



# IBM

## C9560-940 Exam

### IBM Tivoli Level 1 Support Tools and Processes

Thank you for Downloading C9560-940 exam PDF Demo

You can Buy Latest C9560-940 Full Version Download

<https://www.certkillers.net/Exam/C9560-940>

<https://www.certkillers.net>

## Version: 7.0

---

### Question: 1

---

How can a CRF be changed when incorrect/missing information is found?

- A. Everyone can change a CRF using CCWIN.
- B. Everyone can change a CRF using RETAIN.
- C. Contact the Duty Manager to change the CRF.
- D. Contact the CRF owner and have them change the CRF.

---

**Answer: B**

---

---

### Question: 2

---

What is one source of information that a FrontEnd engineer should use to resolve a PMR?

- A. PD Tools home page
- B. product support page
- C. IMT Intranet home page
- D. Extreme Leverage webpage

---

**Answer: B**

---

---

### Question: 3

---

Which User ID is required to access CCWIN?

- A. RETAIN User ID
- B. Windows Log-in ID
- C. Lotus Notes User ID
- D. IBM Intranet User ID

---

**Answer: A**

---

Explanation:

Reference:

<http://www-03.ibm.com/certify/tests/objC2010-024.shtml>

---

### Question: 4

---

When does a PMR need to be re-entitled?

- A. When the product compid is changed.

- B. When the customer cannot speak English.
- C. When customer's telephone number is changed.
- D. When you find an APAR for the customer's problem.

---

**Answer: A**

---

Explanation:

Reference:

<http://www-03.ibm.com/certify/tests/objC2010-024.shtml>

---

**Question: 5**

---

What is the total time aOneTeam Severity 1 PMR should be worked before passing to the BackEnd?

- A. 1 hour
- B. 4 hours
- C. 3 business days
- D. 5 business days

---

**Answer: B**

---

Explanation:

Reference:

<http://www-03.ibm.com/certify/tests/objC2010-940.shtml>

## Thank You for trying C9560-940 PDF Demo

To Buy Latest C9560-940 Full Version Download visit link below

<https://www.certkillers.net/Exam/C9560-940>

## Start Your C9560-940 Preparation

**[Limited Time Offer]** Use Coupon “CKNET” for Further discount on your purchase. Test your C9560-940 preparation with actual exam questions.

<https://www.certkillers.net>