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

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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**QUESTION 1**

What should the Level 2 support provider do upon escalation to IBM Tivoli Support?

A. Ask the customer to contact IBM Tivoli Support directly.

B. Remain the owner of the issue and work with IBM Tivoli Support.

C. Provide all must gather information to IBM Tivoli Support and close their internal ticket.

D. No longer interface with the customer as IBM Tivoli Support is now the primary contact.

Correct Answer: B

**QUESTION 2**

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

**QUESTION 3**

The ESR/SR tool is used to open, update and report on PMRs online. Whose responsibility is it to grant and deny access to the ESR/SR?

A. Primary Contact

B. IBM Tivoli Support

C. Passport Advantage

D. Site Technical Contact

Correct Answer: D

**QUESTION 4**

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 5

Prior to escalating an issue to IBM Tivoli Support, which action should the Level 2 support provider take?

A. Reboot the production server.

B. Verify Operating System is fully patched.

C. Delete current log file to allow new logs to be created.

D. Use debugging tools to capture detailed problem information.

Correct Answer: D