IBM

C2170-010

IBM Curam V6.0.4 Application Development

QUESTION: 70

A new IT director wants a way to get a comprehensive look at the current IT processes and to receive recommendations on which processes require immediate improvement. Which free product from the IBM website should the IT director download, install, and utilize to accomplish this?

A. IBM Tivoli Unified Process Composer
B. IT Service Management Industry Modeler Tool
C. IT Service Management Self Assessment Tool
D. Discovery Library Adapter for IBM Tivoli Business Systems Manager

Answer: C

QUESTION: 71

What are three applications Maximo used for Integration Framework interface configuration with other applications? (Choose three)

A. Integration MBO
B. Internal Systems
C. External Systems
D. Integration Objects
E. Integration Interfaces
F. Composition Integration

Answer: C, D, E

QUESTION: 72

What is the supported and recommended upgrade path from version 4. 1. 1 of Maximo to version 7. 1?

A. Maximo V4. 1. 1 is upgraded to v6. 2. 1 directly, and then V6. 2. 1 is upgraded to V7. 1.
B. No upgrade path is available. The old version must be uninstalled, and the latest version re- installed.
C. Maximo 4. 1. 1 is upgraded to V7. 1 directly, using the special migration utility that was created for this purpose.

D. Maximo Version 4. 1. 1 is upgraded to V5. 1. Upon starting, V5. 1 is automatically upgraded to V5. 2, and then V5. 2 is upgraded to V6. 2. 1. Finally, V6. 2. 1 is upgraded to 7. 1.

Answer: D

QUESTION: 73

Click the Exhibit button. Based on the scenario, Jan requires better controls over IT hardware and software assets to mitigate any potential complain While asset management is not a defined process within ITIL, it is a component of which ITIL process?

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.

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. Change Management
B. Financial Management
C. Availability Management
D. Service Level Management

Answer: B

QUESTION: 74
In IBM Maximo for Transportation, which functionality can be used to manage recall notices and engineering changes?

A. Email Notifications
B. Campaign Management
C. Vehicle Data and Specifications
D. Warranty Management and Recovery

Answer: B

QUESTION: 75

A client has decided to purchase Secondary User licenses for a few of their employees whose use of IBM Maximo Asset ManagementV7. 1 is not necessary for their job function. Their access will be limited to how many Maximo modules?

A. 1
B. 2
C. 3
D. 4

Answer: C

QUESTION: 76
A competitor in the IT domain claims that their product contains pre-built workflows and common tasks that span and integrate across IT Service Management applications. What should a solution advisor do when a customer is considering such a solution?

A. Dispute the vendor's claims that these pre-built workflows even exist
B. Inform the organization that workflow is an unimportant component in IT Service Management
C. Inform the organization that all vendors have the same pre-built workflows incorporated in their products.
D. Inform the customer that if current business processes do not exactly match these workflow, customization is required.

Answer: D

QUESTION: 77
An HVAC inspection is done on a quarterly basis. This is an example of which type of maintenance?

A. Predictive
B. Corrective
C. Emergency
D. Preventative

Answer: D

Pass your exam at First Attempt....Guaranteed!