



# C9560-023<sup>Q&As</sup>

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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### QUESTION 1

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

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### QUESTION 2

The ESR/SR tool is used to open, update and report on PMRs online. Whose responsibility is it to grant and deny access to the ESR/SR?

- A. Primary Contact
- B. IBM Tivoli Support
- C. Passport Advantage
- D. Site Technical Contact

Correct Answer: D

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### QUESTION 3

How many PMRs and APARs is a customer allowed to open after the effective date of End of Support for a product?

- A. No new APARs or PMRs may be reported.
- B. A total of 12 APARs and 12 PMRs, one per month for twelve months.
- C. No new APARs or PMRs may be reported 12 months prior to the End of Support date.
- D. A total of 12 APARs and 12 PMRs, one per month for twelve months only if they have paid for enhanced support.

Correct Answer: B

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### 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

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#### QUESTION 5

Based upon user feedback of the IBM Support Assistant tool, what increased resolution time have they observed?

- A. 2%
- B. 5%
- C. 10%
- D. 15%

Correct Answer: C

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#### QUESTION 6

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

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

Correct Answer: BC

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#### QUESTION 7

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

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### QUESTION 8

Which two resources are available on the IBM developerWorks website? (Choose two.)

- A. Latest test fixes released by development.
- B. Software licenses for proof of concept installs.
- C. Web-based community forums and Wiki pages.
- D. List of new features still under development for each product.
- E. Technical tutorials and demos for developers and administrators.

Correct Answer: CE

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### QUESTION 9

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

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### QUESTION 10

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