

# 000-818

## IBM

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**Question: 1**

A food product distributor has warehouses in three locations with separate database systems at each center. The company wants to enable online ordering of merchandise and would like to track overall inventory level, reorder level and online communication facilities between staff at the three locations. Which of the following IBM solutions will best solve the customer's problem?

- A - A portal server with dynamic workplaces
- B - A Web server combined with an email service and data warehouse
- C - A structured query language application with database connectivity
- D - A messaging middleware with a commerce application and collaborative tools

**Answer: D**

**Question: 2**

A global insurance company seeks a solution that requires integration of its existing hardware and software infrastructure and maintenance support across all its operational centers in the world. Which IBM strengths should the solution advisor articulate to the client? (Select three answers.)

- A - Proprietary software and hardware
- B - Global managed hosting capabilities
- C - History of IT expertise spanning over 90 years
- D - State-of-the-art hardware manufacturing facilities
- E - Support for an open standards and vendor-neutral architecture
- F - Multilingual and local support capability in operating countries

**Answer: C, E, F**

**Question: 3**

The Chief Information Officer and the Chief Financial Officer of a manufacturing company want to make their IT operations more efficient and control their costs. They have asked the solution advisor for advice. What can the solution advisor suggest to reduce costs and improve efficiency?

- A - Implement an IT architecture with open standards and application integration.
- B - Increase the interaction cost of conducting business horizontally across divisions.
- C - Negotiate the licensing costs with the proprietary software vendors to bring down the fees.
- D - Use a set of HTML-based standards to define applications that work with the modular components.

**Answer: A**

**Question: 4**

A solution advisor is proposing a flexible infrastructure where data integrity and data loss avoidance are the most important factors. The storage competitor highlights storage replication functions as the key to solve this problem. How should a solution advisor highlight the IBM value proposition versus this approach?

- A - Introduce Storage Virtualization as key component for data protection.
- B - Highlight the built-in strengths, focusing on integrity functions, of the DB2 product family.
- C - Emphasize the functionality of Peer-to-Peer Remote Copy (PPRC) of an ESS storage subsystem.
- D - Differentiate the capabilities of a comprehensive high-availability design to include all components of solution delivery.

**Answer: D**

**Question: 5**

A Chief Information Officer has agreed to service level measurements which are specific to individual business units and key business processes and applications. Which capability of an On Demand Business operating environment provides the ability to map, monitor, and control IT resources in a way that enables measurement and achievement of these targets?

- A - Optimization
- B - Process transformation
- C - Business performance management
- D - Application and information integration

**Answer: C**

**Question: 6**

A large grocery store's Website averages 50,000 hits per day and the traffic is steadily increasing. Many customers are complaining there are times when they cannot access the site. The management of the grocery chain wants high availability and consistent performance. Which is the best IBM software pillar for the solution advisor to consider to meet the customer requirements?

- A - Lotus
- B - Tivoli
- C - Rational
- D - WebSphere

**Answer: B**

**Question: 7**

A merger has created major obstacles in delivering services for virtually all business processes. A solution advisor must therefore create a base concept for solving the issues. As a first step, the solution advisor should chart and evaluate which of the following?

- A - The IT infrastructure to migrate to a more efficient infrastructure
- B - The business processes to introduce more efficient business processes
- C - The impact to business processes due to the challenges and delivery services caused by the merger
- D - The application portfolio to set up an application suite that better services the business processes

**Answer: C**

**Question: 8**

A car manufacturing company with plants in eight countries with multilingual applications has decided to outsource IT operations. Various companies have been called in to discuss their capability. How should a solution advisor highlight the services, expertise, and experience of IBM?

- A - IBM can reduce the number of staff required to maintain the sites and save costs.
- B - IBM can provide end-to-end open solutions and a knowledge base in similar industries.
- C - IBM can use its proprietary standards to reduce complexity and change the infrastructure.
- D - IBM can outsource the local operations to a subcontractor and monitor the performance remotely.

**Answer: B**

**Question: 9**

A customer's current infrastructure computing power is not consistently utilized across core applications. At any given time, the servers on one application can be virtually idle while the servers on a second application may not be able to handle the volume of workload. Which of the following IBM products is the most appropriate solution to consider for this customer?

- A - Tivoli Access Manager
- B - Tivoli Enterprise Console
- C - WebSphere Application Server
- D - Tivoli Intelligent Orchestrator

**Answer: D**

**Question: 10**

A multinational bank has worldwide operations. For the last ten years, the bank has invested in several different IT infrastructures to run heterogeneous computing environments at various locations. Management wants to consolidate the bank's IT systems, focusing on the processes that carry the highest business value. Which specific area should the solution advisor explore with the bank?

- A - Managed Hosting
- B - Business Driven Development
- C - Business Service Management
- D - Virtualization Consolidation Study

**Answer: C**

**Question: 11**

A customer with 500 employees wants a system that allows the employees to communicate and collaborate more effectively. The solution must run on an open platform and should also provide the backbone for future integration. How would the solution advisor best articulate IBM's strengths on the specific opportunity?

- A - IBM provides a broad portfolio of solutions and offerings and can bring flexible and practical approaches.
- B - IBM has the experience of implementing messaging solutions that can be integrated with a back-end ERP system for a large user base.
- C - IBM has the most proven and robust messaging solution today which has collaboration and integration capability and can run on open source platform.
- D - IBM has the deep understanding of the industries and where they are heading, and has the ability to align best-of-breed technology expertise with business imperatives.

**Answer: C**

**Question: 12**

A pharmaceutical company has a cost-cutting initiative to streamline its IT operations. Its Human Resource (HR) department has received approval to replace their inefficient legacy application. HR has requested that the new application be deployed within six months on the new technology. However the new IT budget had not been funded to provide this type of support. What alternatives can the solution advisor recommend to the HR and IT directors regarding the new HR package?

- A - Recommend delaying the deployment of the new HR application until the IT budget can support new non-core projects.

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