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QUESTION 1

To which tier of support does IBM route PMRs submitted by Support Providers?

A. Support Providers PMRs receive no special routing.

B. Support Providers PMRs are routed directly to Tivoli Level 2 to perform problem determination and recreate if necessary.

C. Support Providers PMRs are routed directly to Tivoli Level 1 to verify software version information and logs have been provided.

D. Support Providers PMRs are routed directly to Tivoli Level 3 (development) because only defects may be submitted by support providers.

Correct Answer: B

QUESTION 2

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 3

What is the minimum length of time that technical support will be offered for certain products under the Enhance IBM Support Lifecycle policy?

A. a minimum of 5 months after the publishing of a notice of support discontinuance End of Support

B. a minimum of 5 years beginning at the planned availability date of the version/release of the product

C. a minimum of 3 years beginning at the planned availability date of the version/release of the product

D. A minimum of 3 years beginning plus an additional 12 months only for customers who are migrating to a supported version of the product

Correct Answer: B

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

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

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