



Exam Code: 000-426

Exam Name: IBM System z Technical Support

Vendor: IBM

Version: DEMO

Part: A

1: Which of the following best describes the purpose of the IBM System z SAPR guide?

- A. Provide information on product details
- B. Mitigate potential installation issues before hardware installation
- C. Determine IBM resources available for post-sales support
- D. Document pricing and contract information on a sale

Correct Answers: B

2: A customer created a z/VM with a Linux environment. After installation, the customer notices that some Linux applications are not running as fast as expected. A decision is made to tune the system because of these performance problems. Which of the following must be done before making tuning changes to the system or workload?

- A. Provide additional memory in the z/VM / Linux LPAR
- B. Upgrade z/VM and Linux to the latest releases
- C. Install an additional Integrated Facility for Linux (IFL)
- D. Determine what resource is the limiting factor in the configuration

Correct Answers: D

3: The System z sales specialist has brought the System z technical specialist in very late in the pre sale process. This caused several problems, and the specialist had to correct some misunderstandings about the technology and capabilities. To avoid these misunderstandings in future, which of the following would be the most appropriate way to handle this?

- A. Document the problems and send a written summary to the sales specialist.
- B. Explain the situation to the customer and document the problems in the SAR.
- C. Ask the sales specialist to bring them in earlier so that they can better understand the account.
- D. Discuss the situation and the related issues with the sales manager and ask them to discuss with the sales specialist.

Correct Answers: C

4: A company wants to enable customers to access their sales catalog via the Internet but is concerned about security. What z9 features are available to prevent an unauthorized person from viewing the data as it passes through the Internet?

- A. OSA/Express GbE card and QDIO or non-QDIO features of z/OS
- B. Crypto Express2 card and System SSL in z/OS
- C. PCICC or PCICA adapter and the Ported Tools feature of z/OS
- D. CPACF and RACF

Correct Answers: B

5: A customer is installing a z9 EC for their DR site. There is a short narrow driveway to the loading dock at the DR site. Which of the following should the customer do to ensure the truck can deliver the z9 EC?

- A. Specify height reduction for the z9 EC
- B. Ask the System z Technical Specialist request city truck delivery

- C.Specify the z9 EC be delivered in two separate frames
- D.Order a crane to move the z9 EC through a window

Correct Answers: B

6: A performance analysis indicates that a customer's current z9 needs more processing power. The MES is being requested based on the analysis to add additional processors as soon as possible. The customer cannot afford the maintenance window for installation. Which of the following is the preferred action?

- A.Ask the customer to schedule the installation when the machine can be stopped.
- B.Tune the current machine to improve the performance as much as possible and delay the installation until the machine can be stopped.
- C.Persuade the customer to schedule the installation window immediately.
- D.Schedule the installation to be performed concurrently.

Correct Answers: D

7: A System z Technical Specialist is directing the implementation planning process. This customer has several non IBM software licenses and an OEM storage subsystem. Which of the following describes how these two non IBM areas are addressed?

- A.Customer is responsible to contact all vendors to ensure the proper level of software support and all planned features are tolerated or exploited. The customer is also responsible to contact hardware vendors to ensure all devices are attachable and supported on the planned z9.
- B.IBM is responsible to contact all vendors to ensure the proper level of software support and all planned features are tolerated or exploited. IBM also is responsible to contact hardware vendors to ensure all devices are attachable and supported on the planned z9.
- C.Each vendor is responsible to physically demonstrate the function of each software and hardware component with the z9.
- D.The customer must upgrade their existing System z to the planned z/OS system level to test the function of both non IBM software and hardware.

Correct Answers: A

8: The z990 Model A08 has 2 SAPs, 2 spares, and how many characterizable processor units?

- A.4
- B.6
- C.8
- D.10

Correct Answers: C

9: A customer is planning to replace several older mainframes with z9, but is concerned about the current operating system levels installed. What is the first release of z/OS that requires a System z hardware architecture?

- A.z/OS Version 1.4
- B.z/OS Version 1.5
- C.z/OS Version 1.6
- D.z/OS Version 1.7

Correct Answers: C

10: What zSeries virtualization technique is required to run 50 instances of DB2 Connect on Linux zSeries on a z9?

- A.VM/ESA software
- B.z/VM software
- C.LPAR only
- D.LPAR with the chaining function activated

Correct Answers: B

11: A performance analysis indicates that a customer's current z9 needs more processing power. The MES is being requested based on the analysis to add additional processors as soon as possible. There is significant risk as the customer maintenance window for installation is extremely tight. Which of the following actions will minimize this risk at minimal cost?

- A.Tune the existing machine to maximize the available maintenance window
- B.Perform the installation concurrently during the maintenance window
- C.Perform all required system saves just prior to the maintenance window
- D.Use CoD to maximize the maintenance window

Correct Answers: B

12: A customer has a z9 running on z/OS 1.8 with On/Off Capacity On Demand (OOCOD) support. The customer wants to add the capacity concurrently to running LPARs. What factor must be considered in this situation?

- A.Capacity Back-Up (CBU) must be available.
- B.Capacity Upgrade On Demand (CUoD) should be installed.
- C.Reserved CPs must be defined in the image profile.
- D.Reserved CPs and MCL must be defined in the image profile.

Correct Answers: C

13: When building the image profiles for a large system, the client should be concerned with the size requirements for:

- A.Extended Common Save Area (ECSA).
- B.Expanded Storage.
- C.Common Save Area (CSA).
- D.Hardware Systems Area (HSA).

Correct Answers: D

14: A z9 insurance customer is within 60 days of installing a system upgrade. A new requirement has just surfaced for both the secure key and the accelerator function on the incoming z990. Which feature must be added to the incoming configuration to meet this need?

- A.Crypto Express 2
- B.PCIXCC
- C.PCICA
- D.PCACF

Correct Answers: A

15: Which of the following upgrades can be done concurrently?

- A.CUoD
- B.Adding an i/o cage
- C.Adding a logical channel subsystem
- D.Changing the value of MAXDEVICE

Correct Answers: A

16: Which of the following is the place a Business Partner can go initially to solve IBM System z related problems or issues?

- A.PartnerLine
- B.IBM Design Center for On Demand Business
- C.IBM Systems Center
- D.IBM Benchmark Center

Correct Answers: A

17: Which of the following services offers scheduled telephone support for complex questions on System z9 servers?

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

Correct Answers: C

18: A z9 distribution customer is upgrading to a new model within 30 days. The remodeling of the computer room has fallen behind schedule, the room will not be available until two weeks after the scheduled ship date for the equipment. The SAR has been completed and all other changes will be in place by the scheduled ship date. Which of the following actions is appropriate under these circumstances?

- A.Cancel the order and reorder for two weeks later to match the computer room schedule.
- B.Require the customer to accept and install the equipment before the room is ready
- C.Delay shipping the system to meet the customers needs.
- D.Have the field engineers code the equipment as installed to meet the original schedule

Correct Answers: C

19: An installed banking customer is discussing significant growth. Which of the following can support more than 256 channels?

- A.9672
- B.2064
- C.2066
- D.2086

Correct Answers: D

20: An installed customer wants to reduce the number of mainframes installed in their data center. They are very interested in LPAR. z990 supports how many LPARs?

A.10

B.15

C.30

D.60

Correct Answers: C