customers. The MSP has contracts with their customers which have service level agreements that they are tracking.

Which three service availability and performance management products or systems are they most likely to be using now? (Choose three.)

- A. Provisioning Systems

- B. Event Management Systems
- C. Computer Systems Monitoring
- D. Change Management Systems
- E. Network Management Systems
- F. Business Services Management

**Answer:** BEF

19. An initial meeting is held with a managed service provider (MSP) that also provides broadband connectivity for its customers using satellite equipment. The MSP has offices in the USA, Europe, and Asia. The MSP manages the network backbones for approximately 800 mid-sized customers. To become more competitive, they are considering offering service level agreements for their managed services based on response time to network equipment outages.

Which three service availability and performance management products or systems are they most likely to be using now? (Choose three.)

- A. Provisioning Systems
- B. Event Management Systems
- C. Network Management Systems
- D. Configuration Management Systems
- E. Composite Application Management
- F. Business Service Management Solutions

**Answer:** ABC

20. A fact-finding meeting is held with the IT department of a large petrochemical company. They have an international network of heterogeneous devices. Their clustered SAP servers are used for human resources, accounts payable and receivable, and for generating shipping invoices that are located on servers in the USA. They are required to provide a guaranteed 3-second response time to operators at petrochemical terminals throughout the world when they are completing work orders for loading and shipping chemicals. All of their WAN services are provided by third party Telco companies.

Which three types of service availability and performance management products or systems would most likely already be in use? (Choose three.)



- A. Provisioning Systems
- B. Network Inventory Systems
- C. Financial Planning Systems
- D. Event Management Systems
- E. Computer Systems Monitoring
- F. Network Management Systems

**Answer:** DEF

21. Which two factors are the most important in determining the scope and scale of a service availability and performance management implementation? (Choose two.)

- A. gross sales per quarter
- B. total number of units shipped per day
- C. event volume and data retention policy
- D. number of integration points between subsystems
- E. number of different network vendors in the enterprise

**Answer:** CD

22. Which two factors have the greatest impact on the scope and scale of a service availability and performance management solution? (Choose two.)

- A. total headcount at each site
- B. number of events processed per hour
- C. gross e-commerce order volume per day
- D. number of DNS names owned by the enterprise
- E. number of integration points between subsystems

**Answer:** BE

23. What is the most important reason for determining how long data must be retained in the service availability and performance management system?

- A. Additional staff might be needed to perform backup duties.
- B. A new contract for off-site media storage might be needed.

- C. Data retention time is a key factor in determining the scale and scope of the implementation.
- D. The project might not be feasible if there are not adequate resources for the additional backup equipment.

**Answer: C**

24. A client has identified disaster recovery as a requirement for the service availability and performance management implementation.

Which approach most impacts the overall design?

- A. investigate alternate datacenter locations
- B. include redundant hardware and software for all critical systems
- C. ensure physical diversity of all utilities (communications, power, HVAC)
- D. determine the software and hardware needed to meet the client's requirement

**Answer: A**

25. Which set of activities are the most relevant to ensure that an accurate project scope and scale are defined in the implementation plan?

- A. interview client system administrators, determine the type, revision, and patch level of all installed hardware and software
- B. interview the CTO, determine information systems strategy, future hardware/software acquisition plans, and document the findings
- C. interview client system experts, review systems design documents, and generate hardware and software requirements documentation
- D. inventory all the existing hardware and software systems, add any planned additions, subtract retiring obsolete equipment, and document

**Answer: C**

26. What are the two best ways to identify and prioritize functional requirements for service availability and performance management? (Choose two.)

- A. based on personal expertise
- B. based on current clients with similar networks

- C. based on the pain points revealed in client interviews
- D. based on a clear understanding of the client's business processes
- E. based on talking with the operators and asking them what they want

**Answer:** CD

27. Which two actions must be taken for non-functional requirements such as performance, maintainability, and security? (Choose two.)

- A. tested
- B. identified C.  
prioritized D.  
backed up
- E. functionalized

**Answer:** BC

28. When gathering requirements for a solution, how should non-functional requirements be handled?

- A. ignored
- B. not part of the solution
- C. included and documented
- D. included only when products meet requirements

**Answer:** C

29. While working with the client, what is the most important characteristic for requirements?

- A. as vague as possible
- B. as simple as possible
- C. non-specific where possible
- D. measurable where possible

**Answer:** D

30. In service availability and performance management, what are performance, maintainability, and security requirements considered to be?

- A. automations
- B. functional requirements
- C. non-functional requirements
- D. end user usability requirements

**Answer: C**

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