



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

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 2

Which Maintenance Delivery Vehicles (MDVs) provides a cumulative, fully supported and formally tested software maintenance package of APAR fixes?

- A. FITS
- B. Test Fix
- C. Fix Pack
- D. Limited Availability Interim Fix

Correct Answer: C

QUESTION 3

What is the IBM Education Assistant tool?

- A. a collection of multimedia educational modules
- B. a online chat tool used to assist users with training questions
- C. an online tool used to locate available IBM Training courses worldwide
- D. a collection of sample tests which assist users in preparing for IBM certifications

Correct Answer: A

QUESTION 4

IBM Software Support Feeds allow one to stay up-to-date with the latest content created for specific IBM Software products. Which two statements are true? (Choose two.)



- A. feeds can include IBM stock prices
- B. feeds can be filtered using keywords
- C. feeds are updated several times a day
- D. feeds are delivered using IBM proprietary standards
- E. feeds may be customized to include PMR information

Correct Answer: BC

QUESTION 5

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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