



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

IBM Tivoli Support Provider Tools and Processes

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#### QUESTION 1

Which is a diagnostic tool provided by IBM?

- A. Debugger
- B. Log Analyzer
- C. Beyondcompare
- D. Integrity Analyzer

Correct Answer: B

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#### QUESTION 2

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 3

During the Problem Determination analysis, which two types of information are imperative to collect in order to verify the problem? (Choose two.)

- A. end users log / error message history
- B. verify the program version and operating system
- C. end users contact information for troubleshooting
- D. end users time and effort spent on resolving issue
- E. review of other customers who have experienced similar situations

Correct Answer: AB

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#### QUESTION 4

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 5

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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