



# C9560-023<sup>Q&As</sup>

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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#### QUESTION 1

What is the minimum length of time that technical support will be offered for certain products under the Enhance IBM Support Lifecycle policy?

- A. a minimum of 5 months after the publishing of a notice of support discontinuance End of Support
- B. a minimum of 5 years beginning at the planned availability date of the version/release of the product
- C. a minimum of 3 years beginning at the planned availability date of the version/release of the product
- D. A minimum of 3 years beginning plus an additional 12 months only for customers who are migrating to a supported version of the product

Correct Answer: B

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#### QUESTION 2

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 3

At the end of each knowledge document on the IBM Support website is a survey known as Document Level Feedback. In what way is this used?

- A. They define how well the web interface is delivering the right information.
- B. Comments are sent to the content creator to improve existing documents.
- C. These are summarized for assessing the usability of the product interface.
- D. Allows the individual to request additional information from the knowledge author.

Correct Answer: B

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#### QUESTION 4

What three actions does ESR/SR allow a Support Provider to perform? (Choose three.)



- A. to view closed PMRs online
- B. to transfer ownership to IBM
- C. to speak directly with IBM Level 2
- D. to view all open PMRs for their End Users
- E. to review their end user's entitlement online
- F. to describe the end user's software problem and environment in their own words

Correct Answer: ADF

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#### QUESTION 5

IBM Software Support Feeds allow one to stay up-to-date with the latest content created for specific IBM Software products. Which two statements are true? (Choose two.)

- A. feeds can include IBM stock prices
- B. feeds can be filtered using keywords
- C. feeds are updated several times a day
- D. feeds are delivered using IBM proprietary standards
- E. feeds may be customized to include PMR information

Correct Answer: BC

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