



# C2010-023<sup>Q&As</sup>

IBM Tivoli Support Provider Tools and Processes

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#### QUESTION 1

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

Correct Answer: B

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#### QUESTION 2

IBM Software Support Feeds allow one to stay up-to-date with the latest content created for specific IBM Software products. Which two statements are true? (Choose two.)

- A. feeds can include IBM stock prices
- B. feeds can be filtered using keywords
- C. feeds are updated several times a day
- D. feeds are delivered using IBM proprietary standards
- E. feeds may be customized to include PMR information

Correct Answer: BC

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#### QUESTION 3

Which two statements are true of Interim Fix (IF) Maintenance Delivery Vehicles? (Choose two.)

- A. Interim Fixes are formally tested and fully supported by IBM.
- B. Interim Fixes are uncertified fixes that may be used for testing only.
- C. Interim Fixes are installable packages which include one or more APAR fixes.
- D. Interim Fixes are not published on the IBM website and must be requested from support.
- E. Interim Fixes do not contain any documentation, Readme files or installation instructions.

Correct Answer: AC

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#### QUESTION 4



When searching knowledge entries on the IBM Support website, what does the Task Based Navigator provide for search isolation?

- A. search for only the maintenance download records
- B. navigate through product planning records, to find all related install tips
- C. search for documents with keywords, service task and operating system
- D. it guides through the troubleshooting documents to collect the right diagnostic information

Correct Answer: C

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#### QUESTION 5

Which two pieces of information must the Level 2 support provider include when opening a PMR with IBM Tivoli Support? (Choose two.)

- A. product license file
- B. system shadow password file
- C. relevant product configuration files
- D. product entitlement contact number
- E. log files from when the issue occurred

Correct Answer: CE

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