



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

What do Support Technical Exchange (STEs) webcasts provide?

- A. only post deployment information
- B. hints and tips which are seen in the field
- C. fee based education utilizing pre-recorded webcasts
- D. pre-recorded webcasts which do not allow for QandA with subject matter experts

Correct Answer: B

QUESTION 2

In which format must service providers log PMRs?

- A. web
- B. verbal
- C. e-mail
- D. in person

Correct Answer: A

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

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 5

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

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