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QUESTION 1

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 2

What are three correct classifications when reporting a problem? (Choose three.)

- A. Software
- B. Hardware
- C. ICN Number
- D. Priority Level
- E. Response Time
- F. Driver and or Configuration

Correct Answer: ABF

QUESTION 3

In which format must service providers log PMRs?

- A. web
- B. verbal
- C. e-mail
- D. in person

Correct Answer: A

QUESTION 4

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

QUESTION 5

Which item can be sent to a Support Provider using e-mail as a temporary solution?

- A. upgrade
- B. source code
- C. new release
- D. hotfix or test fix

Correct Answer: D

QUESTION 6

What is the IBM Tivoli Support response goal for severity 1 PMRs?

- A. within 1 hour
- B. within 2 hours
- C. within 30 minutes
- D. within 90 minutes

Correct Answer: B

QUESTION 7

Based upon user feedback of the IBM Support Assistant tool, what increased resolution time have they observed?

- A. 2%
- B. 5%
- C. 10%



D. 15%

Correct Answer: C

QUESTION 8

Which is a diagnostic tool provided by IBM?

- A. Debugger
- B. Log Analyzer
- C. Beyondcompare
- D. Integrity Analyzer

Correct Answer: B

QUESTION 9

Which two statements are true of Passport Advantage? (Choose two.)

- A. Passport Advantage is only used to download Fix Packs.
- B. The end customers Primary Contact must authorize any self-nomination for access to Passport Advantage.
- C. The end customer is unable to download software until a Business Partner authorizes access to Passport Advantage.
- D. Business Partners automatically receive access to Passport Advantage on behalf of their clients once software is purchased.
- E. Business Partners may request access to Passport Advantage from their end customers, in order to download software on the clients behalf.

Correct Answer: BE

QUESTION 10

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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