



IBM

C2010-023

IBM Tivoli Support Provider Tools and Processes

E. Business Partners may request access to Passport Advantage from their end customers, in order to download software on the clients behalf.

Answer: B, E

QUESTION: 49

Which two statements are true pertaining End of Support? (Choose two.)

- A. There are no follow-on products with the same product identifier.
- B. This is the date at which IBM will no longer provide Technical (defect or non-defect) Support.
- C. This is the date at which IBM will no longer provide product fixes but will provide phone support only.
- D. This is the date at which IBM will no longer provide Level 3 support, but will provide Level 1 and 2 support.
- E. Follow-on products with the X.X.X.X.ext product identifier will receive product support after they have purchased it using their IBM representative.

Answer: A, B

QUESTION: 50

What is the minimum length of time that technical support will be offered for certain products under the standard IBM Support Lifecycle?

- A. a minimum of 5 months after the publishing of a notice of support discontinuance (End of Support)
- B. a minimum of 5 years beginning at the planned availability date of the version/release of the product
- C. a minimum of 3 years beginning at the planned availability date of the version/release of the product
- D. a minimum of 3 years beginning plus an additional 12 months only for customers who are migrating to a supported version of the product

Answer: C

QUESTION: 51

What is the IBM Tivoli Support response goal for severity 1 PMRs outside business hours?

- A. within 1 hour
- B. within 2 hours
- C. within 30 minutes
- D. within 90 minutes

Answer: B

QUESTION: 52

What is a requirement for an end customer when a support provider wishes to escalate an issue to IBM Tivoli Support?

- 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: 53

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: 54

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: 55

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: 56

In which format must service providers log PMRs?

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

Answer: A

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