

# **Exam 000-010 study material**

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## **Free 000-010 Exam Preparation Questions**

**Exam 000-010**: Fundamentals of Applying Tivoli Service Management Solutions 2008

**Question: 1**

What are two key reporting requirements? (Choose two.)

- A. The user volume
- B. Download to Excel
- C. Database connectivity
- D. Emailing completed report
- E. The number of reports being installed

**Answer: B, D**

**Question: 2**

A weekly maintenance of the snow plow equipment must be carried out from November 1st to March 30th of each year. Which features of Preventative Maintenance are used to achieve this?

- A. Frequency and Meters
- B. Frequency and Scheduler
- C. Seasonal Dates and Scheduler
- D. Frequency and Seasonal Dates

**Answer: D**

**Question: 3**

A company wants to ensure that its Tier 1 service desk manager is notified by email when any incident or service request is within one hour of reaching its service level milestone. Which Maximo application automates this?

- A. Escalations
- B. KPI Manager
- C. Email Listener
- D. Email Notifications

**Answer: A**

**Question: 4**

Which reporting engine was packaged with Maximo V6, and which engine has been added to Maximo V7.1?

- A. The previous engine was Crystal, and the latest engine is BIRT.
- B. The previous engine was Actuate, and the latest engine is BIRT.
- C. The previous engine was Crystal, and the latest engine is Actuate.
- D. The previous engine was Actuate, and the latest engine is Crystal.

**Answer: B**

**Question: 5**

Which two information gathering techniques A. Brainstorming

- B. Web browsing
- C. Benchmarking
- D. Experimental design
- E. Decision tree analysis

**Answer: A, E**

**Question: 6**

The risk identification process? (Choose two.) A potential client wants to do a better job of managing and monitoring user activity across mainframe and distributed environments. The client also must manage the impact current legislation and regulations have on IT (such as HIPPA or Basel-II). Which recent Tivoli acquisition addresses these challenges?

- A. Consul
- B. Valient
- C. Trellissoft
- D. MRO Software

**Answer: A**

**Question: 7**

A potential client has problems in the areas of network management, specifically, in provisioning and monitoring of network infrastructure layers, event correlation, and root cause analysis to lower layers. Which recent IBM Tivoli acquisition can assist with these types of management challenges?

- A. Consul
- B. Netcool
- C. Collation
- D. MRO Software

**Answer: B**

**Question: 8**

A company operates two power plants in the UK and Canada. IBM Maximo Asset Management V7.1 (IMAM) is implemented to fulfill maintenance and purchasing requirements. Since the base currency for the UK and Canada is not the same, they are set up as separate organizations in IMAM. Best practices dictate that the two organizations must share the same Job Plan setup. How is this achieved in IMAM?

- A. Create one Job Plan for each Site in both organizations and ensure that they remain in sync
- B. Create a Job Plan per the best practices in power industry and copy it to all Sites in both Organizations
- C. Keep the Organization and Site field blank in the Job Plan, thus making it available to all Sites in both Organizations
- D. Create a Master Job Plan per best practices in power industry and generate Child Job Plans for each Site from the Master Job Plan

**Answer: C**

**Question: 9**

A customer CIO invites a solution advisor to discuss IT Service Management in general and how it might help the IT group work more effectively and efficiently. What should the solution advisor do in the first meeting with the CIO?

- A. Ask the CIO about the company's history, competition and market value
- B. Ask the CIO about his background, education and professional experience
- C. Ask the CIO about the number of employees, number of locations and the most recent major project the company has done
- D. Ask the CIO about the technical environment including networking, hardware, software and security, so that the customer's technical environment has been evaluated

**Answer: D**

**Question: 10**

Click the Exhibit button. Based upon the diagram in the exhibit, how many Tivoli Virtual Units will be used when pricing out the IBM Tivoli Change and Configuration Management Database for a client that is looking to manage 550 servers?

**Table of Value Units per Managed Device**

	<i>low</i>	<i>high</i>	<i>vus</i>
Tier 1	0	100	20
Tier 2	101	500	18
Tier 3	501	1,000	8
Tier 4	1,001	10,000	4
Tier 5	10,001	25,000	2
Tier 6	25,001		1

"Low" and "High" columns indicate the number of servers.

- A. 4400
- B. 9600
- C. C 11000
- D. This cannot be calculated based on information that is provided.

**Answer: B**

**Question: 11**

In a meeting with IT directors of various companies, there is discussion about providing end users with a structured and searchable database of services available. Automated order fulfillment through automaton of IT processes is also discussed. Which Tivoli product and subcomponent is the topic of this meeting?

- A. IBM Tivoli Asset Management for IT and Work Order
- B. IBM Tivoli Service Request Manager and Service Catalog
- C. IBM Tivoli Provisioning Manager and Development Toolkits
- D. IBM Tivoli Change and Configuration Management Database and Change Management

**Answer: B**

**Question: 12**

A new IT director wants a way to get a comprehensive look at the current IT processes and to receive recommendations on which processes require immediate improvement. Which free product from the IBM website should the IT director download, install, and utilize to accomplish this?

- A. IBM Tivoli Unified Process Composer
- B. IT Service Management Industry Modeler Tool
- C. IT Service Management Self Assessment Tool
- D. Discovery Library Adapter for IBM Tivoli Business Systems Manager

**Answer: C**

**Question: 13**

What are three applications Maximo used for Integration Framework interface configuration with other applications? (Choose three)

- A. Integration MBO
- B. Internal Systems
- C. External Systems
- D. Integration Objects
- E. Integration Interfaces
- F. Composition Integration

**Answer: C, D, E**

**Question: 14**

What is the supported and recommended upgrade path from version 4.1.1 of Maximo to version 7.1?

- A. Maximo V4.1.1 is upgraded to v6.2.1 directly, and then V6.2.1 is upgraded to V7.1.
- B. No upgrade path is available. The old version must be uninstalled, and the latest version reinstalled.
- C. Maximo 4.1.1 is upgraded to V7.1 directly, using the special migration utility that was created for this purpose.
- D. Maximo Version 4.1.1 is upgraded to V5.1. Upon starting, V5.1 is automatically upgraded to V5.2, and then V5.2 is upgraded to V6.2.1. Finally, V6.2.1 is upgraded to 7.1.

**Answer: D**

**Question: 15**

Click the Exhibit button. Based on the scenario, Jan requires better controls over IT hardware and software assets to mitigate any potential compli While asset management is not a defined process within ITIL, it is a component of which ITIL process?

Jaxcube Corporation is a US-based, 40 year old, publicly-traded company. With 70 retail stores worldwide, Jaxcube employs 7000 employees that includes retail location employees as well as those who work in the corporate office. Over the past few years, the competition has been gets stronger, net profits getting thinner, and the cost of running the business increasing. As a result, Jaxcube has been slowly losing market share and market value.

Wanting to take advantage of technology, the CEO (Michael) has decided to significantly increase Jaxcube's Internet presence. This has placed the Information Technology group in a problematic situation. Like the overall business, IT has also experienced increasing costs (in fact, exceeding budget in recent years), a trend that will continue without significant change. In addition to that, end user satisfaction with the level of support provided by IT has been dwindling. In order to transform the IT department from a business liability to a business asset, Michael hired Jan to report to him and be the new CIO.

Jaxcube's environment consists of legacy mainframe, and like many other companies, has seen a great influx of distributed systems (Unix and Windows, primarily). Traditional tools to manage the mainframe are still being used but freeware and cheaply purchased tools are widely used on the distributed side which has led to a systems management nightmare. One of the largest IT transformations to the business processes was the successful implementation of SAP a few years back, to manage vendor relations, contracts, and financials. As for user support, help desks were created and stationed based upon how the business grew. While this made sense early on, Jaxcube now has a local help desk at its US headquarters, another help desk at the national level (to support regional offices and US retail locations), and help desks in Hong Kong and London (to support remote offices and retail locations in their respective geographies). When creating these help desks, decisions on what tools to use to track problems were locally made. Thus, there are 4 different solutions being used with none of them being integrated with one another.

Jan's first step towards transformation was to promote Stacey (previously responsible for Jaxcube's end user support and service levels) to be Vice President of Operations, and promote Robert (previously a software development director in Jaxcube) to be Vice President of Software Development. In all, there are 120 technical professionals on staff, encompassing operations and development. Jan has directed Stacey and Robert to focus on:

- providing more accurate and more real-time information to Jaxcube executives.
- maximizing ROI, minimizing service problems, and improving security to existing assets and infrastructure.
- maximizing productivity, reducing labor expense and improving service assurance.

As a solution advisor, you has developed a good relationship with Stacey. She sees you as a knowledgeable and valuable consultant and is interested in implementing ITIL within Jaxcube but needs help with how to do so.

- A. Change Management
- B. Financial Management
- C. Availability Management
- D. Service Level Management

**Answer: B**

**Question: 16**

In IBM Maximo for Transportation, which functionality can be used to manage recall notices and engineering changes?

- A. Email Notifications
- B. Campaign Management
- C. Vehicle Data and Specifications
- D. Warranty Management and Recovery

**Answer: B**

**Question: 17**

A client has decided to purchase Secondary User licenses for a few of their employees whose use of IBM Maximo Asset Management V7.1 is not necessary for their job function. Their access will be limited to how many Maximo modules?

- A. 1
- B. 2
- C. 3
- D. 4

**Answer: C**

**Question: 18**

A competitor in the IT domain claims that their product contains pre-built workflows and common tasks that span and integrate across IT Service Management applications. What should a solution advisor do when a customer is considering such a solution?

- A. Dispute the vendor's claims that these pre-built workflows even exist
- B. Inform the organization that workflow is an unimportant component in IT Service Management
- C. Inform the organization that all vendors have the same pre-built workflows incorporated in their products.
- D. Inform the customer that if current business processes do not exactly match these workflow, customization is required.

**Answer: D**

**Question: 19**

An HVAC inspection is done on a quarterly basis. This is an example of which type of maintenance?

- A. Predictive
- B. Corrective
- C. Emergency
- D. Preventative

**Answer: D**

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