



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

IBM Tivoli Support Provider Tools and Processes

## Pass IBM C2010-023 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/C2010-023.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by IBM Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





#### QUESTION 1

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

---

#### QUESTION 2

What are two responsibilities of the Primary Site Technical Contact? (Choose two.)

- A. Opening all PMRs on behalf of all their Support Analysts.
- B. Downloading software from Passport Advantage for use by the end user.
- C. Assigning up to nine Secondary Site Technical Contact per end user contract.
- D. Uploading all End User Debug files to ESR/SR on behalf of their support analysts.
- E. Accept or deny a request for a Support Provider's engineer to obtain access to an end users account.

Correct Answer: CE

---

#### QUESTION 3

What is the minimum length of time that technical support will be offered for certain products under the Enhance IBM Support Lifecycle policy?

- A. a minimum of 5 months after the publishing of a notice of support discontinuance End of Support
- B. a minimum of 5 years beginning at the planned availability date of the version/release of the product
- C. a minimum of 3 years beginning at the planned availability date of the version/release of the product
- D. A minimum of 3 years beginning plus an additional 12 months only for customers who are migrating to a supported version of the product

Correct Answer: B

---

#### QUESTION 4



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

---

#### QUESTION 5

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

[C2010-023 PDF Dumps](#)

[C2010-023 Practice Test](#)

[C2010-023 Study Guide](#)



To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

## Try our product !

100% Guaranteed Success  
100% Money Back Guarantee  
365 Days Free Update  
Instant Download After Purchase  
24x7 Customer Support  
Average 99.9% Success Rate  
More than 800,000 Satisfied Customers Worldwide  
Multi-Platform capabilities - [Windows](#), [Mac](#), [Android](#), [iPhone](#), [iPod](#), [iPad](#), [Kindle](#)

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications. You can view Vendor list of All Certification Exams offered:

<https://www.passapply.com/allproducts>

## Need Help

Please provide as much detail as possible so we can best assist you.  
To update a previously submitted ticket:



 <p><b>One Year Free Update</b> Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p><b>Money Back Guarantee</b> To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p><b>Security &amp; Privacy</b> We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information &amp; peace of mind.</p>
---	---	--

Any charges made through this site will appear as Global Simulators Limited.  
All trademarks are the property of their respective owners.  
Copyright © passapply, All Rights Reserved.