000-926

IBM Maximo V6 ITSM Implementation

Version 24.10

QUESTION NO: 1

What Maximo application is used to manage the resolution of the root cause of a recurring network issue?

A. Incident
B. Change
C. Release
D. Problem
E. Service Request

Answer: D

QUESTION NO: 2

Gander Lumber Company uses Maximo for IT Asset Management. What functionality can be used to create new IT assets?

A. Maximo Discovery
B. Purchasing
C. Authorized Asset Loader
D. Release Manager

Answer: B

QUESTION NO: 3

The IT Manager at BMI company feels that communication with end users is a crucial part of the overall IT experience. He wants the solution for every incident to be emailed to the affected user when the Incident is resolved.How is this achieved in Maximo?

A. Write a custom class for it.
B. This is standard functionality.
C. Build a workflow to email the end user.
D. Use a Communication Template and escalation.

Answer: D

QUESTION NO: 4

What provides the ability for Service Technicians to record time when resolving tickets?

A. Costs
B. Activities
C. Solutions
D. Budgeting
E. Service Requests

Answer: B

QUESTION NO: 5

What applications are set at the organization level?

A. Calendars, Locations, Currency
B. Assets, Invoices, Job Plans, Inventory
C. Companies, Labor, Chart of Accounts
D. Purchase Contracts, Tickets, Workflow, Warranty Contracts

Answer: C

QUESTION NO: 6

The Gander Company wants to share item data across two business units in different countries. Each business unit has a different financial process.What organization and site structure is recommended?

A. One organization with two sites
B. Two organizations with one site each
C. An item set and one organization with two sites
D. An item set and two organizations with one site each

Answer: D

QUESTION NO: 7

Gander Lumber Company needs to identify and notify the responsible person when leases for computers are about to expire. What is used to achieve this client requirement?

A. Escalation
B. Email Listener
C. Purchase Order
D. Service License Agreement (SLA)

Answer: A

QUESTION NO: 8

What Maximo entity can be either hierarchical or networked?

A. Site
B. Item
C. Asset
D. Location
E. Failure Code

Answer: D

QUESTION NO: 9

Acme Corporation has a requirement to send emails to administrators 90 days before assets reach

the end of their lease. What applications are required to send these emails? (Choose TWO)

A. Workflow
B. Escalation
C. Email Listener
D. Communication Template
E. SLA (Service Level Agreement)

Answer: B, D

QUESTION NO: 10
What describes the relationship between one asset and any other asset in Maximo?

A. Networked with an asset having many parents and many children
B. Hierarchical with an asset having only one parent but many children
C. Location centric with assets grouped by the parents to which they are assigned
D. System centric with all assets defined as components assigned to a logical system

Answer: B

QUESTION NO: 11
What associations can be made between People and Assets? (Choose TWO)

A. User
B. Craft
C. Labor
D. Location
E. Custodian

Answer: A, E

QUESTION NO: 12
During a review of the Maximo security, the CIO asks: "Where are logins created?" What application answers the **QUESTION NO:**?

A. Users
B. Crafts
C. Labor
D. People
E. Security Groups

Answer: A

QUESTION NO: 13
Email Listener functionality is standard with which Maximo application?

A. Incident
B. Change
C. Problem
D. Service Request

Answer: D

QUESTION NO: 14
What applications can be used to create a standard list of tasks to process new employees? (Choose TWO)

A. People
B. Job Plans
C. Work Plan
D. Ticket Templates

Answer: B, D

QUESTION NO: 15
What is the function of Internal Priority?

A. A system generated field dependent on classification.
B. A calculated field based on asset and location priority.
C. An assessment of the incident by a technically qualified person.
D. A calculated field where a large number is a higher priority than a smaller number.

Answer: C

QUESTION NO: 16
The London Company has many Incidents that are associated with one global Problem. What functionality does the IT technician use to assign these Incidents to the global Problem?

A. Assign Incidents
B. Related Records
C. Associate Templates
D. Assignment Manager

Answer: B

QUESTION NO: 17
Ticket Templates are applied to what applications? (Choose THREE)

A. Incidents
B. Activities
C. Changes
D. Problems

E. Releases

F. Solutions

G. Service Requests

Answer: A, D, G

QUESTION NO: 18

Which Location System attribute is mandatory for the Location to display in the Drilldown?

A. Network

B. Physical

C. Hierarchical

D. Operational

Answer: C

QUESTION NO: 19

Gander Lumber Company would like to modify the configuration of a critical production server. What steps should be taken as part of this effort? (Choose TWO)

A. Back Out Plan

B. Service Request

C. Risk Assessment

D. Incident Reason for Change

E. Change Order Board Release Request

Answer: A, C

QUESTION NO: 20

A user contacts the Service Desk requesting copies of both MS Word and MS Project. Once the Service Request is generated, what would the Service Desk technician create to identify this need?

A. Incident

B. Release

C. Solution

D. Change

E. Problem

Answer: D

QUESTION NO: 21

What application is used for "root cause" analysis?

A. Change

B. Incidents

C. Problems