

**Exam** : **000-Z04**

**Title** : ZEnterprise Technical  
Update Mastery

**Version** : DEMO

1.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 and "Fit for Purpose Study"
- C.Conduct a z/VM Implementation Workshop
- D.Mentor the customer on installing PowerVM and VMware

**Answer: A**

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**

3.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**

4.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**

5.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't 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**

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