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IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

At the end of each knowledge document on the IBM Support website is a survey known as Document Level Feedback. In what way is this used?

A. They define how well the web interface is delivering the right information.

B. Comments are sent to the content creator to improve existing documents.

C. These are summarized for assessing the usability of the product interface.

D. Allows the individual to request additional information from the knowledge author.

Correct Answer: B

QUESTION 2

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.

Correct Answer: C

QUESTION 3

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

Correct Answer: B

QUESTION 4

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

Correct Answer: C

QUESTION 5

During the Problem Determination analysis, which two types of information are imperative to collect in order to verify the problem? (Choose two.)

A. end users log / error message history

B. verify the program version and operating system

C. end users contact information for troubleshooting

D. end users time and effort spent on resolving issue

E. review of other customers who have experienced similar situations

Correct Answer: AB

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