C9560-023 Q&As

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QUESTION 1

A support provider opens a PMR for a customer. Who is the owner of the issue?

A. customer

B. support provider

C. account manager

D. IBM Tivoli Support

Correct Answer: D

QUESTION 2

What are two responsibilities of the Primary Site Technical Contact? (Choose two.)

A. Opening all PMRs on behalf of all their Support Analysts.

B. Downloading software from Passport Advantage for use by the end user.

C. Assigning up to nine Secondary Site Technical Contact per end user contract.

D. Uploading all End User Debug files to ESR/SR on behalf of their support analysts.

E. Accept or deny a request for a Support Provider\\'s engineer to obtain access to an end users account.

Correct Answer: CE

QUESTION 3

IBM customer support provides information and processes designed to help its customers successfully use the IBM software they acquired by providing which two options to customers? (Choose two.)

A. fixes to known problems

B. a global network of support centers with expertise across their broad portfolio

C. on-site IBM consultants to implement the software they have purchased from IBM

D. a global network of implementation consultants with expertise across our broad portfolio

E. a global network of support centers and developers in 247 countries with the sole purpose of fixing known problems the same day they are reported

Correct Answer: AB

QUESTION 4

What is the IBM Tivoli Support response goal for severity 1 PMRs?

A. within 1 hour

B. within 2 hours

C. within 30 minutes

D. within 90 minutes

Correct Answer: B

QUESTION 5

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

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