



IBM

A2010-023

Assessment: IBM Tivoli Support Provider Tools and Processes

- A. The end customer must open a PMR, since only the customer has access to IBM Tivoli Support.
- B. The end customer must give IBM Support access to their systems, so IBM can upgrade their software.
- C. There is no requirement of the customer, as the support provider will escalate the issue to IBM Tivoli Support.
- D. The end customer must install the latest version and patches of the product before IBM Tivoli Support will accept a PMR.

Answer: C

QUESTION: 46

What is the IBM Tivoli Support response goal for severities 2, 3 and 4 PMRs?

- A. within one business hour
- B. within two business hours
- C. within three business hours
- D. within 30 minutes during business hours

Answer: B

QUESTION: 47

To which tier of support does IBM route PMRs submitted by Support Providers?

- A. Support Providers PMRs receive no special routing.
- B. Support Providers PMRs are routed directly to Tivoli Level 2 to perform problem determination and recreate if necessary.
- C. Support Providers PMRs are routed directly to Tivoli Level 1 to verify software version information and logs have been provided.
- D. Support Providers PMRs are routed directly to Tivoli Level 3 (development) because only defects may be submitted by support providers.

Answer: B

QUESTION: 48

What team has been created by IBM to manage Client Satisfaction issues, including

complaint management, and duty manager requests?

- A. Client Support Priority Operations
- B. Customer Satisfaction Project Office
- C. Customer Support Production and Operations
- D. Complaints and Severe Production issues Operations

Answer: B

QUESTION: 49

In which format must service providers log PMRs?

- A. web
- B. verbal
- C. e-mail
- D. in person

Answer: A

QUESTION: 50

What are two examples of diagnostic Information? (Choose two.)

- A. script
- B. dumps
- C. traces
- D. file name
- E. incident history

Answer: B, C

QUESTION: 51

The Site Technical Contact (STC) is responsible for support compliance for the end customer's site. What are two additional responsibilities of the STC? (Choose two.)

- A. Maintains authorizations to support-related web and tool access.
- B. Approving nominations for access to ESR/SR on an individual basis.

- C. Maintains authorizations to access Tivoli frequently asked questions.
- D. Approving IBM Tivoli Support PMRs for escalation to the development team.
- E. Approving IBM Tivoli Support engineers access to customer support tickets.

Answer: A, B

QUESTION: 52

The ESR/SR tool is used to open, update and report on PMRs online. Whose responsibility is it to grant and deny access to the ESR/SR?

- A. Primary Contact
- B. IBM Tivoli Support
- C. Passport Advantage
- D. Site Technical Contact

Answer: D

QUESTION: 53

Which information does the IBM Information Center provide?

- A. How to access and download IBM software.
- B. How to change a customer's Primary Contact information.
- C. Task oriented How To instructions and reference material.
- D. Updated information regarding PMRs you have opened with IBM TivoliSupport.

Answer: C

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