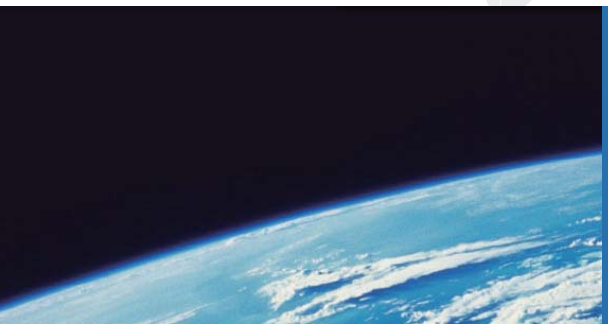

# ITTEST

## QUESTION & ANSWER

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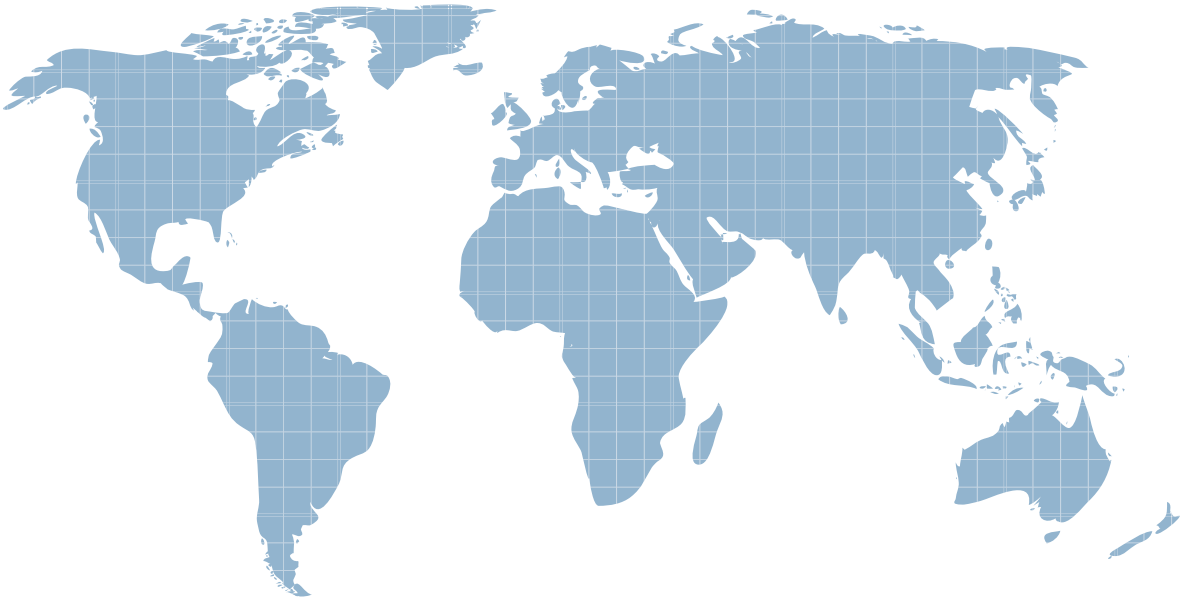

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**Exam** : **000-430**

**Title** : IBM Tivoli Netcool Service Quality Manager

**Version** : Demo

1. Using the Services Resources application capabilities, which two resource options can be defined and maintained? (Choose two.)

A. Network Systems

B. Resource Groups

C. Network Elements

D. SLA Device Inventory

E. Repository of Resources

**Answer:** BE

2. Which software component is a prerequisite to installing the IBM Tivoli Netcool Service Quality Manager core packages on AIX?

A. Tivoli Data Warehouse

B. IBM Tivoli Netcool Webtop

C. Sun Java System Message Queue

D. an LDAP-compliant Directory Server

**Answer:** D

3. When combining a number of resource types in a calculation, which type of resource is used?

A. logical

B. regular

C. composite

D. hierarchical

**Answer:** C

4. When using the Actions page to set up actions to occur when an SLA enters a new state, various methods of notification are supported.

Which method is supported?

A. e-mail

B. text message

C. Syslog notification

D. paging notification

**Answer:** A

5. Upon the completion of a new installation of IBM Tivoli Netcool Service Quality Manager, which action must be taken to add new user accounts?

A. create Oracle and saserver accounts

B. define the new user in the Oracle database

C. install the IBM Tivoli Netcool Service Quality Manager client and log in to the Application Discoverer Window

D. install the IBM Tivoli Netcool Service Quality Manager client and discover the IBM Tivoli Netcool Service Quality Manager server

**Answer:** D

6. In which three states can an SLA clause be? (Choose three.)

A. Clear

B. Warning

C. Unknown

D. Breached

E. Indeterminate

F. Compromised

**Answer:** ABE

7. How is detailed debug information for Customer Experience Manager (CEM) core processes obtained?

A. by editing startup files and rebooting CEM platform

B. by editing WebSphere configuration files to generate debug information

C. by using logging command to enable detailed CEM debug information

D. by configuring Oracle-stored procedures to generate debug information

**Answer:** C

8. When planning an IBM Tivoli Netcool Service Quality Manager deployment, which two questions must

be asked to architect a solution? (Choose two.)

A. Who are the end users?

B. What are the data sources?

C. Which services will be monitored?

D. Where will the server(s) be located?

E. What is the customer's definition of a KQI?

**Answer:** BC

9. Which question must be asked in the IBM Tivoli Netcool Service Quality Manager planning phase to appropriately architect a solution?

A. Where will the server(s) be located?

B. Who are the end users and what are their roles?

C. What are the data sources and the resource types to be defined?

D. What are the system administrator username and password requirements?

**Answer:** C

10. Which two Service Solutions are generally available and supported for IBM Tivoli Netcool Service Quality Manager? (Choose two.)

A. Jitter

B. Delay

C. IPVPN

D. Blackberry

E. Packet Loss

**Answer:** CD

11. Which Service Solution is generally available and supported for IBM Tivoli Netcool Service Quality Manager?

A. IPTV

B. Mobile User Throughput

C. Mobile Handset Failures

D. Trouble Ticketing Status

**Answer:** A

12. Which two operating systems are supported for IBM Tivoli Netcool Service Quality Manager server installation? (Choose two.)

A. HP UX

B. IBM AIX

C. Windows XP

D. Sun Solaris (x86)

E. Sun Solaris (SPARC)

**Answer:** BE

13. Which two operating systems are supported for IBM Tivoli Netcool Service Quality Manager server installation? (Choose two.)

A. IBM AIX

B. SuSe Linux

C. Red Hat Linux

D. Sun Solaris (SPARC)

E. Windows operating system

**Answer:** AD

14. Which customer requirements are needed to determine the Service Solutions that could be applied to the customer solution?

A. documented inventory of resources to be monitored for each service

B. services to be monitored and the KQIs and KPIs for each of those services

C. services to be monitored and the SLA requirements for each of those services

D. number of services to be monitored and the expected data volume per service

**Answer:** B

15. Which customer requirements are needed to determine the Service Solutions to be applied?

A. services to be monitored and the volume of data for each service

B. services to be monitored and the network architecture requirements

C. services to be monitored and the KQIs and KPIs for each of those services

D. data source connection and accessibility information for those data sources

**Answer:** C

16. Which information is needed to determine SLAs and SLOs?

A. customer requirements for end user interface

B. database sizing estimates per required Service Solution and the metrics available from the data source

C. customer requirements for the data source connectivity for the service and the data source documentation

D. services to be monitored and the IBM Tivoli Netcool Service Quality Manager Service Solution documentation

**Answer:** D

17. Which action is taken if it is determined that a Service Solution for the required KPIs/KQIs is not available?

A. provide a solution that contains available Service Solutions

B. remove those KPIs/KQIs from scope and inform the customer

C. halt the project until an applicable Service Solution is available

D. identify and document those KPIs/KQIs and allow for a customized solution

**Answer:** D

18. Why is it important, in the planning phase, to gather the number of IBM Tivoli Netcool Service Quality Manager users and their required views from the customer?

A. The number of IBM Tivoli Netcool Service Quality Manager users and their required views must be encoded by LDAP.

B. The relation of User and Views will determine the number of IBM Tivoli Netcool Service Quality Manager client installations.

C. The number of IBM Tivoli Netcool Service Quality Manager users must be inferior to the number of

users roles in the planned system.

D. The number of IBM Tivoli Netcool Service Quality Manager users and their required views is a configuration effort factor for the IBM Tivoli Netcool Service Quality Manager system.

**Answer:** D

19. What are two reasons it is important, in the planning phase, to gather the number of IBM Tivoli Netcool Service Quality Manager users and their required views from the customer? (Choose two.)

A. The number of IBM Tivoli Netcool Service Quality Manager users and their required views must be encoded by LDAP.

B. The relation of User and Views will determine the number of IBM Tivoli Netcool Service Quality Manager client installations.

C. The number of IBM Tivoli Netcool Service Quality Manager users must be inferior to the number of users roles in the planned system.

D. The number of IBM Tivoli Netcool Service Quality Manager users and their required views is a sizing factor for the IBM Tivoli Netcool Service Quality Manager system.

E. The number of IBM Tivoli Netcool Service Quality Manager users and their required views is a configuration effort factor for the IBM Tivoli Netcool Service Quality Manager system.

**Answer:** DE

20. In the planning stage of an installation, why is it necessary to identify the data source types, count, expected data intervals, and file sizes?

A. determining system sizing

B. determining database type

C. determining hardware type

D. determining Service Solutions

**Answer:** A

21. At which stage is it important to identify the data source types, count, expected data intervals, and file sizes?

A. planning

B. installation

C. configuration

D. performance tuning

**Answer:** A

22. Why is it important to identify the data retention requirements of the customer?

A. database sizing

B. operating system selection

C. database type determination

D. Service Solution determination

**Answer:** A

23. At which stage would a pre-existing Service Solution feasibility be determined?

A. planning

B. system sizing

C. database sizing

D. performance tuning and troubleshooting

**Answer:** A

24. How are resource organizations defined within IBM Tivoli Netcool Service Quality Manager?

A. arbitrarily

B. alphabetically

C. by Inventory Lists

D. by Network Layouts limitations

**Answer:** A

25. How many resource types can be combined in a composite resource?

A. only 1

B. up to 2

C. up to 3

D. up to 4

**Answer:** D

26. Which two types of rollup levels does a regular resource type have? (Choose two.)

A. a logical rollup level

B. a physical rollup level

C. an aggregated rollup level

D. a non-aggregated rollup level

E. a total rollup level - the data is aggregated across all resources of the type

**Answer:** DE

27. During the IBM Tivoli Netcool Service Quality Manager planning stages, which two standard options are available to architect or create service models, based on the given customer requirements? (Choose two.)

A. gateways

B. databases

C. TMF models

D. adapter toolkit

E. Service Solutions

**Answer:** DE

28. During the IBM Tivoli Netcool Service Quality Manager planning stages, which two standard options are available to architect or create service models, based on the given customer requirements? (Choose two.)

A. adapters

B. TMF solutions

C. adapter toolkit

D. custom gateways

E. Service Solutions

**Answer:** CE

29. What is the standard encoding format of the data that needs to be produced by the mediation layer?

A. CSV file

B. XML file

C. SQL file

D. Binary file

**Answer:** A

30. What are the two standard IBM Tivoli Netcool Service Quality Manager built-in mechanism used to detect new raw data from a data source? (Choose two.)

A. e-mail

B. SNMP trap

C. file timestamps changes

D. simple periodic polling mechanism

E. complex schedule mechanism based on the defined SLA schedules

**Answer:** CD