Exam Code: 000-939

Exam Name: IBM Tivoli Change & Configuration Manager

Database V7.1.1

Vendor: IBM

Version: DEMO

Part: A

1: Which statement is true for both CCMDB and TADDM representations of the Common Data Model?

A.Relationship rules are unidirectional.

B.The CI types are created by the product installer.

C.CI Type inheritance is represented using object inheritance.

D.All CI relationships are validated against the relationship rules before they can be created.

Correct Answers: D

2: Which business object represents a trackable and assignable request for work?

A.a Report

B.an Asset

C.a Workflow

D.a Process Request

Correct Answers: D

3: Which three applications assist with new workflow development? (Choose three.)

A.Roles application

B.Actions application

C.Job Plans application

D.Security Groups application

E.Cron Task Setup application

F.Communication Templates application

Correct Answers: A B F

4: What is a characteristic of Job Plans?

A.validate the required fields for the overall process

B.provide graphical visualization of the overall process

C.attach custom queries to visualize tasks and activities

D.enable the organization of tasks in a hierarchical manner

Correct Answers: D

5: Which two statements are true if a process requester is about to submit a Request for Change and is doing a last review of the form verifying the information is correct? (Choose two.)

A.Owner must be assigned.

B.Target CI list can be empty.

C.Asset cannot be a subject for the Process Request.

D.Classification attributes cannot be removed from the list.

E.Classification must be valid for the particular Process Manager Type.

Correct Answers: B E

6: Which two actions are performed from the CCMDB administrative workstation? (Choose two.)

A.import TADDM data

B.install patches and upgrades

C.control user IDs and Security groups

D.install WebSphere Application Servers

E.build CCMDB EAR (Enterprise Archive) files

Correct Answers: B E

7: Given that the customer's IT environment has been verified, which two prerequisite steps need to be taken to ensure that CCMDB requirements have been met? (Choose two.)

A.examine the DBMS to be utilized for meeting requirements

B.examine the platform (OS) for the DB server for meeting requirements

C.examine the LDAP interface with the Common Data Model for meeting requirements

D.examine the SOAP interface with the Common Data Model for meeting requirements

E.examine the communication between the authentication client and the authentication server for meeting requirements

Correct Answers: A B

8: How is an Authorized CI created?

A.duplicate an Actual CI and update the classification

B.execute an IBM Tivoli Integration Composer adapter

C.use the "Create Authorized CI" action in the Actual CI application

D.update the classification for that Actual CI to add the "Use With" CI row

Correct Answers: C

9: In the Job Plan application, what is a valid reason to attach a workflow to a particular task through Assisted Workflow?

A.instantiate the Job Plan

B.enable parallel flow among tasks

C.enable flow control in the Job Plan

D.provide guidance on the execution of a task

Correct Answers: D

10: Which category of individuals are needed to certify the validity of an impact analysis for a given CCMDB environment?

A.Subject Matter Experts

B.Environmental Experts

C.Chief Information Officers

D.Human Resources Officers

Correct Answers: A

11: Which statement is true about TADDM and CCMDB?

A.CCMDB is a required component of TADDM.

B.TADDM is a required component of CCMDB.

C.TADDM and CCMDB must be installed on the same system.

D.CCMDB serves as a discovery tool, while TADDM serves as a data repository.

Correct Answers: B

12: Which three high-level concepts are related to the Common Data Model? (Choose three.)
A.Details
B.Classes
C.Schema
D.Attributes
E.Network Addressing
F.Naming Rules and Identification
Correct Answers: B D F

13: When creating a document to map tasks to roles for a deployment of CCMDB, which single goal is of primary importance?
A.create a Role Breakdown Structure of the list of all activities and tasks
B.create a Task Breakdown Structure of the list of all activities and tasks
C.create a Work Breakdown Structure of the list of all activities and tasks
D.create a Responsibility Breakdown Structure of the list of all activities and tasks
Correct Answers: C

14: What is used to configure and run process definitions in CCMDB?
A.Work definition
B.Process definition
C.Process configuration
D.Work Order management
Correct Answers: D

15: A customer wants to implement CCMDB to handle the company IT Change Requests. The customer is considering several supported configurations to better reuse the company's existent middleware.
Which configurations are valid options for the customer?
A.MS SQL Server as the Database Server
MS Active Directory as the LDAP security control
IBM WebSphere Network Deployment as the J2EE container
B.Oracle as the Database Server
MS Active Directory as the LDAP security control
JBoss Application Server as the J2EE container
C.MySQL as the Database Server
Sun Directory Server as the LDAP security control
IBM WebSphere Network Deployment as the J2EE container
D.IBM DB2 as the Database Server
Sun Directory Server as the LDAP security control
WebLogic as the J2EE container
Correct Answers: A

16: Which three statements regarding Actions are true? (Choose three.)

A.Actions can be used only with Workflows.

B.Actions can be used only with Escalations.

C.Actions can be reused with multiple workflow processes.

D.Workflow processes use actions to move records through a process.

E.Workflow processes use actions to trigger events like a status change.

F.Actions can be deleted at any time even if it was used in some workflow.

Correct Answers: C D E

17: There was a new Change record submitted. One can track progress of change using attribute called Progress. Which two statements are true regarding tracking the progress of change using an attribute called Progress?

A.Progress value can be updated manually by operator.

B.Progress value can be updated by automated task defined in the Job Plan.

C.Progress value will be updated only three times during Change record lifecycle.

D.Progress value cannot be updated manually; it gets updated only by a dedicated workflow.

E.Progress value will be updated only automatically always when Status attribute is changed for the Change record.

Correct Answers: A B

18: One of the tasks that must be performed to install CCMDB is to analyze the roles and responsibilities of individuals in the project. Which step must be performed to create a document to map the activities and tasks to specific roles in a CCMDB deployment?

A.define the level of effort for each task

B.define the roles involved in the process

C.define the tasks that will be performed during the project

D.create a Project Plan to outline what steps will be performed

Correct Answers: B

19: Which application is used to modify the Classification list to reflect actual company policy?

A.Domains application

B.CI Types application

C.Classifications application

D.System Properties application

Correct Answers: C

20: Which statement best describes the Tivoli process automation engine of the CCMDB?

A.a platform on which process managers run

B.a platform that networks all process managers to one

C.a single service that helps users connecting to the CCMDB

D.a group of services, each related to a single process manager

Correct Answers: A