Vendor: IBM

Exam Code: C2170-010

Exam Name: IBM Cúram V6.0.4, Development

Version: DEMO

QUESTION 1
What is the purpose of implementing IBM Tivoli Integration Composer?

A. To provide a design interface for creating automated workflows
B. To provide a framework for developing interfaces to third-party products using web services
C. To collect data from disparate systems and combine it together into a single, actionable repository
D. To provide out-of-the-box integration points for financial, inventory, supply chain, human resources, and other critical third-party applications

Answer: C

QUESTION 2
Which criteria are used to set up Preventative Maintenance? (Choose two.)

A. Time
B. Meter
C. Duration
D. Warranty
E. Seasonal Dates

Answer: AB

QUESTION 3
Click the Exhibit button. Based upon the scenario, which employee best matches the Second Line Support role in ITIL Service Support?

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, Product Engineering, Interaction Design, and other departments within the company
- Following the agreed upon testing approach, creates the detailed test plan
- Provides test results reports and problem metrics and trends to Product Management and others in the company for each product

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 discussions as required; analysis and evaluate ratified Business Requirements and user requirements as stated in the ID document.
- Participate in writing the Functional Specification. Ensure that the specifications address the ratified Business Requirements, user requirements as stated in the ID documents and requirements as defined in the design discussions.
- Responsible for software development, and technical documentation. Ensure that coding standards, internationalism standards and installation standards are followed.
- Responsible for development testing and, if necessary, interfaces/integration testing with other modules or products/tools.
- Work with the Development Testing Group to ensure that the product is completely tested according to standards and guidelines; correct defects and unit test defect corrections.

Trisha:
- Responsible for the design, implementation, and delivery of new releases. Provide the ratified requirements in a timely fashion. Responsible for devising product development plans and schedules, including staffing, staging, deliverables, etc.
- Manage and monitor the performance of internal and external (outsourced) development teams against plan; report on deviations from plan; and devise and implement adjustments to plan. Manage the coordination between internal and external resources.
- Work with the Quality Assurance (QA) Department to maintain and enforce standards and criteria for product quality. Work with the Manager of Support to evaluate reported product defects, allocate resources to investigate and correct defects, test defect corrections, and determine how to avoid such defects in future releases.

A. Tina
B. Marie
C. Gloria
D. Frank

Answer: B

QUESTION 4
Click the Exhibit button. Based on the scenario, to become better aligned with ITIL, Jaxcube wants to redesign their existing help desk processes and standardize on a common tool for service request tracking. What are two key activities of the Service Desk function? (Choose two.)

Jaxcube Corporation is a US-based, 40 year old, publicly-traded company. With 70 retail stores worldwide, Jaxcube employs 7000 employees that includes retail location employees as well as those who work in the corporate office. Over the past few years, the competition has been gets stronger, net profits getting thinner, and the cost of running the business increasing. As a result, Jaxcube has been slowly losing market share and market value.

Wanting to take advantage of technology, the CEO (Michael) has decided to significantly increase Jaxcube's Internet presence. This has placed the Information Technology group in a problematic situation. Like the overall business, IT has also experienced increasing costs (in fact, exceeding budget in recent years), a trend that will continue without significant change. In addition to that, end user satisfaction with the level of support provided by IT has been dwindling. In order to transform the IT department from a business liability to a business asset, Michael hired Jan to report to him and be the new CIO.

Jaxcube's environment consists of legacy mainframe, and like many other companies, has seen a great influx of distributed systems (Unix and Windows, primarily). Traditional tools to manage the mainframe are still being used but freeware and cheaply purchased tools are widely used on the distributed side which has led to a systems management nightmare. One of the largest IT transformations to the business processes was the successful implementation of SAP a few years back, to manage vendor relations, contracts, and financials. As for user support, help desks were created and stationed based upon how the business grew. While this made sense early on, Jaxcube now has a local help desk at its US headquarters, another help desk at the national level (to support regional offices and US retail locations), and help desks in Hong Kong and London (to support remote offices and retail locations in their respective geographies). When creating these help desks, decisions on what tools to use to track problems were locally made. Thus, there are 4 different solutions being used with none of them being integrated with one another.

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Jan's first step towards transformation was to promote Stacey (previously responsible for Jaxcube's end user support and service levels) to be Vice President of Operations, and promote Robert (previously a software development director in Jaxcube) to be Vice President of Software Development. In all, there are 120 technical professionals on staff, encompassing operations and development. Jan has directed Stacey and Robert to focus on:

- providing more accurate and more real-time information to Jaxcube executives.
- maximizing ROI, minimizing service problems, and improving security to existing assets and infrastructure.
- maximizing productivity, reducing labor expense and improving service assurance.

As a solution advisor, you has developed a good relationship with Stacey. She sees you as a knowledgeable and valuable consultant and is interested in implementing ITIL within Jaxcube but needs help with how to do so

A. Coordinating Incident Management activities
B. Associating IT equipment with the end-user responsible for it
C. Communicating and promoting services that can be provided by IT
D. Collecting data from various IT infrastructure components to calculate overall uptime
E. Coordinating the design, building, and configuration of software releases that will be distributed to end-user machines

Answer: AC

QUESTION 5
A Canadian manufacturing company is in the process of assessing the upgrade of Maximo 4. 1. 1 to IBM Maximo Asset Management V7. 1 (IMAM). One of the major concerns is the handling of an existing custom interface developed for sending Purchase Orders created in Maximo to Oracle Financials. Which solution preserves this functionality in the new version?

A. A custom interface for IMAM
B. IBM Integration Framework for Oracle Financials
C. People soft, because IMAM has a built-in interface for PeopleSoft
D. IBM Upgrade Utility, which automatically upgrades the existing interface to work with IMAM

Answer: B

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