



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

What are two examples of diagnostic Information? (Choose two.)

- A. script
- B. dumps
- C. traces
- D. file name
- E. incident history

Correct Answer: BC

QUESTION 2

Where can the most thorough searches on support be performed?

- A. anywhere with a search dialog
- B. top header of any IBM.com web page
- C. always from a specific product support page
- D. IBM Software Support Home page [IBM.com/software/support](https://www.ibm.com/software/support)

Correct Answer: D

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 two statements are true pertaining End of Support? (Choose two.)

- A. There are no follow-on products with the same product identifier.
- B. This is the date at which IBM will no longer provide Technical (defect or non-defect) Support.
- C. This is the date at which IBM will no longer provide product fixes but will provide phone support only.
- D. This is the date at which IBM will no longer provide Level 3 support, but will provide Level 1 and 2 support.
- E. Follow-on products with the X.X.X.X.ext product identifier will receive product support after they have purchased it using their IBM representative.

Correct Answer: AB

QUESTION 5

Which item can be sent to a Support Provider using e-mail as a temporary solution?

- A. upgrade
- B. source code
- C. new release
- D. hotfix or test fix

Correct Answer: D

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