

C9560-023^{Q&As}

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QUESTION 1

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

- 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: C

QUESTION 2

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 3

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 4

Which is a way to validate that a customer is eligible for support?

- A. Priority Level
- B. Analyst's Discretion
- C. Support Entitlement
- D. Passport Advantage

Correct Answer: C

QUESTION 5

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 6

Which two statements are true of Interim Fix (IF) Maintenance Delivery Vehicles? (Choose two.)

- A. Interim Fixes are formally tested and fully supported by IBM.
- B. Interim Fixes are uncertified fixes that may be used for testing only.
- C. Interim Fixes are installable packages which include one or more APAR fixes.
- D. Interim Fixes are not published on the IBM website and must be requested from support.
- E. Interim Fixes do not contain any documentation, Readme files or installation instructions.

Correct Answer: AC

QUESTION 7

What is Assist On-Site?

- A. An IBM education program used to create and deliver client customized training.
- B. An IBM dedicated resource who resides at the client's site to advise on technical issues.

- C. An IBM web based technology used to troubleshoot by viewing or controlling a remote system.
- D. An IBM team of support engineers that travel to customer locations to resolve critical problems.

Correct Answer: C

QUESTION 8

Which two statements are true pertaining End of Support? (Choose two.)

- A. There are no follow-on products with the same product identifier.
- B. This is the date at which IBM will no longer provide Technical (defect or non-defect) Support.
- C. This is the date at which IBM will no longer provide product fixes but will provide phone support only.
- D. This is the date at which IBM will no longer provide Level 3 support, but will provide Level 1 and 2 support.
- E. Follow-on products with the X.X.X.X.ext product identifier will receive product support after they have purchased it using their IBM representative.

Correct Answer: AB

QUESTION 9

Which is a diagnostic tool provided by IBM?

- A. Debugger
- B. Log Analyzer
- C. Beyondcompare
- D. Integrity Analyzer

Correct Answer: B

QUESTION 10

How many PMRs and APARs is a customer allowed to open after the effective date of End of Support for a product?

- A. No new APARs or PMRs may be reported.
- B. A total of 12 APARs and 12 PMRs, one per month for twelve months.
- C. No new APARs or PMRs may be reported 12 months prior to the End of Support date.
- D. A total of 12 APARs and 12 PMRs, one per month for twelve months only if they have paid for enhanced support.

Correct Answer: B

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