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Exam : 000-M221

**Title : Tivoli Automation Sales
Mastery Test v3**

Version : Demo

1. Tivoli Application Dependency Discovery Manager (TADDM) is important because?

- A. Most large customers do not know what they in their data center, or the relationships that exists between the configuration items deployed, and this can directly impact service availability
- B. It is a good entry point and provides up-selling opportunities to Tivoli business service management, CCMDB, Service Desk, and asset management
- C. It can discover servers, OSs, applications, virtual partitions, and network devices and map the relationships between them
- D. All of the above

Answer: D

2. The Tivoli Change and Configuration Management Database can be part of a larger customer solution, and bigger sales bigger sales opportunity for you because: .?

- A. It integrates with Tivoli Release Manager (TRPM) only
- B. It integrates with Tivoli Release Manager and Tivoli Request Manager only
- C. It integrates with Tivoli Asset Management for IT only
- D. It integrates with Tivoli Release Manager, Tivoli Service Request Manager, and Tivoli Management for IT

Answer: D

3. What is Business Services Management?

- A. A category of IT operations software that links business processes
- B. A category of IT operations software that links the availability and performance status of the underlying applications and IT infrastructure to business services that enable business processes
- C. A category of financial operations software that the cost of various business services
- D. A category of operations that links how business entities work together

Answer: B