

**Exam : IBM 000-926**

**Title : IBM Certified Deployment  
Professional-Maximo V6 ITSM**

**Update : Demo**

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1. What Maximo application is used to manage the resolution of the root cause of a recurring network issue?

- A. Incident
- B. Change
- C. Release
- D. Problem
- E. Service Request

Answer: D

2. Gander Lumber Company uses Maximo for IT Asset Management. What functionality can be used to create new IT assets?

- A. Maximo Discovery
- B. Purchasing
- C. Authorized Asset Loader
- D. Release Manager

Answer: B

3. The IT Manager at BMI company feels that communication with end users is a crucial part of the overall IT experience. He wants the solution for every incident to be emailed to the affected user when the Incident is resolved.

How is this achieved in Maximo?

- A. Write a custom class for it.
- B. This is standard functionality.
- C. Build a workflow to email the end user.
- D. Use a Communication Template and escalation.

Answer: D

4. What provides the ability for Service Technicians to record time when resolving tickets?

- A. Costs

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- B. Activities
  - C. Solutions
  - D. Budgeting
  - E. Service Requests

Answer: B

5. What applications are set at the organization level?

- A. Calendars, Locations, Currency
- B. Assets, Invoices, Job Plans, Inventory
- C. Companies, Labor, Chart of Accounts
- D. Purchase Contracts, Tickets, Workflow, Warranty Contracts

Answer: C

6. The Gander Company wants to share item data across two business units in different countries. Each business unit has a different financial process.

What organization and site structure is recommended?

- A. One organization with two sites
- B. Two organizations with one site each
- C. An item set and one organization with two sites
- D. An item set and two organizations with one site each

Answer: D

7. Gander Lumber Company needs to identify and notify the responsible person when leases for computers are about to expire. What is used to achieve this client requirement?

- A. Escalation
- B. Email Listener
- C. Purchase Order
- D. Service License Agreement (SLA)

Answer: A

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8. What Maximo entity can be either hierarchical or networked?

- A. Site
- B. Item
- C. Asset
- D. Location
- E. Failure Code

Answer: D

9. Acme Corporation has a requirement to send emails to administrators 90 days before assets reach the end of their lease. What applications are required to send these emails? (Choose TWO)

- A. Workflow
- B. Escalation
- C. Email Listener
- D. Communication Template
- E. SLA (Service Level Agreement)

Answer: BD

10. What describes the relationship between one asset and any other asset in Maximo?

- A. Networked with an asset having many parents and many children
- B. Hierarchical with an asset having only one parent but many children
- C. Location centric with assets grouped by the parents to which they are assigned
- D. System centric with all assets defined as components assigned to a logical system

Answer: B

11. What associations can be made between People and Assets? (Choose TWO)

- A. User
- B. Craft
- C. Labor

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D. Location

E. Custodian

Answer: AE

12. During a review of the Maximo security, the CIO asks: "Where are logins created?" What application answers the question?

A. Users

B. Crafts

C. Labor

D. People

E. Security Groups

Answer: A

13. Email Listener functionality is standard with which Maximo application?

A. Incident

B. Change

C. Problem

D. Service Request

Answer: D

14. What applications can be used to create a standard list of tasks to process new employees?

(Choose TWO)

A. People

B. Job Plans

C. Work Plan

D. Ticket Templates

Answer: BD

15. What is the function of Internal Priority?

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- A. A system generated field dependent on classification.
  - B. A calculated field based on asset and location priority.
  - C. An assessment of the incident by a technically qualified person.
  - D. A calculated field where a large number is a higher priority than a smaller number.

Answer: C

16. The London Company has many Incidents that are associated with one global Problem. What functionality does the IT technician use to assign these Incidents to the global Problem?

- A. Assign Incidents
- B. Related Records
- C. Associate Templates
- D. Assignment Manager

Answer: B

17. Ticket Templates are applied to what applications? (Choose THREE)

- A. Incidents
- B. Activities
- C. Changes
- D. Problems
- E. Releases
- F. Solutions
- G. Service Requests

Answer: ADG

18. Which Location System attribute is mandatory for the Location to display in the Drilldown?

- A. Network
- B. Physical
- C. Hierarchical
- D. Operational

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Answer: C

19. Gander Lumber Company would like to modify the configuration of a critical production server. What steps should be taken as part of this effort? (Choose TWO)

- A. Back Out Plan
- B. Service Request
- C. Risk Assessment
- D. Incident Reason for Change
- E. Change Order Board Release Request

Answer: AC

20. A user contacts the Service Desk requesting copies of both MS Word and MS Project. Once the Service Request is generated, what would the Service Desk technician create to identify this need?

- A. Incident
- B. Release
- C. Solution
- D. Change
- E. Problem

Answer: D

21. What application is used for "root cause" analysis?

- A. Change
- B. Incidents
- C. Problems
- D. Solutions

Answer: C

22. Which application does an end user use to request a hardware item from a list of available hardware?

- A. Change

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- B. Problem
  - C. Service Request
  - D. Desktop Requisition

Answer: D

23. Gander Lumber Company has a high volume of Incidents requiring the same type of planned work to be performed by service technicians. What is used to make the processing of these Incidents more efficient?

- A. Failure Class
- B. Quick Reporting
- C. Ticket Templates
- D. Service Requests
- E. Work Order Templates

Answer: C

24. What applications are recommended to manage and display frequently asked questions to users?

- A. Start Center and Solutions
- B. Bulletin Board and Service Request
- C. Communication Templates and Solutions
- D. Communication Templates and Service Request

Answer: A

25. In what Maximo application are Operational Level Agreements managed?

- A. Service Catalog
- B. Master Contracts
- C. Labor Rate Contracts
- D. Service Level Agreement
- E. Operational Level Agreement

Answer: D

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26. How can the Ticket Requester be informed of the progress of his submitted issues?

- A. Activities
- B. Work Log
- C. Solution Details
- D. Failure Reporting

Answer: B

27. The hard drive fails on an end user's laptop, and minutes later his phone stops working too. These are two different asset classes in Maximo.

In order to register his issues in Maximo what steps should be performed?

- A. Create a Service Request for the laptop and create a Change for the phone.
- B. Create a Change for the laptop and create a Service Request for the phone.
- C. Create a Service Request for the laptop and create an Incident for the phone.
- D. Create an Incident for the laptop and create a Service Request for the phone.
- E. Create a Service Request for the laptop and create a Service Request for the phone.

Answer: E

28. In which Maximo application can Configuration Items be defined? (Choose TWO)

- A. Assets
- B. Item Master
- C. Standard Items
- D. Deployed Assets
- E. Service Level Agreement

Answer: AB

29. Which statement best describes the term "Release"?

- A. A revision of a Contract
- B. An approved solution to a collection of Incidents
- C. A collection of authorised Changes to an IT service

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D. The issue of a collection of new Assets to a specified location/person

Answer: C

30. When should Change Management be invoked? (Choose TWO)

- A. An Item in the CMDB needs to be updated.
- B. A Service becomes unavailable or degraded.
- C. The functionality of a Service needs to be altered.
- D. A Service needs a new Key Performance Indicator.
- E. An End User is unable to use a service for a period of time.

Answer: A