

# PASSTCERT

QUESTION & ANSWER

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**Exam** : **000-428**

**Title** : IBM Certified Specialist  
System z Technical Support  
V3

**Version** : DEMO

**1.A customer has a System z10 installed for over a month The customer calls IBM rep, mentions that he has a problem with his system. What corrective action should be taken to help customer?**

- A.Get the Hardware Installation team involved
- B.Go to the Customer site and resolve the problem.
- C.Call the customer on phone and walk them thru the PMR process to resolve the problem
- D.Refer the customer back to the Sales Team

**Correct:C**

**2.Which temporary Capacity on Demand offering is NOT permitted to increase capacity by more than 100% of the purchased permanent capacity?**

- A.Capacity Backup
- B.Capacity for Planned Events
- C.On/Off Capacity on Demand
- D.Disaster Event on Demand

**Correct:C**

**3.When building the image profiles for a large system, the client should be concerned with the size requirements for which of the following?**

- A.Extended Common Save Area (ECSA)
- B.Expanded Storage
- C.Common Save Area (CSA)
- D.Hardware Systems Area (HSA)

**Correct:D**

**4.The System z10 processor installation is complete. Which of the following are the next steps the customer expects from IBM team?**

- A.Setup a meeting with customers to discuss project summary plans and conclusions.
- B.Have a IBM internal team meeting to discuss project
- C.Invite the customer to an installed customer event
- D.Reopen application discussions to start up another project

**Correct:A**

**5.A very large retailer selling books on the internet is considering a z10 server running Linux or a Dell Xeon server running Windows. Which of the following characteristics should be emphasized?**

- A.Linux solution provides a completely secure environment due to z10 hardware
- B.Linux solution provides higher performance due to processor speeds
- C.Linux solution has a lower cost due to the lower people support cost
- D.Linux solution supports more adapters enabling the solution to connect more users and sessions

**Correct:C**