

Exam : IBM 000-028

**Title : Fundamentals of Applying
Tivoli Service Availability
and Performance
Management Solutions
2009**

Version : Demo

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1. Which statement is true about determining total user count for implementation?

- A. The user count is irrelevant to the system requirements.
- B. The user count is needed by the survey group for the final client satisfaction survey.
- C. The number of users is important for determining the scope and scale of the implementation.
- D. The number of users is directly related to the size of the authentication database; therefore, it is needed for determining the size of the authentication server.

Answer: C

2. During a meeting with a client, an organizational chart containing all of the customer contact information including the project sponsor, the implementation managers, operations managers, and end-user managers is presented.

Who should be contacted to get a comprehensive list of experts?

- A. the stakeholders
- B. the customers CEO
- C. the financial approver
- D. the secretary of the customers CEO

Answer: A

3. Which two conditions should be met in order for the customer to understand the findings of the requirements analysis? (Choose two.)

- A. The presentation must be delivered to the CIO.
- B. Requirements must be defined by the customer.
- C. Recommendations must be presented to the customer.
- D. Customer expectations must be documented in the analysis.
- E. The format for the analysis must be provided by the customer.

Answer: CD

4. What are two important factors to consider when determining the delivery goals for a service availability and performance management solution? (Choose two.)

- A. the total resource commitment for staffing

- B. which issues have priority and will be resolved first
- C. feedback from the stakeholders after the final presentation
- D. dependencies on existing service availability and performance management solutions
- E. vendors that will be used for the service availability and performance management solution

Answer: AD

5. Which statement is always true about a relationship and a dependency between major project plan milestones?

- A. Pain points must be documented before defining the business processes.
- B. Authentication requirements must be understood before the system is designed.
- C. The service availability and performance management software installation is a prerequisite for software configuration.
- D. Existing service availability and performance management tools must be either configured or decommissioned before new service availability and performance management tools are installed.

Answer: C

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