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Exam : **000-670**

Title IBM Systems Networking Technical Support V1

Version : DEMO

1.A customer named Your Company has invited competitive vendors to discuss a new server farm for an expanding area of their business. The customer is considering a variety of server types. Including multiple processor and blade servers. In addition, the new server farm will consist of NAS servers, fiber-based storage and fiber-based tape devices. Which TWO of the following are reasons for choosing an IBM solution over the competitors' solutions?
A. Light based diagnostics on servers is exclusive to IBM.
B. IBM is the only vendor that provides Systems Management.
C. Different Service Level Agreements are an exclusive offering from IBM.
D. The IBM Totalstorage portfolio includes NAS, SAN storage and SAN networking products.
E. The IBM server portfolio consists of multiple processor options in tower and rack form factors.
Answer: D,E

2.An xSeries Sales specialist has engaged in a new customer opportunity for IBM eServer xSeries servers and will soon be meeting with the customer.The customer has a large number of non-IBM servers installed and has expressed a desire to consolidate their servers. In order to prepare a proposal, which TWO of the following QUESTION NO:s would be the most appropriate to ask the customer?
A. Are you interested in 64 bit servers?
B. What do you like best about your current vendor?
C. How many intel servers do you currently have installed?
D. What types of applications are running on their servers?
E. Do they currently buy direct from the vendor or through a channel partner?
Answer: C,D

3.A customer has a three-year old database server. The server does not have fault-tolerant protection against power and network card failures. Which are problems . The customer has encountered in the past. In addition, the server requires additional processing power to meet the current requirements. The customer does not want to introduce any new software into their environment at point. Which of the following would be an appropriate solution to address the customer's issue?
A. Install a new server that has options for fault-tolerant power supplies and network cards.
B. Install new LAN switch with built-in network redundancy and a UPS to protect against power failure
C. Install a new server that will cluster with the existing server to provide backup facilities to the existing server
D. Upgrade the current server with new network cards, which support fault-tolerant features
Answer: A

4.A customer named Your Company uses BMC Patrol to manage all the servers in their data center. They have approached the xSeries Sales Specialist about purchasing some IBM eServer xSeries servers for a new project. The customer has heard about the IBM Director, but is concerned that this will produce additional administrative overhead. Which of the following statements will be most useful in addressing the customer's concern?
A. BMC Patrol is an IBM ServerProven product.
B. A bmc Patrol module is available for IBM Director.
C. The IBM Director Console can be run on the BMC Patrol Server.
D. An upward integration module for BMC Patol is available with IBM Director

Answer: D

5.A customer named Your Company is looking for a new 4-way server with 875 GB internal storage to run Oracle 91. A competitor presented the customer with a solution that includes Dell PowerEdge 6650. The xSeries Sales Specialist presented the customer with the IBM Eserver x365. Which of the following should the xSeries Sales Specialist emphasize as an advantage over the competitor's solution?
A. Easy deployment tools
B. Support for internal tape drive
C. Chipkill memory and Hot Spare Memory
D. Ability to hold six internal hard drives
Answer: D

6.A customer named Your Company is reluctant to pursue a 16-way IBM eServer x445 solution because the server does not look like a "mainframe" The Xseries Sales
Specialist believes the customer may be entertaing another vendor. Who among the following could that competitor be?
A. HPQ
B. Sun
C. Dell
D. Unisys
Answer: D

7.A petroleum industry customer needs a High Performance Computing Linux-based cluster for conducting seismic analysis. Which of the following IBM Servers Should the Xseries Sales Specialist recommend and why?
A. IBM Eserver x445, Linux scales well above eight processors
B. IBM eServer x450, 64-bit performanceis an absolute "MUST" for High Performance Computing, and most customers prefer 4-way server for their performance advantages
C. IBM eServer BladeCenter, IBM eServer x335, or IBM eServer 325, cost and maximum performance per rack density are the customer's primary considerations
D. IBM Eserver pSeries, the IBM eServer xSeries family will not compete well in High
Performance Computing environments
Answer: C

8.A retail customer informs the xSeries Sales Specialist that they are interested in learning more about how IBM can help them reduce IT costs. They ask for details on products that can reduce the time involved in server administration. They also indicate that they plan to add ten new stores requiring servers over the next twelve months. Which of the following statements represents the customer's compelling reason to act?
A. They are on the verge of bankruptcy.
B. They are positioning themselves to be acquired.
C. They have just experienced a significant cut in IT staff.
D. They have experienced a server failure requiring on-site repair in recent weeks.
Answer: C

9.A customer named Your Company is focused on keeping their applications and data
up and running for end users in the event of scheduled maintenance or a hardware operating system, middleware or application component failure. Which of the
following clustering solutions also addresses disaster protection?
A. SteelEye
B. IBM eServer 1350
C. Microsoft Windows Server 2003 Datacenter Edition
D. PolyServer with FAStT Remote Mirroring
Answer: D

10.A customer named Your Company used to purchase Sequent server and add quad processor units as their processing requirements grew. The customer approached their xSeries Sales Specialist to discuss their business strategy and how it can be addressed. Which of the following IBM eServer xSeries server features should the Sales Specialist promote?
A. "Pay as you Grow" scalability of the IBM eServer x445
B. Low cost of Xseries servers makes scaling out an option
C. IBM migration tools to make the transition from Sequent to xSeries
D. Integration of xSeries server with the existing Sequent servers using an interconnect
Answer: A

11.A customer named Your Company is very pleased with the systems management capability provided by their current servers. This includes the ability for remote control and inventory gathering. The customer would like to have the same capability on their non-IBM desktops and IBM ThinkPads, but they do not want to purchase and learn yet another application.The customer is considering the IBM eServer xSeries server but as not famillar with the IBM Director. Which of the following features of the IBM Director would best address the customer's requirements?
A. Remote session, software inventory, file transfer, event log
B. Hardware inventory, software remote control and management of non-IBM
intel-based systems
C. FRU number reporting, management of non-IBM Intel-based system, calendar-based task scheduling
D. Software Rejuvenation, Capacity Manager, Rack Manager,System Avallability, ActivePCI Manager
Answer: B

12.A customer named Your Company currently buys HP ProLiant server and EMC storage, and has encountered various problems wherein they could not get certain servers working with their storage. Which of the following arguments can the Xseries Sales Specialist present to best position IBM?
A. IBM sells other vendor's products and will test compatibility with customers' products.
B. IBM's server division regularly tests their products with other vendors' storage products.
C. IBM's storage division regularly tests their products with other vendors' server products.
D. IBM has server and storage divisions that focus on compatibility o their products.
Answer: D

13.Exhibit

A customer manufactures and distributes a wide line of cowboy boots. The company has $500M in annual revenues and numerous manufacturing and distribution sites located throughout the country. The customer has initiated a process to solicit proposals for upgrading and consolidating their existing IT infrastructure. An xSeries Sales Specialist just met with the customer's technical IT team responsible for the project and learned the followin

- The customer has about 100 installed servers, but do not know exactly how many nor where they are all located.
- The customer is primarily a Microsoft shop, with the majority of servers being Intel-based. These range from old uni-processor x86 servers to 4-way Pentium class servers. Applications runing on the Intel servers include Cloprint Exchange IS and SOL Server

The customer組 key pain points and challenges include:

- Managing all the servers is become increasingly burdensome
- Updating and patching the servers is also a problem (i.e., security updates, virus protection, general software updates, etc.)
- Monitoring and tracking all the servers is a big challenge (i.e., they usually do not know when a server is down until a user calls the help desk)
- They believe they have a lot of data Duplication and Nlands of automation*

The customer is just starting the solution design process and does not have an idea, at this point, what the solution will look like. In addition to addressing the above challenges, the primary drivers for this project are to reduce their ongoinc

A customer named Your Company decides to implement an IBM Server Consolidation solution consisting of IBM eServer x445s and VMware software. The customer would like to have the hardware begin arriving next week. Which of the following should be Xseries Sales Specialist's next step?

A. Update the IBM opportunity management record to 'Win'

B. Meet with the customer to discuss installation activities

C. Coordinate the IBM Technical team to double check the configuration

D. Verify delivery commitment can be met and if needed, reset customer expectations

Answer: D

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Which of the following tasks is most important to accomplish to increase the adds of winning?

A. Nominate the customer for a funded IBM Server Consolidation study
B. Call the IBM Client Representative and ask him to influence the company's executives.
C. Using IBM's opportunity Management system,request a technical team be formed to design a solution.
D. Develop a strategy to better understand and possibly influence the customer's success criteria.
E. Request that the customer sign a focus letter to enable the sales specialist to offer the customer special bid pricing.
Answer: D

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The customer is just starting the solution design process and does not have an idea, at this point,

Which of the following best summarizes the customer's business objectives?

A. Reduced operating costs

B. More effective server utilization

C. Consolidation to one operating system
D. A comprehensive system management implementation
Answer: D

16.A new customer is still unsure about the recent decision they made to go with IBM. The customer did not have many issues with previous suppliers and knew exactly when and where to go for a service or support issue. Which of the following should
the xSeries Sales Specialist do early in the implementation cycle to address the customer's uncertainty?
A. Create and present a customer Support plan to the customer
B. Make sure the customer is aware of IBM's electronic customer support options.
C. Provide a home phone number in the event they need someone immediately for a hardware or technical issue.
D. Provide the appropriate IBM support phone number in the event they need assistance with a service or technical issue.
Answer: A

17.Which of the following is the best starting point to recommend to a customer who is interested in attending education regarding the design, architectures, features, and functions of IBM eSserver xSeries server?
A. IBM Director Workshop
B. Servicing IBM eServer xSeries Servers
C. IBM eServer xSeries technical Principles
D. Microsoft windows 2000 installation and Performance
Answer: C

18.An xSeries Sales Specialist is creating a proposal for a Sun-Installed account. The customer is considering the migration of multiple business-Critical applications to a Linux on an IBM eServer xSeries solution. Which TWO of the following elements should be included in the proposal to ensure successful migration and installation?
A. IBM Performance manager B. IBM SupportLine for Linux
C. IBM Software subscription
D. IBM Director with application workload Manager
E. IBM Warranty Upgrade for same day 24 x 7 covrage
Answer: B,E

19.To best ensure high customer satisfaction and repeat business, the xService Sales Specialist should stay involved with the customer through which of the following phases of a server deployment?
A. Production Cut-over
B. Hardware Installation
C. Customer Acceptance
D. System Test
Answer: A

20.Upon placing an order for a customer, an xSeries Sales Specialist finds out that there is an issue with

delivery lead time. Which of the following does the Sales Specialist need to Know in order to escalate with IBM supply management?

A. SAP number for the order

B. Customer purchase order number

C. Business partner invoice number

D. The serial numbers of the server in QUESTION NO:

Answer: A