IBM 000-438

Exam Name: *Applying Fundamentals of Tivoli Business Automation Mgt2008*

Q & A : *92 Q&As*

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Exam : IBM 000-438
Title : Applying Fundamentals of Tivoli Business Automation Mgt200

1. A client core business is to supply widgets to the customer. An order desk is located in Florida, where desktops are used by employees for general Lotus Notes e-mail, Lotus Sametime, and an Order Application from customers who call in orders by telephone.
The client has a data center located in Oregon. It contains a distributed environment running Lotus Notes and Lotus Sametime and a distributed environment running JD Edwards EnterpriseOne ERP. It has a DB2 database on a mainframe that contains their product information and stock, and a distributed environment that runs the Order Application.
The client has a distribution center in Illinois. It contains a distributed front-end for the Order Application, which prints orders and allows the distribution center to update the amount of stock. Orders are fulfilled by the distribution center and mailed directly to the customer. Stock is also received and updated by the distribution center.
The IT group responsible for the Order Application wants to implement Change Management and target the Order Application as the first

application to manage.
Who are two Order Applications customers? (Choose two.)
A. the distribution center in Illinois
B. customers who call in their orders
C. the mainframe system administrators
D. end users in the order desk environment
E. the Order Application distributed environment system administrators
Answer: BD

2. Which two pieces of information are mapped against functional paths within an organization? (Choose two.)
A. roles
B. stakeholders
C. requirements
D. responsibilities
E. IBM Tivoli products
Answer: AD

3. A telecommunications company configures their network equipment after receiving an order for a new circuit from one of their customers. What is this an example of?
A. an automation
B. a key performance indicator
C. a low-level business process
D. a high-level business process
Answer: C

4. After business requirements and processes have been identified, which steps are taken to automate that process?
A. assess the specific steps required, determine critical processes, inform the client
B. determine critical processes, choose a subset of processes for a pilot, inform the client
C. assess the specific steps required, interview business process owners, inform the client
D. define the specific steps of the manual process, understand input and output functions of each step within the process, determine steps suitable for automation
Answer: D

5. What is an important factor when deploying a business automation solution into a customer environment?
A. determine if a business automation solution was previously attempted
B. redefine the current workflows and practices used by the customer for business automation
C. gather the requirements for which business automation solutions will be deployed at a later date
D. set the expectations so that the client's strategic goals are clearly defined and are met by the business automation solution
Answer: D

6. Which two steps should be performed after the interviews are completed and all third-party integrations are identified? (Choose two.)
A. create a hardware solutions guide
B. review the list of client third-party applications
C. identify the relationships with support organizations
D. identify the operational support dashboard methodology
E. review the list of proposed business automation products
Answer: BE

7. In Business Automation Management, what are performance, maintainability, and security requirements considered to be?
A. automations
B. network events zones
C. functional requirements
D. non-functional requirements
Answer: D

8. After business automation roles are understood and organizational information is acquired, which steps are taken to align business automation roles with individual employees?
A. interview individuals, determine responsibilities, document roles
B. interview individuals, determine responsibilities, review with client
C. interview individuals, verify job titles, determine experience, document roles
D. identify individuals, document roles and responsibilities, provide information to client for review

Answer: B

9. A client has a custom-made management system that they developed in-house that must be integrated with the business automation solution. What is the correct approach for proving the integration?
A. prove with an on-site Proof of Concept
B. replace the application with new software
C. re-create in a lab and provide an off-site proof of technology
D. develop the integration as part of the full solution deployment
Answer: A

10. Which factor is most significant when determining the viability of applications?
A. the number of users of the application
B. end user perception of the application
C. the software vendor's market capitalization
D. the flexibility, supportability, performance and coverage of the application
Answer: D

11. Which two factors have the greatest impact on the scope and scale of a Business Process Management solution? (Choose two.)
A. total headcount at each site
B. number of events processed per hour
C. gross e-commerce order volume per day
D. number of DNS names owned by the enterprise
E. number of integration points between subsystems
Answer: BE

12. While scheduling the introductory meeting with a company, who should be the client contact for invitations to the introductory meeting?
A. the technical contact
B. the process manager
C. the customer sponsor
D. the administrative assistant to the process manager
Answer: C

13. What is a benefit of a single vendor solution?
A. easier to obtain maintenance and support
B. more likely to provide future business automation flexibility
C. greater likelihood of future stability in the business automation
D. easier to adapt new solutions from the Open Source community
Answer: A

14. Which two components of an existing infrastructure should be captured in initial business automation requirement planning meetings with a client? (Choose two.)
A. Availability Monitoring
B. Performance Management
C. Human Resources Systems
D. Call Management Applications
E. Accounting Management Systems
Answer: AB

15. Before a requirements gathering session with the implementation team for a client project, the customer liaison presents a list of experts. Later, at the requirements gathering session, it is apparent that a team member would be a valuable expert for the project. What is the appropriate way to have this person identified as an expert on the project?
A. begin copying the additional team member on all project communication
B. bypass the identified expert and begin communicating directly with the team member
C. communicate to the customer liaison that the team member has been included as an expert
D. contact the customer liaison, explain the situation, and ask for the appropriate way to have this person included as an expert
Answer: D

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