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QUESTION 1

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 2

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 3

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 4

Which IBM website provides community-based resources, such as forums, blogs and wikis concerning IBM products?

A. developerWorks

B. Information Center

C. Passport Advantage

D. Electronic Service Request

Correct Answer: A

QUESTION 5

What is the name of the technical manuals that provide positioning and guidance, installation and implementation experiences, typical solution scenarios, and step-by-step how-to instructions?

A. Redbook

B. TechNote

C. product white papers

D. Tivoli Reference Guides

Correct Answer: A

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