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## Q&A

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**Exam** : **000-029**

**Title** : Found of Applying Tiv  
Service Delivery &  
Perfomance Mgmt Sol '09

**Version** : Demo

1. What differentiates the IBM Tivoli Service Management platform from its competitors?

A. PinkVerify certification at the highest level

B. end-to-end service management solution that expands beyond IT

C. IBM Tivoli Change and Configuration Management Database (CCMDB) viewer launch capability from within the Service Desk Tool

D. integration with a wide variety of third-party configuration item discovery products into the current version of the CCMDB

**Answer: B**

2. Golden Bank is a global banking business with offices in every major international city. Golden Bank's main US headquarters are located in Atlanta, and it has data centers in New York, Chicago, and Los Angeles.

Having grown over the years through mergers and acquisitions, and the addition of new service offerings, Golden Bank has accumulated a great number of diversified IT hardware and software assets. In such a complex environment, it can be difficult to obtain accurate asset data for analysis and reporting purposes. Additionally, Golden Bank must integrate multiple service support and service delivery organizations that have resulted from acquisitions. Each service support organization acts independently, performing separate problem resolution processes. There is no consolidated configuration or change control between or among the organizational "silos". Previous attempts to consolidate have failed because of a lack of skills and experience to do so.

During interviews Golden Bank executives have expressed the following statements:

Golden Bank will be recognized as the best international consumer bank.

Golden Bank wants to be the "complete solution" for the consumer.

Golden Bank has total commitment to providing their customers increasingly better service.

Golden Bank wants to reduce the cost of doing business.

Golden Bank has to increase its profitability for shareholders.

Golden Bank will convert its service management processes to an ITIL framework.

Golden Bank has asked that you provide them with a recommended solution that addresses the following:

Automate information feeds from and to legacy systems with minimum customization.

Create a comprehensive repository of data about Golden Bank's IT assets, including inventory items.

Allow the administrator to easily configure or add fields and to auto-correct multiple records in one transaction.

Maintain baseline historical data for comparative analysis.

Maximize reporting capability.

Compare, analyze, and reconcile software license data.

Provide auto-discovery functionality and system configuration capture or import from external systems for reconciliation.

Be supported by a vendor with a highly structured and proven implementation and conversion methodology, comprehensive training, and responsive service and problem resolution management.

Based on the Golden Bank scenario, which statement best matches the customer's objectives in relation to IT?

- A. Golden Bank wants to better monitor the cost of doing business.
- B. Convert Golden Banks business processes to an ITIL framework.
- C. Golden Bank has total commitment to providing their customers increasingly better service.
- D. Golden Bank wants to create a comprehensive repository of data about its hardware and software inventory.

**Answer: D**

3. Which three industry standard protocols does IBM Tivoli Application Dependency Discovery Manager support? (Choose three.)

- A. SDI
- B. CDM
- C. SSH
- D. WMI
- E. SNMP
- F. SOAP

**Answer: CDE**

4. Which IBM Tivoli Service Management product does Release Process Manager integrate most closely with?

- A. IBM Tivoli Provisioning Manager
- B. IBM Tivoli Service Request Manager
- C. IBM Tivoli Capacity Process Manager
- D. IBM Tivoli Change and Configuration Management Database

**Answer: D**

5. A client asks how a service request (SR) can be initiated into a workflow. What are two methods for accomplishing this? (Choose two.)

- A. An SR can be manually submitted to workflow by selecting the SR on the list tab.
- B. An SR can be automatically submitted to workflow by using an action on an escalation.
- C. An SR can be manually submitted to workflow by selecting the Change Status toolbar icon.
- D. An SR can be manually submitted to workflow by selecting the Route Workflow toolbar icon.
- E. An SR can be automatically submitted to workflow by using a notification on an escalation.

**Answer: BD**

6. An IT department indicates that their users do not have a good understanding of what the IT department does. Which ITIL construct can help the IT department resolve this?

- A. Help Desk
- B. Service Catalog
- C. Problem Management
- D. Service Level Agreements

**Answer: B**

7. A company just hired a new chief information officer (CIO) to lead the IT group and enable them to refocus on the services IT provides to the business. The CIO wants to assess their current IT capabilities, but does not have any funding for consultation.

Which free IBM tool can the CIO use?

- A. Return on Investment tool
- B. IBM Tivoli ITIL Process Alignment tool
- C. IBM Assessment Tool for On-Demand Business

D. IBM Service Management Self-Assessment tool

**Answer: D**

8. When discussing IT Service Management with chief information officers, frequently the topic of using capability maturity modules to assess an organization's process, technologies/tools, organization, and information comes up. Typically a derivative of the IT Service Capability Maturity Model with maturity phases such as Initial, Repeatable, Defined, Managed, and Optimizing is used during the assessment.

What is the value of conducting this assessment for an organization?

- A. It identifies key personnel and the information needed for all IT processes to be optimized.
- B. It identifies the specific ITIL process that is required to be improved on and what tools and technologies are required to accomplish that.
- C. It identifies what tools and technologies are required to be implemented in order to move an organization from one maturity phase to the next.
- D. It identifies which maturity phase an organization is in, which maturity phase the organization is required to target, as well as how to get there.

**Answer: D**

9. A chief information officer wants to assess their current environment. Which two aspects of the environment are important for sizing an IT Service Management solution? (Choose two.)

- A. IT standards in use
- B. staff skill assessment
- C. organizational hierarchy
- D. geographic location of servers
- E. types of operating systems in use

**Answer: DE**

10. A customer's chief information officer (CIO) invites a solution advisor to discuss IT Service Management and how it might help with financial planning.

What should the advisor find out about the CIO's environment?

- A. the number of assets being used

- B. types of security protocols being used
- C. which network vendors are being used
- D. types of operating systems being used

**Answer: A**

11. In addition to networks and hardware, which other IT components should a solution advisor analyze in a customer's current IT environment?

- A. user communities
- B. development tools
- C. people and schedules
- D. application and database servers

**Answer: D**

12. A customer's chief information officer (CIO) invites a solution advisor to discuss IT Service Management and how it might help the IT group work more effectively and efficiently.

What should the solution advisor do in the first meeting with the CIO?

- A. Ask the CIO about the company's history, competition, and market value.
- B. Ask the CIO about their background, education, and professional experience.
- C. Ask the CIO if their organization currently maintains service level agreements.
- D. Ask the CIO about the number of employees, the number of locations, and the most recent major project the company has done.

**Answer: C**

13. A customer is planning to use IBM Tivoli Asset Management for IT, IBM Tivoli Change and Configuration Management Database (CCMDB), and IBM Tivoli Service Request Manager (TSRM). The customer wants to use multiple discovery tools in the environment to automate the discovery of the maximum amount of information about IT assets.

Which recommendation should the solution advisor make?

- A. Consolidate discovered assets in TSRM by using DLAs.
- B. Demote authorized assets to actual assets to seed the discovery tools.

- C. Demote authorized Configuration Items (CIs) to actual CIs to seed the discovery tools.
- D. Consolidate discovered assets in CCMDB by using Discovery Library Adapters (DLAs).

**Answer: D**

14. What is used to integrate Tivoli's process automation engine with an existing purchasing system in a customer environment?

- A. Integration Framework
- B. Supply Chain Maximizer
- C. Process Solution Installer
- D. Maximo Purchase Order Processor

**Answer: A**

15. A customer is using Microsoft SMS for IT discovery and wants to implement IBM Tivoli Asset Management for IT and IBM Tivoli Service Request Manager. Which tool allows information from SMS to be used?

- A. IBM Tivoli Integration Composer
- B. The Maximo Microsoft Integration Kit
- C. The Maximo Business Object Integrator
- D. Tivoli Enterprise Java Bean Integration Kit

**Answer: A**

16. A customer is concerned that their Accounts Payable system is very old and is not supported. The customer is planning to implement IBM Tivoli Asset Management for IT (TAMIT). Which advice should the solution advisor give?

- A. TAMIT is an IT tool. As such, it does not include purchasing functionality.
- B. The implementation should use IBM QuickPay on Z/OS. This way, the built-in Accounts Payable adapter can be used.
- C. Use the Accounts Payable application from the Financial module for TAMIT. This will improve asset management by more tightly coupling the financial and IT aspects of system management.
- D. Although TAMIT supports purchasing functions, there is no Accounts Payable system in the product.



Consider looking at a more modern Accounts Payable system and integrating it with TAMIT by using the Integration Framework.

**Answer: D**

17. Which discovery tool is recommended for IBM Tivoli Change and Configuration Management Database V7.1?

- A. IBM Tivoli Discovery Manager
- B. IBM Tivoli Configuration Manager
- C. IBM Tivoli Asset Discovery for Distributed
- D. IBM Tivoli Application Dependency Discovery Manager

**Answer: D**

18. Which tool can be used to import data from SAP to the Assets application for IBM Tivoli Asset Management for IT version 7.x?

- A. Maximo Data Loader
- B. Tivoli Data Integrator
- C. Integration Framework
- D. Reconciliation Tasks application

**Answer: C**

19. A customer creates a purchase order by using IBM Tivoli Asset Management for IT (TAMIT). The purchase order is then entered into Oracle Financials. Which statement is true about the process of receiving materials ordered by using these purchase orders?

- A. TAMIT must manage the Request for Quote process for these materials.
- B. The purchase requisitions for the materials must be generated in Oracle Financials.
- C. The materials can be received in the TAMIT Receiving application, and the acknowledgement of receipt can be entered into Oracle Financials by using the Integration Framework.
- D. The materials can be received in the TAMIT Purchase Order application, and the acknowledgement of receipt can be entered into Oracle Financials by using the Integration Framework.

**Answer: C**

20. A customer wants to allow the help desk personnel to track when a lease ends on each desktop in an organization. Leases are maintained in an application on the customer's mainframe. How should the solution advisor advise the customer to implement this requirement?

- A. Use Integration Framework to populate lease contract information in Tivoli's process automation engine (Tpae).
- B. Modify the Assets application by using application designer. Add a field that tracks end of lease information.
- C. Use the Maximo Data Loader to load lease information into IBM Tivoli Asset Management for IT on a nightly basis.
- D. Help desk personnel should all be given a 3270 screen emulation application to access the mainframe. Use the Tpae Macro application to launch the terminal emulator, and find the asset.

**Answer: A**

21. A General Ledger accounting system used by a customer has four components in the format xxxx-xxx-xxx-xxx. How can the format be defined in the Tivoli's process automation engine?

- A. Create a domain.
- B. Use the Balance Sheet application.
- C. Use the GL Account Configuration dialog box.
- D. Modify the Accounting application by using Application Designer.

**Answer: C**

22. A competitor in the IT domain claims that their product contains pre-built workflows and common tasks that span and integrate across IT Service Management applications.

What should a solution advisor do when a customer is considering such a solution?

- A. Dispute the vendor's claims that these pre-built workflows even exist.
- B. Inform the organization that workflow is an unimportant component in IT Service Management.
- C. Inform the organization that all vendors have the same pre-built workflows incorporated in their products.
- D. Inform the customer that if current business processes do not exactly match these workflows,

customization is required.

**Answer: D**

23. The customer wants to replace their existing inventory management system with the proposed IBM solution. Which three considerations might the client have to understand regarding the migration from their legacy system to the new IBM system? (Choose three.)

- A. Operational Change Management
- B. Organizational Change Management
- C. mapping and migration of existing data
- D. mapping and migration of existing system code
- E. mapping and migration of existing user interfaces
- F. mapping and migration of existing business processes and rules

**Answer: ACF**

24. In which project phases are the most requirements discovered and defined?

- A. initiating and planning
- B. initiating and execution
- C. planning and execution
- D. initiating and monitoring/controlling

**Answer: A**

25. Which two processes should be considered during the initial planning phase? (Choose two.)

- A. defining user IDs and passwords
- B. determining security privileges for all users
- C. data migration from legacy or other systems
- D. assigning and scheduling end-user training tasks
- E. system integrations with financial or other external systems

**Answer: CE**

26. Which factor is the most relevant when documenting the IT Asset Management procurement process?

- A. asset type schema
- B. number of master items
- C. item identification schema
- D. number of deployed assets

**Answer: C**

27. From which two key contacts is detailed information about existing service management processes most likely gathered? (Choose two.)

- A. Test and QA Manager
- B. Vice President of Operations
- C. Customer Relations Manager
- D. the First Level Support Supervisor
- E. Vice President of Information Technology

**Answer: AD**

28. Which two information gathering techniques are used in the risk identification process? (Choose two.)

- A. benchmarking
- B. brainstorming
- C. network monitoring
- D. experimental design
- E. decision tree analysis

**Answer: BE**

29. From which two key contacts is detailed information about existing service management processes most likely gathered? (Choose two.)

- A. Problem Manager
- B. Contracts Manager
- C. Service Desk Supervisor
- D. Emergency Committee Members
- E. Change Advisory Board Members

**Answer: AC**

30. Golden Bank is a global banking business with offices in every major international city. Golden Bank's main US headquarters are located in Atlanta, and it has data centers in New York, Chicago, and Los Angeles.

Golden Bank is piloting a small service management project where one helps them understand the impact ITIL will have in their environment. Golden Bank needs the person to assist in mapping out their employee position descriptions to ITIL roles.

The following information about various Golden Bank employees has been provided to help the person create ITIL role mappings:

Glenn:

Is the owner of the various service desks and IT services at Golden Bank.

Coordinates the escalation process including setting the response times for the various clients of the service desk.

David and James:

Answer customer questions over the phone and record activity related calls in the service tracking system.

Work with senior product support technicians and development to see that the process of resolving code problems flows smoothly through analysis, fixes, and distribution.

Work with customers to arrive at a clear statement of enhancement requests.

Marie and Lucas:

Answer customer questions over the phone and record activity related calls in the service tracking system.

Gather and analyze data related to code problems.

Might create fixes for code released to the field.

Are responsible for seeing that all support work for a particular product or platform is complete and presented clearly to development.

Follow procedures for seeing that any enhancement request is reported to the product manager.

Jerome:

Answers client support questions and aids other technicians in diagnosing and resolving technical issues.

Manages call tracking administration.

Supports knowledge base and website maintenance.

Meets with department heads in order to prioritize support tasks.

Produces and maintains support documentation.

Gloria:

Develops, documents, and executes detailed test cases and test suites.

Writes clear and concise defect reports and validates bug fixes.

Works closely with development to ensure the adoption and realization of quality improvements.

Reviews functional and design specifications.

John:

Establishes and articulates principles and best practices of software testing to staff in and outside the department.

Provides expertise, advice, staffing, and time estimates, etc. on testing to Product Management, Engineering, Interaction Design, and other departments within the company.

Following the agreed upon testing approach, creates the detailed test plan.

Provides test result reports and problem metrics and trends to Product Management.

Frank and Tina:

Reporting to a Product Lead or Development Manager, participate in architecture and design discussions; develop, enhance, and maintain critical products and tools.

Participate in the architectural and design discussion as required; analyze and evaluate ratified business requirements and user requirements as stated in the ID document.

Participate in writing Functional Specifications.

Are Responsible for software development and technical documentation, ensuring coding, international, and installation standards are followed.

Are Responsible for development and testing, ensuring the product is completely tested according to the approved standards and guidelines.

Trisha:

Is responsible for the design, implementation, and delivery of new releases, including ratified requirements, development plans and schedules, staffing, staging, deliverables, etc..

Manages and monitors the performance of internal and external development teams.

Works with Quality Assurance to maintain and enforce standards and criteria for product quality, including evaluation of reported defects.

Based on the Golden Bank scenario, which employee best matches the Incident Manager role in ITIL Service Support?

- A. Marie
- B. David
- C. Trisha
- D. Jerome

**Answer: D**