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**IBM Tivoli Netcool Service Quality Manager V4.1.1**

**Version: 3.0**

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### QUESTION NO: 1

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:** C, E

### QUESTION NO: 2

Which action is appropriate to troubleshoot monitoring in case of missing data?

- A. check if a recovery catalog process is running
- B. check if the ODBC monitoring agent is gathering data from the adapters
- C. check the IBM Tivoli Netcool Service Quality Manager adapters configuration
- D. check to see if the summarization and pruning agent is configured and running

**Answer:** C

### QUESTION NO: 3

Which two changes can be made to enhance the mediation performance? (Choose two.)

- A. increase storage disk space
- B. add additional mediation platforms
- C. add more Service Solution instances
- D. increase mediation data storage requirements
- E. tune the mediation solution, such as threads and processes

**Answer:** B, E

### QUESTION NO: 4

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

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- C. Sun Java System Message Queue
- D. an LDAP-compliant Directory Server

**Answer: D**

### QUESTION NO: 5

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**

### QUESTION NO: 6

Which two aggregation periods are supported for an SLO? (Choose two.)

- A. yearly
- B. weekly
- C. monthly
- D. quarterly
- E. 15 minutes

**Answer: B, E**

### QUESTION NO: 7

How is it verified that the IBM Tivoli Netcool Service Quality Manager Web Portal application is running?

- A. by checking that Tomcat server process (coreweb) is running
- B. by checking that a WebSphere process supporting the ISC profile is running
- C. by checking that IBM Tivoli Netcool Service Quality Manager Socks Proxy process is running
- D. by checking that Customer Experience Manager core server processes are running (sap disp)

**Answer: B**

### QUESTION NO: 8

After the installation of a new Service Solution, opening one of the associated reports notifies that

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a table or view does not exist. Which step can be taken to resolve the issue?

- A. check the mediation log files
- B. restart the Business Objects services
- C. redefine the content of the report generating the error
- D. open the Designer application and ensure that the Universe has the correct database connection details

**Answer: D**

### QUESTION NO: 9

Which two software products must be installed prior to beginning an IBM Tivoli Netcool Service Quality Manager server installation? (Choose two.)

- A. Red Hat Linux
- B. Sybase Database
- C. Windows XP Server
- D. LDAP-compliant Directory Server
- E. Oracle Database Enterprise Edition

**Answer: D, E**

### QUESTION NO: 10

Which action is appropriate to troubleshoot monitoring in case of missing data?

- A. check if a recovery catalog process is running
- B. check the Oracle database logs to see if any errors are recorded
- C. check if the ODBC monitoring agent is gathering data from the adapters
- D. check to see if the summarization and pruning agent is configured and running

**Answer: B**

### QUESTION NO: 11

In managing and maintaining the IBM Tivoli Netcool Service Quality Manager resources inventory, which three resource types are available in the system? (Choose three.)

- A. ranged
- B. regular
- C. regional
- D. composite
- E. hierarchical

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F. geographical

**Answer:** B, D, E

### QUESTION NO: 12

Which part of the IBM Tivoli Netcool Service Quality Manager client is used to configure external alarm notification?

- A. auditing
- B. SLA monitoring
- C. SLA provisioning
- D. mediation provisioning

**Answer:** C

### QUESTION NO: 13

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

- A. SQL insert
- B. SNMP trap
- C. logging message
- D. paging notification

**Answer:** B

### QUESTION NO: 14

Which two components of IBM Tivoli Netcool Service Quality Manager can be used to build service models? (Choose two.)

- A. KQIs
- B. KPIs
- C. SLOs
- D. existing service models
- E. any network element metric

**Answer:** A, D

### QUESTION NO: 15

Given an issue with a previously running Customer Experience Manager (CEM) Web Interface,

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what can be checked to find the issue?

- A. the CEM profiler
- B. the adapter trace files
- C. the CEM UI Flex traces
- D. the omsserver trace files

**Answer:** C

### QUESTION NO: 16

What are three SLA states that can be set up for external alarm notifications? (Choose three.)

- A. Major
- B. Minor
- C. Critical
- D. Warning
- E. Violation
- F. Indeterminate

**Answer:** D, E, F

### QUESTION NO: 17

What are two valid end-user definition synchronization policies between Business Objects and the IBM Tivoli Netcool Service Quality Manager core system? (Choose two.)

- A. common user definition using a Microsoft Active Directory
- B. common user definition using an LDAP server as a user repository
- C. common user definition using the Oracle database as a user repository
- D. transparent user replication initiated from IBM Tivoli Netcool Service Quality Manager user repository to Business Objects user repository
- E. transparent user replication initiated from Business Objects user repository to the IBM Tivoli Netcool Service Quality Manager user repository

**Answer:** B, D

### QUESTION NO: 18

When creating the boadmin user on the Business Objects server, which condition is required to ensure that the reporting infrastructure runs as expected?

- A. The IBM Tivoli Netcool Service Quality Manager / Business Objects integration expects the user to authenticate on a daily basis.

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- B. The IBM Tivoli Netcool Service Quality Manager / Business Objects integration expects the user to have the right to log on as a service.
- C. The IBM Tivoli Netcool Service Quality Manager / Business Objects integration expects the user to change the password every 90 days.
- D. The IBM Tivoli Netcool Service Quality Manager / Business Objects integration expects the user to change the password every seven days.

**Answer: B**

### QUESTION NO: 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: D, E**

### QUESTION NO: 20

When performing mediation platform modifications, which two skills are necessary? (Choose two.)

- A. Perl
- B. ldap
- C. Java
- D. UNIX
- E. MS Word

**Answer: A, D**

### QUESTION NO: 21

Where are List Of Values (LOV), Universes, and Web reports deployed?

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- A. only on the Business Objects server
- B. only on the main IBM Tivoli Netcool Service Quality Manager server
- C. only on each IBM Tivoli Netcool Service Quality Manager client machine
- D. on the Business Objects server, the main IBM Tivoli Netcool Service Quality Manager server, and each IBM Tivoli Netcool Service Quality Manager client machine

**Answer: A**

### QUESTION NO: 22

If an adapter tablespace appears to be running low, how is additional space added to the tablespace with Oracle Enterprise Manager?

- A. by compacting the adapter tablespace
- B. by adding a new data file to the tablespace
- C. by adding a new disk partition to the tablespace
- D. by moving the tablespace to a bigger disk partition

**Answer: B**

### QUESTION NO: 23

When creating a combined KQI model, the calculation of the values of the constituent KQI models must be specified. What are two Calculation Type options? (Choose two.)

- A. Combinable
- B. Policy Expression
- C. Regular Expression
- D. Normalized Average
- E. Dynamically Weighted Mean

**Answer: A, E**

### QUESTION NO: 24

When directly editing the SLA clauses of a monitored SLA version through the GUI Edit clauses menu item, what will be the state of the SLA version containing the applied changes?

- A. Draft
- B. In Trial
- C. Terminated
- D. Monitored