Exam : **000-962**

Title : Storage Sales for High-End
Tape Version 1

Version : DEMO

1. What should an IBM sales representative use to define the value of IBM to the client?

A.company financial report

B.industry-leading channel programs C.IBM brand

recognition and reputation D.integrated solutions

and breadth of product line ANSWER: D

2. A utility customer wants to reduce the number of tape mounts they perform.

Which technology should be proposed to this customer?

A.DS6800 disk B.LTO-

4 tape drives

C.Magstar tape drives

D.virtual tape server

ANSWER: D

3. A customer environment contains different servers and operating systems, which need to connect to centralized storage.

How should a salesperson verify that the solution will be supported by IBM?

A.perform a proof-of-concept

B.consult the operations manual

C.check the interoperability matrix

D.verify the solution by using the available IBM Redbooks

ANSWER: C

4. A salesperson is visiting a customer who has never worked with IBM tape storage. During the first meeting, the salesperson introduces the IBM TS7700 as a potential solution.

How would the salesperson convince the customer during this meeting that the TS7700 is a viable solution?

A.with the offer of a trial

B.with IBM Product Roadmaps

C.with customer success stories

D.with tools like Tape Magic and Batch Magic

ANSWER: C

5. A customer has been told that the order has left the plant. The customer wants to know when the order is scheduled to arrive on site.

Which term does IBM use to indicate this date?

A.CRAD

B.PSSD

C.RSSD

D.CAD

ANSWER: D

6. A customer is concerned about the risk of an extended data center outage and the need to continue operations during the outage.

Which type of solution addresses this concern?

A.tape backup

B.high availability

C.disaster recovery

D.local off-site tape facility

ANSWER: C

7. A mainframe customer wants the highest level of availability, serviceability, and performance for a tape subsystem.

Which solution meets the customer's needs?

A.TS7520

B.TS1120 with TS3310

C.TS7700 with TS3500 and TS1120

D.TS3500 HA with 3592-C06 and TS1120

ANSWER: D

8. An open systems customer wants the highest level of availability, serviceability, and performance for a tape subsystem.

Which solution meets the customer's needs?

A.TS7520

B.TS7700 with TS3500

C.TS1120 with TS3310

D.TS3500 HA with TS1120

ANSWER: D

9. An IBM storage sales representative is talking with a customer about requirements for a new tape subsystem.

What is the most important question for the sales representative to ask?

A.How much money is in the budget?

B.What is driving the need for a new enterprise tape sub-system?

C.Which tape storage does the customer currently have implemented?

D.Which server platform will be attached to the new tape sub-system?

ANSWER: B

10. Which tape assessment tool requires minimal information from the customer?
A.zTPM
B.Tape Magic
C.Batch Magic
D.Capacity Magic
ANSWER: B

11. A new customer wants to discuss IT strategy. The customer has expressed interest in tape libraries and currently runs UNIX servers with individual tape drives.
What is the most appropriate question to ask in the initial conversation with this customer?
A.What is driving this need?
B.What is the customer's storage growth rate?
C.Does the customer have any Windows servers?
D.What is the total usable capacity on the customer's current servers?
ANSWER: A

12. Which process will determine if a customer has the staff resources required to support an enterprise tape solution?
A.Executive Briefing
B.Pre-Sales Solutions Assurance
C.Post-Sales Solutions Assurance
D.Business Partner Innovation Center Briefing
ANSWER: B

13. Which topic should be discussed with the customer prior to designing a backup and recovery solution?
A.annual IT budget
B.off-site tape recovery C.number
of tape operators D.Recovery Point
Objective (RPO) ANSWER: D

14. A customer can afford to be down for a day, should a disaster occur. The customer is looking for the lowest-cost solution for disaster recovery.
Which solution meets these requirements?
A.use a VTS in the primary site to LTO in the disaster recovery site
B.use a VTS in the primary site to Magstar in the disaster recovery site
C.use Peer-to-Peer between two TS7700 tape storage servers in the disaster recovery site
D.use tape cartridges between two TS3500 tape storage libraries in the disaster recovery site
ANSWER: D

15. A customer has a combination of Microsoft Windows file servers with direct attached tape and IBM pSeries database servers. The servers are attached to a TS1040 SAN device that is reaching capacity. The customer needs to migrate to a more scalable tape server.

What is the most important question to ask in the initial conversation with this customer?

A.Will all of the customer's servers be attached?

B.Which type of data is being stored on the servers? C.What

is the version and release level of the database? D.How

much space is available in the current tape systems?

ANSWER: A

16. What is the Recovery Time Objective (RTO)?

A.the time it takes to recover from a disaster

B.the time it takes to back up the primary data set

C.the time it takes to recover the data from a specified point

D.the difference between the primary and the disaster recovery data sets

ANSWER: A

17. What is the Recovery Point Objective (RPO)?

A.the amount of data lost at the primary site

B.the business need for doing point in time data copies

C.the difference between the primary and disaster recovery data sets D.the

time it takes to recover the primary data at the disaster recovery site

ANSWER: C

18. Which industry has best embraced the concept of improving security by encrypting data in transit?

A.media

B.finance

C.agriculture

D.food service

E.manufacturing

ANSWER: B

19. A healthcare company currently retains patient information for seven years. This information is kept in paper form in a warehouse. The company now wants to store this data in an electronic format.

Who in the company is most likely to know the amount of data generated and stored?

A.Medical Staff Director

B.Chief Operating Officer

C.Medical Records Officer

D.Chief Technology Officer

ANSWER: C

20. What is the Recovery Time Objective (RTO)?
A.the time it takes to recover the data
B.the time it takes to bring the application up
C.the time it takes to back up the primary data set
D.the difference between the primary and disaster recovery data sets
ANSWER: B

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