



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

Which information does the IBM Information Center provide?

- A. How to access and download IBM software.
- B. How to change a customer's Primary Contact information.
- C. Task oriented How To instructions and reference material.
- D. Updated information regarding PMRs you have opened with IBM Tivoli Support.

Correct Answer: C

QUESTION 2

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

QUESTION 3

Which three upload protocols are supported by the ECuRep Tool? (Choose three.)

- A. SCP
- B. TCP
- C. e-mail
- D. UUCP
- E. HTTP and HTTPS
- F. FTP and Secure FTP

Correct Answer: CEF

QUESTION 4



Prior to escalating an issue to IBM Tivoli Support, which action should the Level 2 support provider take?

- A. Reboot the production server.
- B. Verify Operating System is fully patched.
- C. Delete current log file to allow new logs to be created.
- D. Use debugging tools to capture detailed problem information.

Correct Answer: D

QUESTION 5

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

Correct Answer: B

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