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Exam : **C2010-591**

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

Version : Demo

1.Which two resources contain the most up-to-date platform compatibility matrix information in order to validate a solution design? (Choose two.)
A. IBM Tivoli Forums
B. Tivoli Field Guides
C. IBM Support Web page
D. IBM DeveloperWorks wikis
E. Tivoli User Group Web page
Answer: C,D

2.Why is the corporate vision and strategy important for a high level requirements document.?
A. It provides an understanding of how current IT asset and service management processes support these requirements.
B. It provides an overview of the company's mission and market strategy which determines the IT asset and service management business requirements.
C. It provides company policies which determine the preferred vendors and influence the high level requirements for a IT asset and service management solution.
D. It provides a clear definition of the company goals, how they want to achieve these goals, and what is needed to achieve these goals which determines the IT asset and service management business requirements.
Answer: D

3.A customer is planning to implement a discovery engine using IBM Tivoli Application Dependency Discovery Manager (TADDM). There are several DMZs containing Windows servers to be scanned. Which configuration matches the customer's requirements?
A. An anchor server in each DMZ
B. A separate TADDM server for each DMZ
C. An anchor server and gateway server in each DMZ
D. A separate TADDM server for each DMZ with one central database
Answer: C

4.Which solution can help reduce cost and minimize service disruptions through automated service request handling efficient change management, and optimized asset lifecycle management across IT and enterprise domains?
A. An integrated accounting and procurement solution.
B. A comprehensive IT asset and service management solution.
C. A proactive service level agreement modeling and enforcement solution.
D. An automated, self-service catalog for requesting end-to-end service provisioning.
Answer: B

5.What is the goal of service asset and configuration management?
A. To build a service model according to ITIL best practices
B. To define and track the accounting process of the assets
C. To implement ITIL practices across the entire organization
D. To correlate IT services and different IT components needed to deliver them

Answer: D

6.A customer wants the service desk personnel to track leasing contracts for their IT assets that are currently maintained in an in-house developed application. How should the customer be advised to implement this requirement?
A. Use the Maximo Data Loader to load lease information into IBM Tivoli Asset Management for IT (TAMIT).
B. Leverage the customized asset application by using Application Designer to add a lease contract section to maintain contracts for each asset.
C. Use Integration Framework to load for the first time the lease contracts information into the Lease Contracts application, and then maintain those contracts with TAMIT
D. The customer should continue maintaining their leasing contracts in their own application. Using the Integration Framework, the information of each contract can be populated in the Lease Contracts application.
Answer: C

7.A customer is using IBM SmartCloud Control Desk to automate incident, problem, and change management processes. The solution currently supports 15,000 end users but the customer acquired and integrated a company with an additional 5,000 end users. What does the customer need to do to cover the new end users?
A. Buy an additional 5,000 end user licenses
B. Build a separate instance of IBM SmartCloud Control Desk
C. Define the new users in the existing IBM SmartCloud Control Desk
D. Buy an IBM SmartCloud Control Desk for Internal Service Provider license
Answer: C

8.Which business process can be implemented with a CMDB solution?
A. Database discovery
B. Change management
C. Software configuration management
D. Configuration item audit and reconciliation
Answer: D

9.What two types of information are provided by IBM Tivoli Application Dependency Discovery Manager to IBM SmartCloud Control Desk? (Choose two.)
A. Asset types
B. Configuration Items
C. Configuration Items Types
D. Classification Items Hierarchy
E. Classification Items Relationships
Answer: B,C

10.All change managers at a company need to track if the percentage of changes implemented with approval across a date range is higher then 90%. Which IBM SmartCloud Control Desk functionality can

create and display the necessary Key Performance Indicator (KPI)?
A. The required KPI is already available which provides a graph of the percentage of changes implemented with approval by status.
B. A result set should be configured on the Start Center of the Change Manager role containing a query on the closed changes for a specific date range.
C. A standard report is already available which uses Start Date and End Date input parameters to provide a report with a bar chart of the percentage of changes implemented with and without approval by status.
D. A custom KPI should be configured to display the percentage of changes implemented with approval by status, using Start Date and End Date input parameters, which then has to be configured in a KPI graph portlet on the dashboard of the Change Manager role.
Answer: C

11.Which function supports a customer who would like to have a predefined work plan for repetitive maintenance work?
A. Job List
B. Job Plans
C. Tasks List
D. Tasks Plan
Answer: B

12.Why is it important to define Key Performance Indicators (KPIs) for processes in the solution design phase?
A. KPIs track project success and if the promised value is delivered.
B. KPIs take a long time to implement in a GUI so they must be defined early in the project.
C. KPIs document the solution performance and indicate whether hardware needs to be upgraded.
D. KPIs definitions are mandatory fields during product installation and without them the installation cannot progress.
Answer: A

13.Which two products should be presented to a client if they want to know more about the benefits of implementing IBM products for change, configuration, and release management, including application and infrastructure discovery? (Choose two.)
A. IBM SmartCloud Provisioning
B. IBM SmartCloud Control Desk
C. IBM Tivoli Asset Discovery for Distributed
D. IBM Tivoli Composite Application Manager
E. IBM Tivoli Application Dependency Discovery' Manager
Answer: B,E

14.Given that an implementation of IBM SmartCloud Control Desk is integrated to a compatible LDAP system, how would the system administrator modify the access privileges of a problem manager?
A. Use the Security module in IBM SmartCloud Control Desk
B. Alter the security properties in the LDAP system using an LDIF update
C. Use the Problem Management module in the IBM SmartCloud Control Desk

D. Modify the profile information access which the problem manager can change on their own
Answer: A

15.A customer has implemented a solution from a third-party vendor that is capable of listing configuration item inventory and supports release management. What is this solution missing to provide a fully functional CMDB?
A. Links
B. Hierarchies
C. Relationships
D. Dependencies
Answer: C