



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

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 2

Which Maintenance Delivery Vehicles (MDVs) provides a cumulative, fully supported and formally tested software maintenance package of APAR fixes?

- A. FITS
- B. Test Fix
- C. Fix Pack
- D. Limited Availability Interim Fix

Correct Answer: C

QUESTION 3

What are three correct classifications when reporting a problem? (Choose three.)

- A. Software
- B. Hardware
- C. ICN Number
- D. Priority Level
- E. Response Time
- F. Driver and or Configuration

Correct Answer: ABF



QUESTION 4

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

QUESTION 5

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

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