



**IBM 000-818**

**IBM Certified for On Demand Business-Solution  
Advisor V2**

Q&A

DEMO Version

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Technical and Support Team  
Chinatag LLC.

**QUESTION NO: 1**

What must be true about the characteristics of the customer's strategic business direction and the operating environment in order for them to become an On Demand Business?

- A. An organization's business processes need to be flexible. The operating environment must develop applications that are functional and complex.
- B. Business solutions must evolve and become modular. The operating environment must be designed and deployed to do the same.
- C. The business processes will be more componentized. The operating environment needs to deploy solutions faster.
- D. Business processes must evolve and become modular. The operating environment must be designed and deployed to do the same.

**Answer: D**

**QUESTION NO: 2**

A farm equipment sales company has been offering on-line auctions during its normal business hours, but wants to expand to support 24-hour trading and provide third-party payment options. What IT capabilities will be most needed to enable this expansion? (Select two answers.)

- A. Storage area networking to give faster access to product information
- B. Business integration to link to payment sites
- C. Wireless networking support to support expanded user access
- D. Information integration to consolidate third-party payment details
- E. Business continuity options to help ensure site availability

**Answer: B,E**

**QUESTION NO: 3**

A midsize retailer integrated its systems across the enterprise, enhancing the visibility of available inventory online, improving the accuracy of orders and cutting inventory costs. Which of the following benefits will the company most likely achieve as a result?

- A. Increased revenue growth
- B. Improved profit margins
- C. Reduced fixed assets
- D. Better risk management

**Answer: B**

**QUESTION NO: 4**

A large organization has been impacted by an economic downturn and has not invested in their IT infrastructure. Recently, they discussed their present multi-vendor IT infrastructure with a solution advisor to explore needed upgrades and new IT asset procurements. They asked the solution advisor to propose a solution, keeping in mind their financial constraints. Which of the following options should the solution advisor consider while creating the proposal?

- A. Open Infrastructure Financing with fixed payments
- B. Project solution financing fixed to prime rate
- C. New revenue streams and cost savings to help fund the new infrastructure
- D. Total Solution Financing with flexible payment terms

**Answer: D**

**QUESTION NO: 5**

A Chief Information Officer has agreed to service level measurements which are specific to individual business units and key business processes and applications. Which capability of an On Demand Business operating environment provides the ability to map, monitor, and control IT resources in a way that enables measurement and achievement of these targets?

- A. Process transformation
- B. Application and information integration
- C. Optimization
- D. Business performance management

**Answer: D**

**QUESTION NO: 6**

A prospect was struggling with performance of their Innovation enabled by On Demand Business application. The solution advisor worked with the sponsor, key decision makers and influencers. Knowing the customer's financial preferences, the solution advisor proposed a complete solution ensuring availability of the application. The customer is unclear from the proposal how the solution is going to solve their problem and give them value for their money. Which of the following steps is most appropriate?

- A. Provide examples of success stories on similar solution and customer references.
- B. Clarify the proposal with proper explanations and Return on Investment (ROI).
- C. Involve additional resources to do a re-analysis of customer's problem and re-draft the proposal.
- D. Provide an executive assessment with a new financial proposal.

**Answer: B**

**QUESTION NO: 7**

A real estate chain has signed a deal with IBM to implement a web enabled solution for their business. The solution has been implemented. What TWO post implementation follow-up activities should a solution advisor perform? (Select two answers.)

- A. Reinforce the customer relationship by keeping in contact with the key influencers for possible incremental business.
- B. Document the solution, explain to the customer the benefit of becoming a reference and obtain permission to publish the reference.
- C. Arrange for the development and implementation teams to keep all future contact with the customer to ensure long-term customer satisfaction.
- D. Document the critical success factors and identify the corresponding metrics.
- E. Contact the Customer Satisfaction team to arrange for follow-up and action.

**Answer: A,B**

**QUESTION NO: 8**

The IT department of an insurance company identified specific guidelines for hardware and software to be used when submitting a proposed solution. What would be the most appropriate next step for the solution advisor to take?

- A. Schedule a meeting with a developer and project manager.
- B. Review the customer's criteria with a solution architect.
- C. Review with the customer the industry-standard process that should be followed.
- D. Research, analyze and prepare a complete evaluation plan based on a generic template applied at another customer site.

**Answer: B**

**QUESTION NO: 9**

The solution advisor is proposing a leading edge WebSphere solution with Linux that includes WebSphere Everyplace Access, DB2-based business intelligence, and Lotus Notes for customer communication. Swift deployment of the solution is needed. What key risk should be identified that could threaten project success?

- A. The DB2 database may not hold enough customer information.
- B. Key customers may have browsers that do not support access to the new solution.
- C. Employees may not have the skills to effectively use the new solution.
- D. Linux may not run on the old Intel processors that remain in the customer's inventory.

**Answer: C**

**QUESTION NO: 10**

TestKing.com with 500 employees wants a system that allows the employees to communicate and collaborate more effectively. The solution must run on an open platform and should also provide the backbone for future integration. How would the solution advisor best articulate IBM's strengths on the specific opportunity?

- A. IBM has the most proven and robust messaging solution today which has collaboration and integration capability and can run on open source platform.
- B. IBM provides a broad portfolio of solutions and offerings and can bring flexible and practical approaches.
- C. IBM has the deep understanding of the industries and where they are heading, and has the ability to align best-of-breed technology expertise with business imperatives.
- D. IBM has the experience of implementing messaging solutions that can be integrated with a back-end ERP system for a large user base.

**Answer: A**