



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

To which tier of support does IBM route PMRs submitted by Support Providers?

- A. Support Providers PMRs receive no special routing.
- B. Support Providers PMRs are routed directly to Tivoli Level 2 to perform problem determination and recreate if necessary.
- C. Support Providers PMRs are routed directly to Tivoli Level 1 to verify software version information and logs have been provided.
- D. Support Providers PMRs are routed directly to Tivoli Level 3 (development) because only defects may be submitted by support providers.

Correct Answer: B

QUESTION 2

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 3

Which two items should be provided when escalating an issue to IBM Tivoli Support? (Choose two.)

- A. severity of issue
- B. description of the business impact
- C. does customer have a development system
- D. preferred method of contacting the customer
- E. number days the ticket has been open with the partner

Correct Answer: AB



QUESTION 4

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 5

What is the name of the technical manuals that provide positioning and guidance, installation and implementation experiences, typical solution scenarios, and step-by-step how-to instructions?

- A. Redbook
- B. TechNote
- C. product white papers
- D. Tivoli Reference Guides

Correct Answer: A

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