

QUESTIONS & ANSWERS

Kill your exam at first Attempt



IBM

000-438

Applying Fundamentals of Tivoli Business Automation Management 2008

- A. Tivoli Provisioning Manager
- B. Tivoli Asset Management for IT
- C. Tivoli Configuration Management Database
- D. Tivoli Change and Configuration Management Database

Answer: D

QUESTION: 83

Which statement is true about who the implementer should contact when scheduling technical interviews?

- A. The most important people to talk to are the front-line workers who deal with customers.
- B. The primary focus should be on the business decision makers and the management who report to them.
- C. Only the IT technical people who work day-to-day with the business automation systems should be interviewed.
- D. The implementer should interview a diverse mix of staff that will be responsible for various aspects of the business automation solution.

Answer: D

QUESTION: 84

Which statement is true about working with a project plan?

- A. A project plan is only a plan on paper and as such should be changed and adjusted as the implementer requires.
- B. A project plan is a blueprint for the project and must be strictly adhered to in order to achieve the projects objectives.
- C. A project plan is primarily a regulatory requirement (Sarbanes-Oxley) and as such fulfills a legal requirement for both the client and vendor.
- D. A project plan needs to be monitored constantly and should only be changed by agreement with the appropriate team members, the project manager, and the client.

Answer: D

QUESTION: 85

The project requires that events from network equipment stored in an OMNIBus ObjectServer be enhanced with current location, circuit ID, and client SLA levels. This information is stored in an Oracle 9 database. Which specific skill set is needed to perform this task?

- A. Training and experience with Netcool Impact
- B. Training and experience with Netcool Webtop
- C. Training and extensive implementation experience with IBM Tivoli Monitoring
- D. Oracle database administrator training, and skill with writing stored SQL procedures

Answer: A

QUESTION: 86

Why is knowledge of generic business service automation tools important?

- A. It makes maintaining an implementation easier.
- B. It reduces the number of Service Desk requests for help.
- C. It gives the Solution Advisor greater credibility with the client.
- D. It prepares the Solution Advisor to address client issues and needs.

Answer: D

QUESTION: 87

When determining the level of effort required to deploy a component of a solution, which factor is it important to consider?

- A. The cost of the component
- B. The training available for the component
- C. The media on which the component is available
- D. Any identified customizations required within the component

Answer: D

QUESTION: 88

A client has a number of Open Source solutions in their environment. Which skill areas are most reasonable for the implementer to place on the project?

- A. DB2, AIX, Java, and WebSphere
- B. Outlook, Active Directory, AT, and Exchange
- C. Bang!, CookiesXT, SurferAnywhere, and PCP
- D. Linux certification, Apache, Perl, and various shells

Answer: D

QUESTION: 89

Different personnel have shown up at each client meeting where the business automation solution is presented as it relates to the client's requirements. The client feels that all the right people have been exposed to the proposed solution. There is one more opportunity to present the final solution. What is necessary to ensure the presentation is tailored to the audience?

- A. Understanding of the timeframe for implementation
- B. Verification of the stakeholders' scheduled attendance
- C. Understanding the client's budget and the cost of implementation of the solution
- D. Determining who is the most knowledgeable regarding the client's requirements

Answer: B

QUESTION: 90

What should be done when presenting the final IBM Tivoli Business Automation solution to the client, what is critical?

- A. Present a detailed Bill of Materials, including pricing
- B. Recognize future business expansion plans of the client
- C. Perform the Proof of Concept on the client's own hardware
- D. Clarify to the client the benefits and value of the solution

Answer: D

QUESTION: 91

What is the best demonstration method for a presentation of the IBM Tivoli Netcool OMNIbus solution at the client's location?

- A. Full Proof of Concept.
- B. Tivoli Solution Showcase.
- C. IBM Computing Technology Center demonstration.
- D. IBM does not offer real-time client demonstrations of the Tivoli Netcool OMNIBus product.

Answer: B

QUESTION: 92

During a meeting with a client, a network operator verbalizes the acceptance of a business operations process. What confirms that the business operations process is correct and accepted by the client?

- A. Communication with the network operator may be considered acceptance of the business operations process.
- B. Brief verbal communication with the process owner shows understanding and acceptance of the business operations process.
- C. Communication with the process owner through detailed written documentation regarding the acceptance of the business operations process provides confirmation.
- D. Communication with the network operator through detailed written documentation regarding the acceptance of the business operations process provides confirmation.

Answer: C

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