

IBM

Exam C2010-024

IBM Tivoli Level 2 Support Tools and Processes

Version: 6.0

[Total Questions: 50]

Question No : 1

Once a Non-OneTeam PMR created using Service Request has been received, which method should be used to contact the customer?

- A. Contact the client using the provided e-mail address in the PMR.
- B. Contact the client using the provided preferred method of contact.
- C. Contact the client using the provided telephone number in the PMR.
- D. Contact the client simply by updating the PMR and setting it for follow-up.

Answer: B

Question No : 2

When a PMR has been misqueued to an incorrect inbound queue, who should be notified and how?

- A. For a OneTeam PMR, send a secondary back to the FE and for a US PMR. open a Software Centre Track record.
- B. For a OneTeam PMR. open a OneTeam Centre Track record and for a US PMR, open a Software Centre Track record.
- C. For a OneTeam PMR, open a Software Centre Track record and for a US PMR, contact the person who opened the PMR.
- D. For a OneTeam PMR. send a secondary back to the FrontEnd (FE) and for a US PMR. call the person who opened the PMR.

Answer: C

Question No : 3

The client whose OneTeam PMR has been worked on by the BackEnd (BE) engineer is satisfied with the resolution given and agrees to close the PMR. ENG=Y is set.

What should happen next?

- A. The BE engineer ensures the final Solution Given (SG) code has been entered, updates the PMR, and closes it.
- B. The BE engineer ensures the final SG code has been entered, updates the PMR, and sets it for follow-up in 28 days.

- C.** The BE ensures the final SG code has been entered, updates the customer, and requeues the PMR to the product queue.
- D.** The BE engineer ensures the final SG code has been entered, updates the PMR and requeues it to the FrontEnd for closure.

Answer: B

Question No : 4

A PMR has been opened. The client prefers contact using e-mail.

Where does the FrontEnd engineer report this information in the PMR?

- A.** in the scratch pad
- B.** in the Keyword 1 field KW1
- C.** in the Keyword 2 field KW2
- D.** in the OneTeam format alter

Answer: B

Question No : 5

Which activity will be performed by the client's Premium Support Analyst?

- A.** Provide guidance on the future directions of IBM Software.
- B.** Provide a single point of contact within the IBM Support organization.
- C.** Manage the client's support relationship with the middleware IBM departments.
- D.** Advise the client on critical fixes and workarounds that apply to their environment.

Answer: A

Question No : 6

A new BackEnd engineer wants to be informed about all news (downloads and documents, flashes, redbooks, recent APARs. Technotes) for a set of products. Where can this information be found?