



**Exam Code:** 000-228

**Exam Name:** IBM System p Technical Sales Support

**Vendor:** IBM

**Version:** DEMO

## **Part: A**

1: A customer wants to upgrade their existing System p server. The installed inventory does not match the customer's description of the machine. What should the System p technical specialist do in order to best correct IBM inventory records?

- A. Submit an MES order to add any missing feature
- B. Submit an RPO-MES changing the inventory records
- C. Confirm the customer's actual configuration and then submit an RPO-MES
- D. Confirm the customer's actual configuration and then submit an MES order to add any missing feature

**Correct Answers: C**

2: After visiting several customer groups, the System p technical specialist returns to the office late in the day and makes a list of the various customer requests. The specialist has time to complete at least one task before leaving for the day. Which of the following is most important to complete immediately?

- A. Send a flyer on new p520
- B. Provide shipment delivery status.
- C. Send a whitepaper on SCSI performance.
- D. Order a new system per the purchase order.

**Correct Answers: D**

3: If a partition has 2.5 processing units, what is the maximum number of virtual processors it can have?

- A. 3
- B. 25
- C. 30
- D. Total system physical processors X 10

**Correct Answers: B**

4: Which of the following services offers scheduled telephone support for complex questions on AIX systems?

- A. Alert
- B. Techline
- C. Consultline
- D. Supportline

**Correct Answers: C**

5: A customer requires a 2-way solution now that will be the easiest and least disruptive to upgrade to a 4-way in the future. Which of the following solutions best matches these requirements?

- A. p5-510 2-way Active 2-way Inactive
- B. p5-570 2-way Active 2-way Inactive
- C. p5-520 2-way Active 2-way Inactive

D.p5-55A 2-way Active 2-way Inactive

**Correct Answers: B**

6: A customer currently has five partitioned POWER4 systems and is adding new systems. When the System p technical specialist introduces the first p5 system with CoD into this environment, how should the HMC be handled?

- A. Upgrade the existing HMC
- B. Reload the HMC microcode
- C. Order a new HMC to support the p5 system
- D. Attach the new p5 system to the existing HMC

**Correct Answers: C**

7: A customer is adding a new p5 machine with VIOS to their environment. The machine will host several DB2 partitions running AIX 5L v5.3. They currently have two SAN directors and an IBM DS8100 using FlashCopy. The SAN design allows for concurrent maintenance. What is the minimum required on each VIOS to attach to the SAN and why?

- A. Two HBAs using SDD
- B. Four HBAs using SDD
- C. Two HBAs using MPIO
- D. Four HBAs using MPIO

**Correct Answers: C**

8: A customer asks the System p technical specialist to recommend which remote access (SSH or Telnet) method to use. What question should the customer be asked to determine the proper recommendation?

- A. Is Kerberos domain in place?
- B. Is there a need for end-to-end encryption?
- C. Is there a need for a PKI Management System?
- D. Which clients are installed on their desktops?

**Correct Answers: B**

9: An account executive is preparing for an initial one-on-one meeting with a high-level executive who recently read about System p technology. The account executive needs technical assistance to prepare for the meeting. How can a System p technical specialist best provide assistance in this situation?

- A. Create a POWER5 technical presentation for the account executive's use.
- B. Mentor the account executive with the most important POWER5 features and benefits.
- C. Attend the meeting instead of the account executive to present the POWER5 features and benefits.
- D. Join the meeting via teleconference at a prescheduled time to present the POWER5 features and benefits.

**Correct Answers: B**

10: A System p customer plans to installed a partitioned p550 alongside older POWER4 servers.

The customer wants to verify the the existing HMC (7315) will connect to the old and new servers. Which of the following will address this issue

- A.Add a new HMC for the POWER5 system
- B.Purchase additional serial connections to the HMC
- C.Purchase additional Ethernet connections to the HMC
- D.Update the HMC firmware update to support both POWER4 and POWER5

**Correct Answers: A**

11: When designing a single tier AIX database solution for a customer, what other technical specialist would be most instrumental in putting together a total solution and why?

- A.Services specialist to recommend services
- B.Storage specialist to recommend disk and tape
- C.Finance specialist to recommend financing options
- D.SSR (Support Services Representative) to plan the installation

**Correct Answers: B**

12: A p570 customer has a write-intensive database application. Recently the order entry team has complained about unusually slow response times. Which of the following should be increased to address the problem?

- A.processors
- B.memory DIMMs
- C.network adapters
- D.SCSI buses and disks

**Correct Answers: D**

13: A customer has just purchased a p5 595 and needs to plan for delivery. Who is responsible at the installation location for unpacking the system from the shipping crate, moving it to the installation location, and removing the wooden shipping crate?

- A.The mover
- B.The customer
- C.The Business Partner
- D.IBM authorized service personnel

**Correct Answers: A**

14: A customer has an HMC controlling numerous POWER4 servers running different AIX versions. They plan to move to POWER5. Which of these options would position them for the migration?

- A.Upgrade to AIX 5.2
- B.Upgrade to AIX 5.3 with APV
- C.Reload microcode on HMC to support POWER5
- D.Install a new HMC to support both POWER4 and POWER5

**Correct Answers: A**

15: A new p5 550 customer is concerned about hardware and software support. Which of the

following addresses this issue?

- A. Introduce the customer to the local System p SSR.
- B. Introduce the customer to the local System p FTSS.
- C. Provide the customer with the web page for IBM System p support.
- D. Generate a Customer Support Plan and review it with the customer.

**Correct Answers: D**

16: A state agency has recently deployed a new critical application on an 8-way p570. The state government has just mandated that all agencies have disaster recovery plans to recover critical applications in acceptable periods of time with no loss of performance. Which of the following will best address this new requirement?

- A. HACMP/XD and a 4-way p570 in a second location
- B. HACMP/XD and a 8-way p570 in a second location
- C. HACMP/XD and an 8-way p570 in the same location
- D. HACMP and a 4-way p570 in the same location for the critical applications only

**Correct Answers: B**

17: A customer plans to order several new System p servers and is concerned that the additional heat load may exceed the capacity of the current air-handling system. Which of the following resources aid the customer in addressing this concern with their personnel?

- A. System p Q & A to identify system requirements for each new server
- B. Facts and Features for each system to identify the power requirements
- C. Redbooks to confirm that enough space is available in the rack to allow for proper airflow
- D. Physical site planning section in the IBM Systems Hardware Information Center for each server

**Correct Answers: D**

18: A credit union is interested in technology that will enhance competitiveness and flexibility in the financial trading market by harnessing the typically unused power of idle machines. The System p technical specialist should make the customer aware of which IBM offering?

- A. Grid Toolbox
- B. Capacity on Demand
- C. Cluster Systems Management
- D. Advanced Power Virtualization

**Correct Answers: A**

19: A request for hardware proposal with a very short lead time includes several non workable hardware specifications. Which of the following will address this issue?

- A. Decide not to bid
- B. Provide the hardware bid as specified
- C. Bid with recommended changes identified
- D. Meet with the customer to discuss options

**Correct Answers: C**

20: The System p technical specialist has a number of tasks to perform and does not have time to do them all. It is a week before the end of quarter and the account executives all state that their individual requests are the highest priority. How should the following task list be prioritized?

1. Return a call from customer seeking compatibility information.
2. Configure three p570 servers to be ordered in two weeks.
3. Prepare a virtualization presentation to give to a customer in two weeks.
4. Configure three p570 servers to be ordered this quarter.

A.4,2,1,3

B.4,3,1,2

C.2,3,4,1

D.2,4,3,1

**Correct Answers: A**