C9560-023 ^{Q&As}

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QUESTION 1

Which two statements define the process to resolve an end users issues which are caused by product defects? (Choose two.)

A. There is no resolution given to the support provider, because they are not eligible receive defect support.

B. The end customer is responsible for contacting IBM Development to receive any software fixes needed for their installations.

C. The Support Provider will review generally available fixes and, if a fix is found, provide it to the customer and confirm resolution, without IBM escalation.

D. The IBM Tivoli L2 support engineer will work with their developers to determine a fix and will notify the support provider of the fix, and the support provider will provide it to the customer.

E. As standard practice the IBM Tivoli Level 2 (L2) support engineer will close the PMR once an APAR has been logged, since L2 support does not write any code changes without concurrence from the support provider.

Correct Answer: CD

QUESTION 2

What is a requirement for an end customer when a support provider wishes to escalate an issue to IBM Tivoli Support?

A. The end customer must open a PMR, since only the customer has access to IBM Tivoli Support.

B. The end customer must give IBM Support access to their systems, so IBM can upgrade their software.

C. There is no requirement of the customer, as the support provider will escalate the issue to IBM Tivoli Support.

D. The end customer must install the latest version and patches of the product before IBM Tivoli Support will accept a PMR.

Correct Answer: C

QUESTION 3

What is the IBM Tivoli Support response goal for severity 1 PMRs outside business hours?

A. within 1 hour

B. within 2 hours

C. within 30 minutes

D. within 90 minutes

Correct Answer: B

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

IBM Software Support Feeds allow one to stay up-to-date with the latest content created for specific IBM Software products. Which two statements are true? (Choose two.)

A. feeds can include IBM stock prices

B. feeds can be filtered using keywords

C. feeds are updated several times a day

D. feeds are delivered using IBM proprietary standards

E. feeds may be customized to include PMR information

Correct Answer: BC

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