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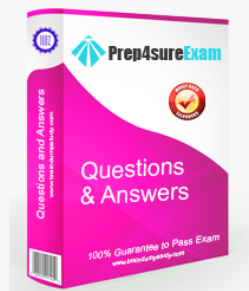
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Exam : 000-Z04

Title : ZEnterprise Technical Update
Mastery

Vendors : IBM

Version : DEMO

NO.1 A customer is considering a z196 with a zBX. Which of the following is the best action a specialist could take to ensure customer satisfaction?

- A. Conduct a "Fit for Purpose Study"
- B. Conduct a z/VM Implementation Workshop
- C. Mentor the customer on installing PowerVM and VMware
- D. Review the hardware support process and the HMC documentation for the z196 CPC and the zBX

Answer: A

NO.2 ISPF uses various function keys. Which of the following describes the mapping of these keys?

- A. Different in every ISPF menu
- B. Determined by operating system
- C. Fixed by ISPF and cannot be changed
- D. May be changed using the ISPF SETTINGS function

Answer: D

NO.3 A customer recently ordered a z196 with a zBX. Which of the following is the best action a specialist could take to ensure the customer is satisfied with the new zBX?

- A. Review the hardware support process and the HMC documentation for the z196 CPC and the zBX
- B. Conduct a "Fit for Purpose Study"
- C. Conduct a z/VM Implementation Workshop
- D. Mentor the customer on installing PowerVM and VMware

Answer: A

NO.4 A customer is planning an upgrade to a z114. They have indicated that they will be adding additional disk storage in the future and want to make sure they have room for non disruptive future I/O growth. Which of

the following is the appropriate first action for the Technical Specialist?

- A. Use the eConfig Plan Ahead feature to place an order for an additional I/O drawer but don order any cards until they need them.
- B. Ask the sales specialist to give the customer a discount and order the cards at the end of the quarter

- C. Carefully plan out the upgrade based upon the current I/O configuration. Confirm there is enough room to support and add a future I/O drawer if needed.
- D. The z114 hardware model M10 has more I/O adapters so you should order the M10 model which will assure you have room for future growth.

Answer: C

NO.5 Once the sale of a System z has been made, which of the following individuals is responsible to ensure that the implementation plan is executed?

- A. IBM or Business Partner TDA Leader
- B. IBM or Business Partner Technical Specialist
- C. IBM Installation Planning Representative
- D. IBM or Business Partner Client Representative

Answer: B