



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

What is the name of the technical manuals that provide positioning and guidance, installation and implementation experiences, typical solution scenarios, and step-by-step how-to instructions?

- A. Redbook
- B. TechNote
- C. product white papers
- D. Tivoli Reference Guides

Correct Answer: A

QUESTION 2

Where can the most thorough searches on support be performed?

- A. anywhere with a search dialog
- B. top header of any IBM.com web page
- C. always from a specific product support page
- D. IBM Software Support Home page IBM.com/software/support

Correct Answer: D

QUESTION 3

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

QUESTION 4

How many PMRs and APARs is a customer allowed to open after the effective date of End of Support for a product?



- A. No new APARs or PMRs may be reported.
- B. A total of 12 APARs and 12 PMRs, one per month for twelve months.
- C. No new APARs or PMRs may be reported 12 months prior to the End of Support date.
- D. A total of 12 APARs and 12 PMRs, one per month for twelve months only if they have paid for enhanced support.

Correct Answer: B

QUESTION 5

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

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

Correct Answer: B

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