



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

The Site Technical Contact (STC) is responsible for support compliance for the end customers site. What are two additional responsibilities of the STC? (Choose two.)

- A. Maintains authorizations to support-related web and tool access.
- B. Approving nominations for access to ESR/SR on an individual basis.
- C. Maintains authorizations to access Tivoli frequently asked questions.
- D. Approving IBM Tivoli Support PMRs for escalation to the development team.
- E. Approving IBM Tivoli Support engineers access to customer support tickets.

Correct Answer: AB

QUESTION 2

What is the IBM Tivoli Support response goal for severities 2, 3 and 4 PMRs?

- A. within one business hour
- B. within two business hours
- C. within three business hours
- D. within 30 minutes during business hours

Correct Answer: B

QUESTION 3

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 4



Prior to escalating an issue to IBM Tivoli Support, which action should the Level 2 support provider take?

- A. Reboot the production server.
- B. Verify Operating System is fully patched.
- C. Delete current log file to allow new logs to be created.
- D. Use debugging tools to capture detailed problem information.

Correct Answer: D

QUESTION 5

Where can the most thorough searches on support be performed?

- A. anywhere with a search dialog
- B. top header of any IBM.com web page
- C. always from a specific product support page
- D. IBM Software Support Home page IBM.com/software/support

Correct Answer: D

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