C2010-578

Fundamentals of Applying Tivoli Service Availability and Performance Management Solutions V3

DEMO

QUESTION NO: 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
Explanation:

QUESTION NO: 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
Explanation:

QUESTION NO: 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
Explanation:

QUESTION NO: 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
Explanation:

QUESTION NO: 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
Explanation:

QUESTION NO: 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
Explanation:

QUESTION NO: 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
Explanation:

QUESTION NO: 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