C9560-023^{Q&As}

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QUESTION 1

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

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: C

QUESTION 2

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

QUESTION 3

To which tier of support does IBM route PMRs submitted by Support Providers?

A. Support Providers PMRs receive no special routing.

B. Support Providers PMRs are routed directly to Tivoli Level 2 to perform problem determination and recreate if necessary.

C. Support Providers PMRs are routed directly to Tivoli Level 1 to verify software version information and logs have been provided.

D. Support Providers PMRs are routed directly to Tivoli Level 3 (development) because only defects may be submitted by support providers.

Correct Answer: B

QUESTION 4

Which two pieces of information must the Level 2 support provider include when opening a PMR with IBM Tivoli Support? (Choose two.)

A. product license file

B. system shadow password file

C. relevant product configuration files

D. product entitlement contact number

E. log files from when the issue occurred

Correct Answer: CE

QUESTION 5

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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