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QUESTION 1

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

QUESTION 2

At the end of each knowledge document on the IBM Support website is a survey known as Document Level Feedback. In what way is this used?

A. They define how well the web interface is delivering the right information.

B. Comments are sent to the content creator to improve existing documents.

C. These are summarized for assessing the usability of the product interface.

D. Allows the individual to request additional information from the knowledge author.

Correct Answer: B

QUESTION 3

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 4

What is a requirement for an end customer when a support provider wishes to escalate an issue to IBM Tivoli Support?

A. The end customer must open a PMR, since only the customer has access to IBM Tivoli Support.

B. The end customer must give IBM Support access to their systems, so IBM can upgrade their software.

C. There is no requirement of the customer, as the support provider will escalate the issue to IBM Tivoli Support.

D. The end customer must install the latest version and patches of the product before IBM Tivoli Support will accept a PMR.

Correct Answer: C

QUESTION 5

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