



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

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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### QUESTION 1

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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### QUESTION 2

Which two resources are available on the IBM developerWorks website? (Choose two.)

- A. Latest test fixes released by development.
- B. Software licenses for proof of concept installs.
- C. Web-based community forums and Wiki pages.
- D. List of new features still under development for each product.
- E. Technical tutorials and demos for developers and administrators.

Correct Answer: CE

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### QUESTION 3

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

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### QUESTION 4



Which two statements are true regarding Support Provider Level 1 Customer Support? (Choose two.)

- A. Level 1 Support is responsible for taking the first support call from a Customer (during normal business hours, Monday - Friday in line with IBMs standard 5x8 support).
- B. Level 1 Support is responsible for testing new software versions of IBM products and communicating the release of said software to clients that have purchased it from IBM.
- C. Level 1 Support is responsible for incorporating and testing any program fix provided by Level 3 Support (as appropriate), and delivering or communicating the problem resolution, bypass, circumvention, or other notice of restriction to the End User.
- D. Level 1 Support is responsible logging all calls in an electronic call management system capable of opening an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first Call through to the resolution of the problem.
- E. Level 1 Support is responsible for logging all calls in an XML, Excel or Lotus 123 spread sheet so that Level 2 support can open an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first call through to the resolution of the problem.

Correct Answer: CD

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#### QUESTION 5

Which two statements are true of Interim Fix (IF) Maintenance Delivery Vehicles? (Choose two.)

- A. Interim Fixes are formally tested and fully supported by IBM.
- B. Interim Fixes are uncertified fixes that may be used for testing only.
- C. Interim Fixes are installable packages which include one or more APAR fixes.
- D. Interim Fixes are not published on the IBM website and must be requested from support.
- E. Interim Fixes do not contain any documentation, Readme files or installation instructions.

Correct Answer: AC

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