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Q&A

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