

QUESTIONS & ANSWERS

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Fundamentals of Applying Tivoli Service Delivery and Process Automation Solutions V3

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Answer: B

QUESTION: 78

A service desk is handling service catalog requests, incidents, and problems for all their customers 24 hours a day 7 days a week. Which IBM SmartCloud Control Desk architecture and edition should be recommended to support the service desk?

- A. Multi-server, IBM SmartCloud Control Desk
- B. Single server. IBM SmartCloud Control Desk
- C. Multi-server, IBM SmartCloud Control Desk - Entry
- D. Single server, IBM SmartCloud Control Desk - Entry

Answer: A

QUESTION: 79

How can an incident management process provide value to the business?

- A. to enable users to resolve problems
- B. to reduce the impact of service outages
- C. to align people and processes for the delivery of service
- D. to help control infrastructure cost when adding new technology

Answer: B

QUESTION: 80

A customer has a third-party product that can easily roll out changes into their environment. Then they manually update their CMDB with the information from the release process. The CMDB update could be automated with information from which source?

- A. the release tool
- B. the discovery tool
- C. the change process
- D. the configuration process

Answer: B

QUESTION: 81

Which technique is used to classify how well a product or solution meets IT asset and service management requirements?

- A. gap analysis
- B. SWOT analysis
- C. architecture analysis
- D. business process analysis

Answer: A

QUESTION: 82

A customer is planning to implement IBM SmartCloud Control Desk to automate incident, problem, and change management processes and to build a configuration management database. The solution will serve up to 150 concurrent users. If the deployment uses IBM WebSphere Application Server Network Deployment V7.1 how many nodes in a cell are recommended to run maximo.ear?

- A. at least five
- B. at least two
- C. at least three
- D. one is enough

Answer: C

QUESTION: 83

Which option consists of process, service, and operational management and helps organizations better manage their IT infrastructure?

- A. IBM Smart Groupware
- B. IBM Workload Balancer
- C. IBM Service Management
- D. IBM SmartCloud Enterprise Provisioning

Answer: C

QUESTION: 84

A customer has implemented a solution from a third-party vendor that is capable of creating asset inventory. Which IBM tool can provide a fully functional CMDB?

- A. IBM Tivoli Monitoring
- B. IBM Tivoli Business Service Manager
- C. IBM Tivoli Asset Discovery for Distributed
- D. IBM Tivoli Application Dependency Discovery Manager

Answer: D

QUESTION: 85

A customer is experiencing a number of pain points in their IT service delivery. The operational efficiency and performance of the IT support teams is dropping, resulting in the IT teams repeating many tasks which have failed to complete due to operator errors. Which solution area can help improve the efficiency of the IT support teams?

- A. runbook automation
- B. financial management
- C. knowledge-based systems
- D. a customer relationship management system

Answer: A

QUESTION: 86

What is one aspect of the environment that is important for sizing an IT service management solution?

- A. IT processes in use
- B. IT staff certifications
- C. types of security protocols in use
- D. quantity of people involved in the service management processes

Answer: D

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