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Exam : **A2010-578**

Title : Assess: Fundamentals of Applying Tivoli Service Availability/Performance Management Solutions V3

Version : DEMO

1.Which IBM product provides a visual representation of the status of a company's business lines?

A. IBM Tivoli Monitoring

B. IBM Tivoli Network Manager

C. IBM Tivoli Netcool/OMNIbus

D. IBM Tivoli Business Service Manager

Answer: D

2.What is a good way to identify personnel in an IT organization when trying to determine key decision makers?

A. Determine who is able to get their tasks done the most quickly

B. Determine who gets the most important tasks in the organization

C. Identify if any staff members are always available during interviews

D. Identify the staff members who have been at the organization the longest

Answer: B

3.A large shipping company currently employs IBM Tivoli Monitoring, IBM Tivoli Netcool/OMNIbus. and the Syslog and MTTrapd probes within their monitoring environment. There is currently a collection layer Object Server and a single IBM Tivoli Monitoring instance.

The customer wants to deploy IBM Tivoli Netcool/Impact and IBM Tivoli Composite Application Manager for Internet Service Monitoring to add this functionality to the current monitoring environment:

-Event enrichment and correlation based on data within the CMDB

-Monitoring of DNS and HTTP services

-Auto-ticketing capability through WebServices -TCP port monitoring -Monitoring of LDAP service availability

Which two statements describe the additional value provided by the monitoring solution described above? (Choose two.)

A. Closed-loop change management

B. Improvement in mean time to recovery

C. Improved redundancy within the monitoring solution

D. Application transaction response time monitoring will improve

E. New metrics and key performance indicators will be available to identify service performance

Answer: B,E

4.Which IBM product can be used to open help desk tickets in HP Service Manager based on external customer data?

A. IBM Tivoli Netcool/Impact

B. IBM Tivoli Netcoot/OMNIbus

C. IBM Tivoli Business Service Manager

D. IBM Tivoli Composite Application Manager for Applications

Answer: A

5.How are business processes identified?

A. Scope of the software

B. Information gathered from end users

C. Information gathered in stakeholder meeting

D. Interviews with the key personnel that help determine the workflow

Answer: D

6.Which IBM product can receive events from Nagios and open tickets in HP Service Desk?

A. IBM Tivoli Monitoring

B. IBM Tivoli Netcool/Impact

C. IBM Tivoli Netcool/OMNIbus

D. IBM Tivoli Composite Application Manager for Applications

Answer: C

7.A customer currently leverages IBM Tivoli Netcool/OMNIbus, various probes, and IBM Tivoli Netcool/Impact as part of their monitoring solution. They want to add dashboards and service views to their environment so that they can better monitor the health of their services and determine the root cause of any incidents in a proactive way.

The customer has no prior experience with IBM Tivoli Business Service Manager and has not yet leveraged the dashboard functionality within IBM Tivoli Netcool/OMNIbus Web GUI. They want to understand the product capabilities in their environment before they make a decision on their solution toolset.

Which presentation methodology would be best suited for the customer?

A. White boarding session

B. Proof of concept followed by a presentation

C. Live demonstration of a controlled test environment

D. Microsoft PowerPoint presentation with dashboard and service view screenshots

Answer: B

8.By measuring the factors like flexibility, supportability, performance, and coverage of the application what will be known about the application?

A. The weakness of the current application

B. The ways one can improve the application

C. The end-to-end solution in which the application is used

D. The Key Performance Indicators and Service Level Agreement of the current application

Answer: A

9.A customer has extensive education requirements based on the products being delivered and the number of personnel being educated. Which two components should be included in the education plan? (Choose two.)

A. Group travel costs

B. Review white papers and IBM documentation

C. An onsite training plan to cover all delivered products

D. A Web-based education plan to cover all delivered products

E. Schedule training in groups of six to optimize the class size

Answer: C,D

10.Which two systems need to be documented when gathering information for a Service Availability and Performance Management project? (Choose two.)

A. Storage Systems

B. Event Management Systems

C. Network Management Systems

D. Application Development Systems

E. Environmental Monitoring Systems

Answer: B,C

11.Which two tasks should be performed when producing a project plan for a Service Availability and Performance Management solution? (Choose two.)

A. Create a work breakdown structure

B. Schedule working group meetings for the project

C. Develop a timeline based on a level of effort for each milestone

D. Identify the team members that will be working on the solution

E. Develop a system to identify milestones as the project progresses

Answer: A,C

12.Acme Corporation's (ACME) core business is to provide electronic payment services to financial institutions and companies worldwide. They serve clients worldwide with local offices in the Americas, EMEA, and Asia Pacific. There are data centers located in North America, South America, China, and Italy.

One of ACME'S core services is credit card transaction processing (CCTP). At the core of CCTP are multiple clusters of application servers running IBM WebSphere. Transactions are stored in a database environment running on the mainframe. There are additional distributed databases to the application running on Oracle and MS SQL. The clusters of application servers are distributed throughout the data centers. The customers' clients connect to the environment Web-based services such as SOAP, and message queues such as IBM WebSphere MQ. In addition the client hosts dedicated CCTP environments for some of its customers.

ACME is experiencing several issues with CCTP. John W. Smith is the Chief Information Officer (CIO) and has contacted an outside company to possibly assist with addressing these issues. After an initial kick-off call with John W. Smith, he has identified the following individuals as part of his team that the outside company will be working with:

Molly Fox - Vice President of Operations

Dennis Boucher- Vice President of Development

Ira Dale - Vice President of Sales

Each of the four data centers has a local operations team which is responsible for maintaining the local servers, network devices, connections, and commercial off the shelf (COTS) applications that CCTP runs on. The primary North America data center has the worldwide operations center which is responsible for worldwide CCTP monitoring (including its own data center) and coordinating with the local operations teams. It also houses the worldwide helpdesk which provides Level 1 CCTP issue resolution and coordinates response of all CCTP issues (Level 1-3). CCTP application developers (Level 3) are located in North America and Ireland.

ACME currently uses Omegamon to monitor the mainframe. HP OpenView, IBM Tivoli NetView and Nagios to monitor parts of the network, and SMS and BMC Patrol to monitor the distributed environment. The data center in Italy is currently using IBM Tivoli Monitoring, but it has not been rolled out to CCTP. In addition, most of the local operations centers use variety of custom scripts and open source programs to monitor the COTS and CCTP applications. Each of the local data centers has some sort of the central view of their monitoring, but not all of the monitoring is sending events to the central or worldwide views. The help desk uses HP Service Manager as its ticketing system.

ACME is experiencing several major issues with CCTP.

The first is that the helpdesks spending too much time in reaction mode (responding to issues after the fact).

The second is that credit card transaction processing slows down at random intervals. These slowdowns are usually noticed by the client's customers first (as they violate their Service Level Agreements) and that the intervals between issues range from hours to weeks.

The third is that there is no central view of the CCTP server and the environment that it runs on.

ACME would also like to take into consideration implementing or migrating all or a portion of their infrastructure into the cloud.

What is a potential question to ask ACME personnel?

A. What are the configuration parameters of Microsoft SQL?

B. Does the solution need to integrate with any ACME systems?

C. What are the configuration parameters of IBM WebSphere Application Server?

D. What are the configuration parameters of IBM WebSphere Application Server MQ?

Answer: B

13.What is an example of a security and identity management software architecture?

A. Web Proxy

B. Virtual Private Network

C. Public Key Infrastructure D. Secure Hypertext Transfer Protocol

Answer: C

14.What is a basic requirement for all project staffing?

A. No vacation for the duration of the project

B. Mandatory overtime if the project delivery slips

C. Skills and expertise directly relevant to the project requirements

D. Certified Information Systems Security Professional certification

Answer: C

15.Which IBM product can replace the functionality of Microsoft SMS?

A. IBM Tivoli Composite Application Manager for Applications

B. IBM Tivoli Composite Application Manager for Transactions

C. IBM Tivoli Composite Application Manager for Microsoft Applications

D. IBM Tivoli Composite Application Manager for Application Diagnostics

Answer: C

16.The chief information officer would be mapped into which functional path?

A. IT Manager

B. Implementer

C. Decision Maker

D. Customer Client

Answer: C

17.When designing a Service Availability and Performance Management solution for a new customer, which two steps should be taken to ensure current staff will be able to support the new products? (Choose two.)

A. Design a skills matrix that identifies any training gaps

B. Develop a skill set questionnaire based on ITIL standards

C. Identify the skill sets required for each of the new products

D. Create a test to assess support skills for the new products

E. Develop a custom application support education module for the new products

Answer: B,C

18.A customer's business is comprised of multiple sites located across the United States. Each location specializes in supporting a different part of the infrastructure while sharing the responsibility for supporting all business services offered by the organization.

What is the best approach to identify the project goals from key decision makers?

A. Align the customer requirements with the strategic vision of the project sponsors.

B. Recommend a service oriented approach for identifying the project goals across the organization.

C. Map the tool capabilities from each business location to the project goals identified by the decision makers.

D. Interview the decision makers from locations across the organization to ensure all perspectives are taken into consideration.

Answer: B

19.A customer is trying to find out the response time for each component of a composite application. There seems to be an issue with the IBM WebSphere server getting slow response times on select statements to IBM DB2. Which two IBM solutions will help diagnose the problem? (Choose two.)

A. IBM Tivoli Monitoring for Database Agent

B. IBM Tivoli Monitoring for Web Response Time

C. IBM Tivoli Composite Application Manager for Transactions

D. IBM Tivoli Composite Application Manager for Web Resources

E. IBM Tivoli Composite Application Manager for Web Response Time

Answer: A,C

20.After gathering all the information from meeting with the customer it is discovered that the IBM solution does not meet one of the customer's requirements. What is the next step?

A. Omit this discovery from the gap analysis document.

B. Document this finding in the gap analysis documentation.

C. Find a compromise to the requirement that the customer will accept.

D. Set up a meeting with the customer to reevaluate the customer requirement.

Answer: B