Exam : **000-438**

Title : Applying Fundamentals of Tivoli Business Automation Mgt200

Version : Demo

1. What is an important factor when deploying a business automation solution into a customer environment?

A. determine if a business automation solution was previously attempted

B. redefine the current workflows and practices used by the customer for business automation

C. gather the requirements for which business automation solutions will be deployed at a later date

D. set the expectations so that the client's strategic goals are clearly defined and are met by the business automation solution

Answer: D

2. A client core business is to supply widgets to the customer. An order desk is located in Florida, where desktops are used by employees for general Lotus Notes e-mail, Lotus Sametime, and an Order Application from customers who call in orders by telephone.

The client has a data center located in Oregon. It contains a distributed environment running Lotus Notes and Lotus Sametime and a distributed environment running JD Edwards EnterpriseOne ERP. It has a DB2 database on a mainframe that contains their product information and stock, and a distributed environment that runs the Order Application.

The client has a distribution center in Illinois. It contains a distributed front-end for the Order Application, which prints orders and allows the distribution center to update the amount of stock. Orders are fulfilled by the distribution center and mailed directly to the customer. Stock is also received and updated by the distribution center.

The IT group responsible for the Order Application wants to implement Change Management and target the Order Application as the first application to manage.

Who are two Order Applications customers? (Choose two.)

A. the distribution center in Illinois

B. customers who call in their orders

C. the mainframe system administrators

D. end users in the order desk environment

E. the Order Application distributed environment system administrators

Answer: BD

3. 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

4. In Business Automation Management, what are performance, maintainability, and security requirements considered to be?

A. automations

B. network events zones

C. functional requirements

D. non-functional requirements

Answer: D

5. What is a benefit of a single vendor solution?

A. easier to obtain maintenance and support

B. more likely to provide future business automation flexibility

C. greater likelihood of future stability in the business automation

D. easier to adapt new solutions from the Open Source community

Answer: A

6. Which two pieces of information are mapped against functional paths within an organization? (Choose two.)

A. roles

B. stakeholders C.

requirements D.

responsibilities

E. IBM Tivoli products

Answer: AD

7. Which two steps should be performed after the interviews are completed and all third-party integrations are identified? (Choose two.)

A. create a hardware solutions guide

B. review the list of client third-party applications

C. identify the relationships with support organizations

D. identify the operational support dashboard methodology

E. review the list of proposed business automation products

Answer: BE

8. 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

9. Which two factors have the greatest impact on the scope and scale of a Business Process 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

10. Before a requirements gathering session with the implementation team for a client project, the customer liaison presents a list of experts. Later, at the requirements gathering session, it is apparent that

a team member would be a valuable expert for the project. What is the appropriate way to have this person identified as an expert on the project?

A. begin copying the additional team member on all project communication

B. bypass the identified expert and begin communicating directly with the team member

C. communicate to the customer liaison that the team member has been included as an expert

D. contact the customer liaison, explain the situation, and ask for the appropriate way to have this person included as an expert

Answer: D

11. A client has a custom-made management system that they developed in-house that must be integrated with the business automation solution. What is the correct approach for proving the integration?

A. prove with an on-site Proof of Concept

B. replace the application with new software

C. re-create in a lab and provide an off-site proof of technology

D. develop the integration as part of the full solution deployment

Answer: A

12. Which factor is most significant when determining the viability of applications?

A. the number of users of the application

B. end user perception of the application

C. the software vendor's market capitalization

D. the flexibility, supportability, performance and coverage of the application

Answer: D

13. After business requirements and processes have been identified, which steps are taken to automate that process?

A. assess the specific steps required, determine critical processes, inform the client

B. determine critical processes, choose a subset of processes for a pilot, inform the client

C. assess the specific steps required, interview business process owners, inform the client

D. define the specific steps of the manual process, understand input and output functions of each step within the process, determine steps suitable for automation

Answer: D

14. Which two components of an existing infrastructure should be captured in initial business automation requirement planning meetings with a client? (Choose two.)

A. Availability Monitoring

B. Performance Management

C. Human Resources Systems

D. Call Management Applications

E. Accounting Management Systems

Answer: AB

15. After business automation roles are understood and organizational information is acquired, which steps are taken to align business automation roles with individual employees?

A. interview individuals, determine responsibilities, document roles

B. interview individuals, determine responsibilities, review with client

C. interview individuals, verify job titles, determine experience, document roles

D. identify individuals, document roles and responsibilities, provide information to client for review

Answer: B

16. Which action is necessary for analyzing the underlying applications supporting a client's legacy process?

A. contact the vendor for customer support information

B. determine the vendor, revision, and customer subject matter expert of each underlying application

C. determine the best practice implementation recommendations of each underlying legacy application

D. contact the customer subject matter expert to determine possible integration points for integration with IBM products

Answer: B

17. A client's support staff and stakeholders are interviewed and pertinent data has been supplied. Which three steps should be taken to understand the customer business automation goals? (Choose three.)

A. list the experts related to business automation

B. identify the resource commitment from the client decision makers

C. determine any business automation dependencies in the business

D. define the business dependencies stated by the client's decision makers

E. identify the hardware requirements of the solution as defined by the customer

F. define the operational performance characteristics of the user interface for the solution

Answer: BCD

18. In the first meeting with a customer, a half hour is dedicated to the meeting with a hard stop at the end. The following roles are represented: the CIO, the CTO, a technical network professional, and an application specialist. What should be the Solution Advisor's first step?

A. after brief introductions, discuss a high-level overview of their needs

B. focus on the CIO and the CTO, assuming there will be time to talk to the other attendees later

C. after brief introductions, have the network professional provide a diagram of the network data flow to illustrate the problem

D. review the overriding business objective in the first ten minutes and move into a high-level, technical overview of the solution

Answer: B

19. What are the two best ways to identify and prioritize functional requirements for an automation? (Choose two.)

A. based on personal expertise

B. based on current clients with similar networks

C. based on the client interviews reviewing their pain points

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

20. A consultant is mapping a client 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 it with the client

B. investigate business type (Telecommunications, Enterprise, Government Agency or Small/Medium business) and identify organizational structure and size

C. determine how existing business automation processes can be used to alleviate the client pain points and how those processes will be mapped to take the client requirements into account

D. break down the high-level business processes into low-level component processes and create a document that shows the relationship between the low-level and high-level business processes

Answer: A

Trying our product !

★ **100%** Guaranteed Success

★ **100%** Money Back Guarantee

★ **365 Days** Free Update

★ **Instant Download** After Purchase

★ **24x7** Customer Support

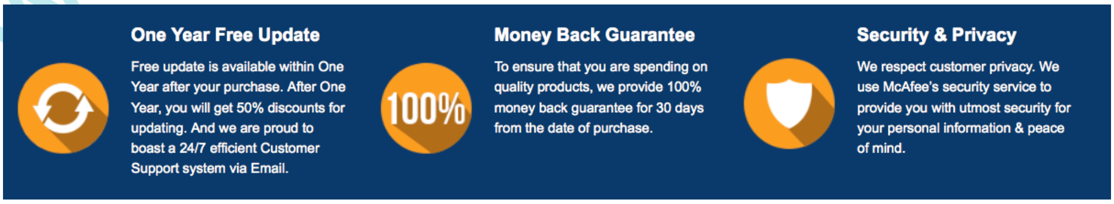
★ Average **99.9%** Success Rate

★ More than **69,000** Satisfied Customers Worldwide

★ Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

Need Help

Please provide as much detail as possible so we can best assist you.
To update a previously submitted ticket:



Guarantee & Policy | Privacy & Policy | Terms & Conditions

Any charges made through this site will appear as Global Simulators Limited.
All trademarks are the property of their respective owners.