C9560-023$^{Q\&As}$

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QUESTION 1

A Level 1 Support Provider is working on a problem for ACME Corporation in Springfield, North Carolina. The Level 1 Support Provider has instructed the customer to apply a much needed product fix to the already in production system and it has caused some unexpected results to the system. Data is being corrupted by the system. The System Administrator at ACME has halted all use of the system to ensure that data is no longer affected by this problem.

Due to the critical nature of this problem the Level 1 Support Provider has reported this problem as a Severity 1 (highest) to IBM Tivoli Customer Support. The support provider has provided all the logs and information that has been requested by the IBM Tivoli Support Engineer.

Several days have gone by and the Support Provider has not heard back from the engineer working on the PMR. ACME Corporation is now losing an average of $7000.00 USD per day because the maintenance crew has had to revert to a very time consuming paper system to continue their daily operation. The support provider has sent e-mails and tried calling the engineer requesting an update to the PMR but is not getting any response back.

What two options are available to the support provider to receive the help they need to expedite a solution for ACME? (Choose two.)

A. Ask for a Duty Manager by calling IBM Support.

B. Wait another day. Calling will only slow down the resolution process and can distract Level 3 Support from fixing the issue.

C. Ask the IBM Sales representative to consider opening a Complaint or nominate the PMR as a Critical Situation or (Crit Sit).

D. Call IBM and ask for the Severity to be raise to the highest level (0). That will trigger a complaint to be filed with the Customer Support Production and Operations (CSPO) team.

E. Remove the fix was applied to the system to prevent further delays and continue to use it. Once the IBM Support Engineer has replied back with the proper fix then apply it to the system.

Correct Answer: AC

QUESTION 2

Based upon user feedback of the IBM Support Assistant tool, what increased resolution time have they observed?

A. 2%

B. 5%

C. 10%

D. 15%

Correct Answer: C

QUESTION 3

What three actions does ESR/SR allow a Support Provider to perform? (Choose three.)

A. to view closed PMRs online

B. to transfer ownership to IBM

C. to speak directly with IBM Level 2

D. to view all open PMRs for their End Users

E. to review their end user\\'s entitlement online

F. to describe the end user\\'s software problem and environment in their own words

Correct Answer: ADF

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

Which IBM PMR Severity definition could be described as "A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made"?

A. Severity 1

B. Severity 2

C. Severity 3

D. Severity 4

Correct Answer: D

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