



C9560-023^{Q&As}

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QUESTION 1

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 2

If an individual needs to search knowledge for several products in one step, how can this be done?

- A. use the product selector dialog to select All
- B. perform separate searches for each product
- C. enter the keywords in for a search, without selecting a product
- D. go to the search dialog for task types and select up to 5 products

Correct Answer: D

QUESTION 3

Which three upload protocols are supported by the ECuRep Tool? (Choose three.)

- A. SCP
- B. TCP
- C. e-mail
- D. UUCP
- E. HTTP and HTTPS
- F. FTP and Secure FTP

Correct Answer: CEF

QUESTION 4

If an individual needs to search knowledge for several products in one step, how can this be done?



- A. use the product selector dialog to select All
- B. perform separate searches for each product
- C. enter the keywords in for a search, without selecting a product
- D. go to the search dialog for task types and select up to 5 products

Correct Answer: D

QUESTION 5

What is Assist On-Site?

- A. An IBM education program used to create and deliver client customized training.
- B. An IBM dedicated resource who resides at the client's site to advise on technical issues.
- C. An IBM web based technology used to troubleshoot by viewing or controlling a remote system.
- D. An IBM team of support engineers that travel to customer locations to resolve critical problems.

Correct Answer: C

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