

Exam Code: 000-010

Exam Name: Fundamentals of Applying Tivoli Service
Mgmt Solution 2008

Vendor: IBM

Version: DEMO

Part: A

1: What is the purpose of implementing IBM Tivoli Integration Composer?

- A.to provide a design interface for creating automated workflows
- B.to provide a framework for developing interfaces to third-party products using web services
- C.to collect data from disparate systems and combine it together into a single, actionable repository
- D.to provide out-of-the-box integration points for financial, inventory, supply chain, human resources, and other critical third-party applications

Correct Answers: C

2: What is the proper term to use when referring to a particular server in the IT infrastructure, in a service management context?

- A.Item
- B.Asset
- C.Resource
- D.Configuration Item

Correct Answers: D

3: Click the Exhibit button.

Based upon the scenario in the exhibit, which statement best matches the customer Goals in relation to IT and Enterprise Asset Management?

- A.Golden Bank needs baseline historical data for comparison purposes.
- B.Golden Bank will convert our business processes to an ITIL framework.
- C.Golden Bank will be recognized as the best international consumer bank.
- D.Golden Bank has total commitment to providing their customers increasingly better service.

Correct Answers: B

4: The main function of Key Performance Indicators (KPI) is to compare current performance relative to previous performance or established performance goals.

What are two examples of typical Enterprise Asset Management KPIs? (Choose two.)

- A.Asset Cost Rollup
- B.Time Card entries
- C.Mean Time to Repair
- D.Location Hierarchy drilldown
- E.Mean Time Between Failures

Correct Answers: C E

5: Click the Exhibit button.

Based upon the scenario, which statement reflects Golden Bank mission statement?

- A.Golden Bank wants to be the omplete solution for the consumer.

- B. Golden Bank will be recognized as the best international consumer bank.
- C. Golden Bank is a global banking business with offices in every major international city.
- D. Golden Bank has total commitment to providing their customers increasingly better service.

Correct Answers: A

6: Click the Exhibit button. Based upon the scenario, which employees are most likely going to be involved with a formal Change Advisory Board meeting?

- A. David and Marie
- B. Marie and Lucas
- C. David and James
- D. Jerome and Trisha

Correct Answers: D

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

Correct Answers: B

8: 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

Correct Answers: C

9: 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

Correct Answers: D

10: Which criteria are used to set up Preventative Maintenance? (Choose two.)

- A. Time

- B.Meter
- C.Duration
- D.Warranty
- E.Seasonal Dates

Correct Answers: A B

11: Click the Exhibit button. Based upon the scenario, which employee best matches the Second Line Support role in ITIL Service Support?

- A.Tina
- B.Marie
- C.Gloria
- D.Frank

Correct Answers: B

12: Click the Exhibit button.

Based on the scenario, to become better aligned with ITIL, Jaxcube wants to redesign their existing help desk processes and standardize on a common tool for service request tracking.

What are two key activities of the Service Desk function? (Choose two.)

- A.coordinating Incident Management activities
- B.associating IT equipment with the end-user responsible for it
- C.communicating and promoting services that can be provided by IT
- D.collecting data from various IT infrastructure components to calculate overall uptime
- E.coordinating the design, building, and configuration of software releases that will be distributed to end-user machines

Correct Answers: A C

13: A Canadian manufacturing company is in the process of assessing the upgrade of Maximo 4.1.1 to IBM Maximo Asset Management V7.1 (IMAM). One of the major concerns is the handling of an existing custom interface developed for sending Purchase Orders created in Maximo to Oracle Financials. Which solution preserves this functionality in the new version?

- A.a custom interface for IMAM
- B.IBM Integration Framework for Oracle Financials
- C.PeopleSoft, because IMAM has a built-in interface for PeopleSoft
- D.IBM Upgrade Utility, which automatically upgrades the existing interface to work with IMAM

Correct Answers: B

14: Which Maximo application is used to generate an emergency type work order after the meter-based Oil Analysis indicates a problem with the turbine?

- A.Quick Reporting
- B.Service Request
- C.Condition Monitoring
- D.Meter-based Work Order

Correct Answers: C

15: Which factor is relevant when documenting the Materials Management process?

- A.asset type
- B.number of items
- C.number of assets
- D.item identification numbers

Correct Answers: D

16: Which condition should be met in order for Maximo to generate a work order from a Preventative Maintenance (PM) based on an asset?

- A.PM status is ACTIVE and Item status is ACTIVE.
- B.PM status is COMPLETE and Asset status is READY.
- C.PM status is ACTIVE and Asset status is OPERATING.
- D.PM status is APPROVED and Item status is APPROVED.

Correct Answers: C

17: Which two processes are associated with Enterprise Asset Management? (Choose two.)

- A.change requests
- B.bank reconciliation
- C.bill of materials maintenance
- D.work orders and safety plans
- E.purchasing details and supplier data

Correct Answers: D E

18: Which business process is an example of an IBM Maximo Asset Management V7.1 solution?

- A.Production schedules are updated on a weekly basis.
- B.Asset depreciation will be calculated using a linear approach.
- C.The Replenishment process generates Purchase Orders every two weeks.
- D.When the Finished Goods Inventory has reached 30 days old it is moved to a remote storage site.

Correct Answers: C

19: When presenting the benefits of the IT Service Management platform to a company executive, which three key benefits should be emphasized? (Choose three.)

- A.provides effective patch management across servers
- B.minimizes the number of calls to the service desk for password resets
- C.reduces costs through more rapid resolution of disruptive business problems
- D.supports compliance policies with highly detailed IT tracking and auditing tools
- E.provides better testing capabilities to reduce the number of software bugs in homegrown applications
- F.increases business revenues by reducing the time it takes to bring new and updated applications to market

Correct Answers: C D F

20: Which organizations would benefit most from the Enterprise Asset Management solution?

A.nuclear power plant, fertilizer plant, retail outlet

B.nuclear power plant, manufacturing plant, cement factory

C.nuclear power plant, farm, cement factory, fertilizer plant

D.nuclear power plant, bank, cement factory, fertilizer plant

Correct Answers: B