



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

To access ESR/SR and open a PMR on behalf of an end user, what are two requirements? (Choose two)

- A. approval from the End User
- B. the customer's Telephone number
- C. the customer's contact name and address
- D. to be registered with IBM and have a login ID
- E. to be setup as an Authorized User or a Site Technical Contact

Correct Answer: DE

QUESTION 2

What are three correct classifications when reporting a problem? (Choose three.)

- A. Software
- B. Hardware
- C. ICN Number
- D. Priority Level
- E. Response Time
- F. Driver and or Configuration

Correct Answer: ABF

QUESTION 3

Which information does the IBM Information Center provide?

- A. How to access and download IBM software.
- B. How to change a customer's Primary Contact information.
- C. Task oriented How To instructions and reference material.
- D. Updated information regarding PMRs you have opened with IBM Tivoli Support.

Correct Answer: C

QUESTION 4



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

QUESTION 5

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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