Vendor: IBM

Exam Code: 000-591

Exam Name: Fundamentals of Applying Tivoli Service Delivery and Process Automation Solutions V3

Version: DEMO

QUESTION 1
What is a service owner responsible for?

A. Continual improvement of a service
B. Designing and documenting a service
C. Carrying out the service operation activities needed to support a service
D. Producing a balanced scorecard showing the overall status of all services

Answer: A

QUESTION 2
How are business processes supported in IBM Sen/ice Delivery and Process Automation products?

A. Implement runbook automation
B. Use the comprehensive workflow engine
C. Write custom Java classes for each process
D. Create integrations between the various products

Answer: B

QUESTION 3
A customer has two requirements;

1. Rapid integration of IBM Tivoli Asset Management for IT with asset inventory and system management tools
2. Integration and normalization of data from disparate systems into one central repository.

Which product addresses both of these requirements?

A. IBM SmartCloud Control Desk
B. IBM Tivoli Integration Composer
C. IBM Tivoli Monitoring Agent Builder
D. IBM Tivoli Service Automation Manager

Answer: B

QUESTION 4
Which solution ensures data accuracy through a complete audit and remediation processes out-of- the-box?

A. IBM Data Integrity and Audit Manager
B. IBM Remediation and Precision Manager
C. IBM Compliance and Release Management
D. IBM Change and Configuration Management Database

Answer: D

QUESTION 5

A customer wants to know about and manage the impact of changes to an individual server in their infrastructure. Which two products combined can provide the required functionality? (Choose two.)

A. IBM Tivoli Endpoint Manager
B. IBM SmartCloud Control Desk
C. IBM Composite Application Manager
D. IBM Tivoli Asset Discovery for Distributed
E. IBM Tivoli Application Dependency Discovery Manager

Answer: BE

QUESTION 6
A customer is planning to implement an IBM SmartCloud Control Desk solution. When should it be recommended to use IBM provided pre-installed VM images?

A. When there will be more then 50 concurrent users, and time to value is critical for the project.
B. When there will be no more then 50 concurrent users, and time to value is critical for the project.
C. When there will be more then 50 concurrent users, and the customer wants to have multiple JVMs.
D. When there will be no more then 50 concurrent users, and the customer wants to reuse an existing database environment.

Answer: B

QUESTION 7
Which solution enables the deployment of highly virtualized environments for self-service cloud computing?

A. IBM Tivoli Endpoint Manager
B. IBM SmartCloud Control Desk
C. IBM Tivoli Provisioning Manager
D. IBM Tivoli Service Automation Manager

Answer: D

QUESTION 8
What is one benefit of IBM Tivoli Provisioning Manager (TPM)?

A. TPM has powerful and agentless discovery technology which can discover assets and asset relationships in realtime.
B. TPM can automate best practices for common data center activities in support of change and release management processes.
C. TPM has a self-service catalog which can be offered out-of-the-box to customers who need to reduce their time to market new services.
D. TPM is supplied with an integrated configuration management database which can be used as a foundation for an unaligned provisioning solution.

Answer: B

QUESTION 9
Which two job roles can help identify how CMDB. provisioning, and monitoring address key IT asset and service management requirements of an organization? (Choose two.)

A. Process owners
B. Process experts
C. System engineers
D. Application engineers
E. Application specialists

Answer: AB

QUESTION 10
A customer's IT environment consists of servers, storage, desktop, and point of sale devices. Assuming IBM SmartCloud Control Desk is used to manage these items in the CMDB, which two scanning tools also need to be deployed and integrated in order to perform reconciliation of authorized versus deployed configuration items? (Choose two.)

A. IBM Tivoli End Point Manager
B. IBM Tivoli Provisioning Manager
C. IBM Tivoli License Compliance Manager
D. IBM Tivoli Usage and Accounting Manager
E. IBM Tivoli Application Dependency and Discovery Manager

Answer: AE

QUESTION 11
A customer's service desk team is complaining about IBM SmartCloud Control Desk user interface performance. What is the most likely cause?

A. Badly configured actions
B. Badly configured workflows
C. Badly configured processes
D. Badly configured cron tasks

Answer: D

QUESTION 12
An enterprise has two different departments, one that manages IT assets and one that manages facilities assets. Each department has shared the same general ledger accounts and cost centers, but work with different data sets and processes. What would be the recommended setup in IBM SmartCloud Control Desk?

A. Create an organization for each department
B. Create one organization and different sites for the departments
C. Create only one organization and one site for both departments
D. Create an instance of IBM SmartCloud Control Desk for each department

Answer: B

QUESTION 13
After implementing IBM SmartCloud Control Desk, customer Key Performance Indicators show there are a large number of reoccurring incidents. This is a sign that one of the processes is not efficient. Which process is it?

A. Request Fulfillment
B. Change Management
C. Incident Management
D. Problem Management

Answer: D

QUESTION 14
What are two benefits that an IT asset management solution can provide? (Choose two.)

A. Increase productivity
B. Real-time asset monitoring
C. Faster software provisioning
D. Increase asset functionality
E. Reduce total cost of ownership

Answer: AE

QUESTION 15
A customer is planning to implement IBM SmartCloud Control Desk to automate simple incident, problem, and change management processes as well as to provide a service catalog to the 1,500 end users for ordering the IT services.
In order to implement this solution which edition of IBM SmartCloud Control Desk should be recommended?

A. IBM SmartCloud Control Desk
B. IBM SmartCloud Control Desk Entry Edition
C. IBM SmartCloud Control Desk for Internal Service Providers Edition
D. IBM SmartCloud Control Desk for Managed Service Providers Edition

Answer: A