



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

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

QUESTION 2

Which method is used to request assistance from IBM Tivoli Support for an end customer with support maintenance?

- A. Support Provider should ask the end customer to call IBM support and create a PMR using the clients IBM Customer Number (ICN).
- B. Support Provider should open a PMR in ESR/SR using the clients ICN.
- C. Support Provider must e-mail IBM support and ask to have a PMR created.
- D. Support Provider should call IBM support and create a PMR using the Support Providers ICN.

Correct Answer: B

QUESTION 3

The Site Technical Contact (STC) is responsible for support compliance for the end customers site. What are two additional responsibilities of the STC? (Choose two.)

- A. Maintains authorizations to support-related web and tool access.
- B. Approving nominations for access to ESR/SR on an individual basis.
- C. Maintains authorizations to access Tivoli frequently asked questions.
- D. Approving IBM Tivoli Support PMRs for escalation to the development team.
- E. Approving IBM Tivoli Support engineers access to customer support tickets.

Correct Answer: AB



QUESTION 4

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

QUESTION 5

When searching the knowledge base on the IBM Support website, what is the best search strategy for finding targeted information?

- A. Select just one product and only one keyword.
- B. Select the product, operating system and a date range.
- C. Target a wide set of records, by using just one keyword.
- D. Select the product(s) and other specific criteria for which a solution is required.

Correct Answer: D

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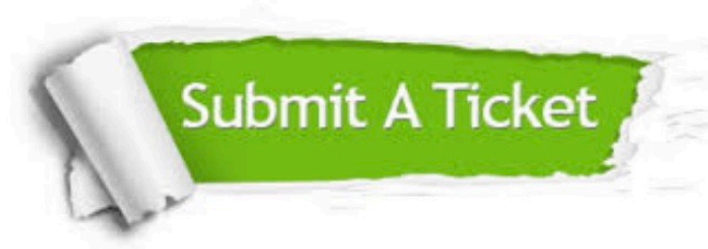
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