



# C9560-023<sup>Q&As</sup>

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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### QUESTION 1

The ESR/SR tool is used to open, update and report on PMRs online. Whose responsibility is it to grant and deny access to the ESR/SR?

- A. Primary Contact
- B. IBM Tivoli Support
- C. Passport Advantage
- D. Site Technical Contact

Correct Answer: D

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### 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

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### 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

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### 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

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#### QUESTION 5

When a PMR gets assigned a FITS ID which statement is true?

- A. A Bug ID will be associated with the ticket.
- B. A report of the suspected defect is forwarded to IBM Tivoli development.
- C. The customer should expect daily updates from IBM Tivoli Support regarding the issue.
- D. The associated PMR is closed, and the customer should request updates from their Account Manager.

Correct Answer: D

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