



# C2010-023<sup>Q&As</sup>

IBM Tivoli Support Provider Tools and Processes

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#### QUESTION 1

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

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#### QUESTION 2

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 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

Which two statements are true regarding Support Provider Level 1 Customer Support? (Choose two.)

- A. Level 1 Support is responsible for taking the first support call from a Customer (during normal business hours, Monday - Friday in line with IBMs standard 5x8 support).



B. Level 1 Support is responsible for testing new software versions of IBM products and communicating the release of said software to clients that have purchased it from IBM.

C. Level 1 Support is responsible for incorporating and testing any program fix provided by Level 3 Support (as appropriate), and delivering or communicating the problem resolution, bypass, circumvention, or other notice of restriction to the End User.

D. Level 1 Support is responsible logging all calls in an electronic call management system capable of opening an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first Call through to the resolution of the problem.

E. Level 1 Support is responsible for logging all calls in an XML, Excel or Lotus 123 spread sheet so that Level 2 support can open an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first call through to the resolution of the problem.

Correct Answer: CD

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#### 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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#### QUESTION 6

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

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#### QUESTION 7

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

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#### QUESTION 8

Which is a way to validate that a customer is eligible for support?

- A. Priority Level
- B. Analyst's Discretion
- C. Support Entitlement
- D. Passport Advantage

Correct Answer: C

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#### QUESTION 9

What team has been created by IBM to manage Client Satisfaction issues, including complaint management, and duty manager requests?

- A. Client Support Priority Operations
- B. Customer Satisfaction Project Office
- C. Customer Support Production and Operations
- D. Complaints and Severe Production issues Operations

Correct Answer: B

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#### QUESTION 10

A support provider opens a PMR for a customer. Who is the owner of the issue?



- A. customer
- B. support provider
- C. account manager
- D. IBM Tivoli Support

Correct Answer: D

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#### QUESTION 11

IBM customer support provides information and processes designed to help its customers successfully use the IBM software they acquired by providing which two options to customers? (Choose two.)

- A. fixes to known problems
- B. a global network of support centers with expertise across their broad portfolio
- C. on-site IBM consultants to implement the software they have purchased from IBM
- D. a global network of implementation consultants with expertise across our broad portfolio
- E. a global network of support centers and developers in 247 countries with the sole purpose of fixing known problems the same day they are reported

Correct Answer: AB

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#### QUESTION 12

Which two items should be provided when escalating an issue to IBM Tivoli Support? (Choose two.)

- A. severity of issue
- B. description of the business impact
- C. does customer have a development system
- D. preferred method of contacting the customer
- E. number days the ticket has been open with the partner

Correct Answer: AB

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