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

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QUESTION 1

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 2

Which item can be sent to a Support Provider using e-mail as a temporary solution?

A. upgrade

B. source code

C. new release

D. hotfix or test fix

Correct Answer: D

QUESTION 3

Which two resources are available on the IBM developerWorks website? (Choose two.)

A. Latest test fixes released by development.

B. Software licenses for proof of concept installs.

C. Web-based community forums and Wiki pages.

D. List of new features still under development for each product.

E. Technical tutorials and demos for developers and administrators.

Correct Answer: CE

QUESTION 4

During the Problem Determination analysis, which two types of information are imperative to collect in order to verify the

problem? (Choose two.)

A. end users log / error message history

B. verify the program version and operating system

C. end users contact information for troubleshooting

D. end users time and effort spent on resolving issue

E. review of other customers who have experienced similar situations

Correct Answer: AB

QUESTION 5

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 6

What team has been created by IBM to manage Client Satisfaction issues, including complaint management, and duty manager requests?

A. Client Support Priority Operations

B. Customer Satisfaction Project Office

C. Customer Support Production and Operations

D. Complaints and Severe Production issues Operations

Correct Answer: B

QUESTION 7

Which statement best describes the Test Fix Maintenance Delivery Vehicle?

A. Test fixes may only be released on one fixed date each quarter.

B. Test fixes include enhancements or new features for the product.

C. Test fixes are announced by IBM and can be downloaded on the IBM website.

D. Test fixes may be file replacements without formal packaging or documentation.

Correct Answer: D

QUESTION 8

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

QUESTION 9

Which two pieces of information must the Level 2 support provider include when opening a PMR with IBM Tivoli Support? (Choose two.)

A. product license file

B. system shadow password file

C. relevant product configuration files

D. product entitlement contact number

E. log files from when the issue occurred

Correct Answer: CE

QUESTION 10

Which two statements are true of Passport Advantage? (Choose two.)

A. Passport Advantage is only used to download Fix Packs.

B. The end customers Primary Contact must authorize any self-nomination for access to Passport Advantage.

C. The end customer is unable to download software until a Business Partner authorizes access to Passport Advantage.

D. Business Partners automatically receive access to Passport Advantage on behalf of their clients once software is purchased.

E. Business Partners may request access to Passport Advantage from their end customers, in order to download software on the clients behalf.

Correct Answer: BE