C2010-023^{Q&As}

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

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

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

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

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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