



**IBM**

**A2010-578**

*Assess: Fundamentals of Applying Tivoli Service Availability/Performance Manager*

- B. Determine who has been in the company the longest
- C. Ask each person who is most important in the organization
- D. Determine who is listened to most during the group interviews
- E. Ask the Chief Information Officer who is the most intelligent person on their staff

**Answer:** A, D

**QUESTION:** 112

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 environments Web-based services such as SOAP, and message queues such as 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 and has contacted an outside company to assist with addressing these issues. After an initial kick-off call, John W. Smith 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

Which two sources can provide a list of ACME'S technical experts? (Choose two.)

- A. Ira Dale
- B. Molly Fox
- C. John W. Smith
- D. Dennis Boucher
- E. The outside company's sales team

**Answer:** B, D

**QUESTION:** 113

Which IBM solution should be used when a customer is required to monitor the relationship between database response times and client response times for a retail sales-based Web site?

- A. IBM Tivoli Monitoring for Applications

- B. IBM Tivoli Monitoring for Web Services
- C. IBM Tivoli Composite Application Manager for Transactions
- D. IBM Tivoli Composite Application Manager for Application Diagnostics

**Answer:** C

**QUESTION:** 114

While evaluating a high-level solution design, some gaps have been identified where additional IBM Tivoli products would fit into the solution. What is the next step?

- A. Include those products in the presentation
- B. Contact the client to understand the criticality of these gaps
- C. Create a cost benefit analysis and present it to the customer
- D. Determine the impact on the project cost and timeline to implement the new products

**Answer:** B

**QUESTION:** 115

In order to convey the findings of the requirements analysis, a high-level presentation is made. What is an important action to prepare for the high-level presentation?

- A. Confirm the participation of a trusted partner
- B. Determine the product set to be demonstrated
- C. Ensure the presentation is tailored to the audience and is designed to fit into the time allowed
- D. Define hardware requirements for the Service Availability and Performance Management solution

**Answer:** C

**QUESTION:** 116

Which roles and responsibilities would a stakeholder have?

- A. A person who makes the final purchase decision.
- B. An interested party who manages a business unit that depends on 24x7 service availability.
- C. A person who is only interested in knowing the return on investment potential of the product solution.
- D. A person who will be involved in administrative tasks with regards to any

implemented Service Availability and Performance Management solution.

**Answer:** B

**QUESTION:** 117

Which IBM product would allow a company to view their service levels by customer in realtime?

- A. IBM Tivoli Monitoring
- B. IBM Tivoli Netcool/OMNIBus
- C. IBM Tivoli Service Level Advisor
- D. IBM Tivoli Business Service Manager

**Answer:** D

**QUESTION:** 118

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ACME currently uses Omegamon to monitor the mainframe. HP Open View, 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 helpdesk is 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. What is a potential question to ask ACME personnel?

- A. What are the data retention requirements?
- B. How much space is available to the mainframe database environment?
- C. What are the configuration parameters of IBM WebSphere Application Server?
- D. What are the configuration parameters of IBM WebSphere Application Server MQ?

**Answer:** A

**QUESTION:** 119

Which two factors have the greatest impact on the scope and scale of a Service Availability and Performance Management solution? (Choose two.)

- A. Total headcount at each site
- B. Number of events processed per hour
- C. Gross e-commerce order volume per day
- D. Number of DNS names owned by the enterprise
- E. Number of integration points between subsystems

**Answer:** B, E

**QUESTION:** 120

Which statement is true about a relationship and a dependency between major project plan milestones?

- A. Pain points must be documented before defining the business processes.
- B. Authentication requirements must be understood before the system is designed.
- C. The Service Availability and Performance Management (SAPM) software installation is a prerequisite for software configuration.
- D. Existing SAPM tools must be either configured or decommissioned before new SAPM tools are installed.

**Answer:** C

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