C9560-023^Q&As

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QUESTION 1

Which two statements are true of Interim Fix (IF) Maintenance Delivery Vehicles? (Choose two.)

A. Interim Fixes are formally tested and fully supported by IBM.

B. Interim Fixes are uncertified fixes that may be used for testing only.

C. Interim Fixes are installable packages which include one or more APAR fixes.

D. Interim Fixes are not published on the IBM website and must be requested from support.

E. Interim Fixes do not contain any documentation, Readme files or installation instructions.

Correct Answer: AC

QUESTION 2

A Level 1 Support Provider is working on a problem for ACME Corporation in Springfield, North Carolina. The Level 1 Support Provider has instructed the customer to apply a much needed product fix to the already in production system and it has caused some unexpected results to the system. Data is being corrupted by the system. The System Administrator at ACME has halted all use of the system to ensure that data is no longer affected by this problem.

Due to the critical nature of this problem the Level 1 Support Provider has reported this problem as a Severity 1 (highest) to IBM Tivoli Customer Support. The support provider has provided all the logs and information that has been requested by the IBM Tivoli Support Engineer.

Several days have gone by and the Support Provider has not heard back from the engineer working on the PMR. ACME Corporation is now losing an average of $7000.00 USD per day because the maintenance crew has had to revert to a very time consuming paper system to continue their daily operation. The support provider has sent e-mails and tried calling the engineer requesting an update to the PMR but is not getting any response back.

What two options are available to the support provider to receive the help they need to expedite a solution for ACME? (Choose two.)

A. Ask for a Duty Manager by calling IBM Support.

B. Wait another day. Calling will only slow down the resolution process and can distract Level 3 Support from fixing the issue.

C. Ask the IBM Sales representative to consider opening a Complaint or nominate the PMR as a Critical Situation or (Crit Sit).

D. Call IBM and ask for the Severity to be raise to the highest level (0). That will trigger a complaint to be filed with the Customer Support Production and Operations (CSPO) team.

E. Remove the fix was applied to the system to prevent further delays and continue to use it. Once the IBM Support Engineer has replied back with the proper fix then apply it to the system.

Correct Answer: AC

QUESTION 3

What should the Level 2 support provider do upon escalation to IBM Tivoli Support?

A. Ask the customer to contact IBM Tivoli Support directly.

B. Remain the owner of the issue and work with IBM Tivoli Support.

C. Provide all must gather information to IBM Tivoli Support and close their internal ticket.

D. No longer interface with the customer as IBM Tivoli Support is now the primary contact.

Correct Answer: B

QUESTION 4

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

QUESTION 5

Which two security mechanisms are in place to ensure customer protection and safety when using Assist On-Site (AOS)? (Choose two.)

A. Data communication is encrypted using 128-bit AES encryption.

B. Access to an AOS session is granted using a random key unique to the session.

C. AOS protects the customers system by only allowing view access to the system.

D. AOS is installed on the customer\\'s computer, allowing the customer to monitor attempts to access the system.

E. Each registered IBM.com user receives an AOS account where they can control access to their systems.

Correct Answer: AB

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