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QUESTION 1

What are two examples of diagnostic Information? (Choose two.)

- A. script
- B. dumps
- C. traces
- D. file name
- E. incident history

Correct Answer: BC

QUESTION 2

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 3

What three actions does ESR/SR allow a Support Provider to perform? (Choose three.)

- A. to view closed PMRs online
- B. to transfer ownership to IBM
- C. to speak directly with IBM Level 2
- D. to view all open PMRs for their End Users
- E. to review their end user's entitlement online



F. to describe the end user's software problem and environment in their own words

Correct Answer: ADF

QUESTION 4

What are three correct classifications when reporting a problem? (Choose three.)

- A. Software
- B. Hardware
- C. ICN Number
- D. Priority Level
- E. Response Time
- F. Driver and or Configuration

Correct Answer: ABF

QUESTION 5

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

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