C9560-023^{Q&As}

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

Pass IBM C9560-023 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass4itsure.com/c9560-023.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by IBM Official Exam Center

Instant Download After Purchase

100% Money Back Guarantee

365 Days Free Update

800,000+ Satisfied Customers

QUESTION 1

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

A. within 1 hour

B. within 2 hours

C. within 30 minutes

D. within 90 minutes

Correct Answer: B

QUESTION 2

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 3

What is the IBM Education Assistant tool?

A. a collection of multimedia educational modules

B. a online chat tool used to assist users with training questions

C. an online tool used to locate available IBM Training courses worldwide

D. a collection of sample tests which assist users in preparing for IBM certifications

Correct Answer: A

QUESTION 4

A support provider opens a PMR for a customer. Who is the owner of the issue?

A. customer

B. support provider

C. account manager

D. IBM Tivoli Support

Correct Answer: D

QUESTION 5

When searching the knowledge base on the IBM Support website, what is the best search strategy for finding targeted information?

A. Select just one product and only one keyword.

B. Select the product, operating system and a date range.

C. Target a wide set of records, by using just one keyword.

D. Select the product(s) and other specific criteria for which a solution is required.

Correct Answer: D

Latest C9560-023 Dumps   C9560-023 Practice Test   C9560-023 Braindumps