

Exam : IBM 000-428

**Title : IBM Certified Specialist
System z Technical Support
V3**

Version : Demo

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1. A customer has a System z10 installed for over a month. The customer calls IBM rep, mentions that he has a problem with his system. What corrective action should be taken to help customer?

- A. Get the Hardware Installation team involved
- B. Go to the Customer site and resolve the problem.
- C. Call the customer on phone and walk them thru the PMR process to resolve the problem
- D. Refer the customer back to the Sales Team

Answer: C

2. Which temporary Capacity on Demand offering is NOT permitted to increase capacity by more than 100% of the purchased permanent capacity?

- A. Capacity Backup
- B. Capacity for Planned Events
- C. On/Off Capacity on Demand
- D. Disaster Event on Demand

Answer: C

3. When building the image profiles for a large system, the client should be concerned with the size requirements for which of the following?

- A. Extended Common Save Area (ECSA)
- B. Expanded Storage
- C. Common Save Area (CSA)
- D. Hardware Systems Area (HSA)

Answer: D

4. The System z10 processor installation is complete. Which of the following are the next steps the customer expects from IBM team?

- A. Setup a meeting with customers to discuss project summary plans and conclusions.
- B. Have a IBM internal team meeting to discuss project
- C. Invite the customer to an installed customer event
- D. Reopen application discussions to start up another project

Answer: A

5. A very large retailer selling books on the internet is considering a z10 server running Linux or a Dell Xeon server running Windows. Which of the following characteristics should be emphasized?

- A. Linux solution provides a completely secure environment due to z10 hardware
- B. Linux solution provides higher performance due to processor speeds
- C. Linux solution has a lower cost due to the lower people support cost
- D. Linux solution supports more adapters enabling the solution to connect more users and sessions

Answer: C

6. A z10 customer is interested in migrating at least some of their applications to Linux. The technical staff asked the IBM System z Technical Specialist which Linux they recommend and how is it supported. Which of the following is the proper response?

- A. IBM System z supports all major Linux distributions.
The customer should select their choice distribution.
Support for Linux comes only from the distributor.
- B. IBM System z supports both Red Hat and SUSE Linux.
The customer should select the better performing distribution.
IBM supplies all z10 Linux support.
- C. IBM System z supports all major Linux distributions.
The customer should select the best performing distribution.
Support comes from independent Linux support groups.
- D. IBM System z supports both Red Hat and SUSE Linux.
The customer should select their choice distribution.
First call support for Linux comes from IBM.

Answer: D

7. A manufacturing company is planning to implement a new inventory application on an IBM System z10. They are considering z/OS or Red Hat Linux. Which of the following differences should they consider?

- A. z/OS outperforms Red Hat Linux in commercial workloads

- B. z/OS is more expensive, Linux is shareware
- C. Red Hat Linux does not support all the devices supported by z/OS
- D. z/OS is supported by IBM SupportLine, whereas Red Hat Linux can only be supported by Red Hat

Answer: C

8. A customer running a Windows environment wants to move to a Linux environment for security reasons. The customer asks what makes Linux on z10 different from Linux on HP Integrity servers.

Which of the following addresses this request?

- A. Linux and CSM on System z provide superior cluster high availability features over Integrity's cluster offerings
- B. System z's support of a flexible Linux software/hardware environment has greater market share
- C. Linux supports a larger number of processors on System z than Integrity and, as a result, has higher performance results in industry standard benchmarks.
- D. Linux is available as a single edition that supports full function on all z10 servers, whereas Linux on comes in four editions on Integrity to support different servers.

Answer: B

9. The intelligent dispatching of Hiperdispatch helps reduce which of the following?

- A. Number of started tasks
- B. Amount of memory consumed
- C. Movement of cache and data
- D. Amount of CPU consumed

Answer: C

10. A System z Technical Specialist is making a call on a Sun account. The Sun rep has told them that Dynamic Domains offer the best solution for server partitioning. Which would be the best response to use as a rebuttal?

- A. System z servers offer the flexibility of both hardware and software partitions.
- B. Sun's Dynamic Domains, every domain must be running the same version of Solaris.
- C. With z/VM and logical partitioning, System z servers provide use of multiple operating systems.

D. Sun Dynamic Domains feature costs extra and is only available on Sun's mid to high end systems.

Answer: C

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