C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

Which two security mechanisms are in place to ensure customer protection and safety when using Assist On-Site (AOS)? (Choose two.)

A. Data communication is encrypted using 128-bit AES encryption.

B. Access to an AOS session is granted using a random key unique to the session.

C. AOS protects the customers system by only allowing view access to the system.

D. AOS is installed on the customer\'s computer, allowing the customer to monitor attempts to access the system.

E. Each registered IBM.com user receives an AOS account where they can control access to their systems.

Correct Answer: AB

QUESTION 2

What are two examples of diagnostic Information? (Choose two.)

A. script

B. dumps

C. traces

D. file name

E. incident history

Correct Answer: BC

QUESTION 3

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 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

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

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