

QUESTIONS & ANSWERS

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IBM

C2010-591

Fundamentals of Applying Tivoli Service Delivery and Process Automation Solution

QUESTION: 81

A customer is planning to implement IBM SmartCloud Control Desk to automate incident, problem, and change management processes and to build a configuration management database. The solution will serve up to 150 concurrent users. If the deployment uses IBM WebSphere Application Server Network Deployment V7.1 how many nodes in a cell are recommended to run maximo.ear?

- A. at least five
- B. at least two
- C. at least three
- D. one is enough

Answer: C

QUESTION: 82

Which option consists of process, service, and operational management and helps organizations better manage their IT infrastructure?

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- A. IBM Smart Groupware
- B. IBM Workload Balancer
- C. IBM Service Management
- D. IBM SmartCloud Enterprise Provisioning

Answer: C

QUESTION: 83

A customer has implemented a solution from a third-party vendor that is capable of creating asset inventory. Which IBM tool can provide a fully functional CMDB?

- A. IBM Tivoli Monitoring
- B. IBM Tivoli Business Service Manager
- C. IBM Tivoli Asset Discovery for Distributed
- D. IBM Tivoli Application Dependency Discovery Manager

Answer: D

QUESTION: 84

A customer is experiencing a number of pain points in their IT service delivery. The operational efficiency and performance of the IT support teams is dropping, resulting in the IT teams repeating many tasks which have failed to complete due to operator errors. Which solution area can help improve the efficiency of the IT support teams?

- A. runbook automation
- B. financial management
- C. knowledge-based systems
- D. a customer relationship management system

Answer: A

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QUESTION: 85

What is one aspect of the environment that is important for sizing an IT service management solution?

- A. IT processes in use
- B. IT staff certifications
- C. types of security protocols in use
- D. quantity of people involved in the servicemanagement processes

Answer: D

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