



C9560-023^{Q&As}

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QUESTION 1

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 2

When a PMR gets assigned a FITS ID which statement is true?

- A. A Bug ID will be associated with the ticket.
- B. A report of the suspected defect is forwarded to IBM Tivoli development.
- C. The customer should expect daily updates from IBM Tivoli Support regarding the issue.
- D. The associated PMR is closed, and the customer should request updates from their Account Manager.

Correct Answer: D

QUESTION 3

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

QUESTION 4

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 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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