**IBM**

# A2010-591

*Assessment: Fundamentals of Applying Tivoli Service Delivery and Process Automa*

**Answer:** B

**QUESTION:** 79
A customer has a third-party product that can easily roll out changes into their environment. Then they manually update their CMDBwith 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:** 80
Which techniqueis 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:** 81
A customer is planning to implementIBM 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:** 82
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:** 83
A customer has implemented a solution from a third-partyvendor 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:** 84
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 whichhave 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:** 85
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 servicemanagement processes


**Answer:** D


**QUESTION:** 86
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

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