

IBM

Exam C2010-940

IBM Tivoli Level 1 Support Tools and Processes

Version: 6.0

[Total Questions: 40]

Question No : 1

A customer needs to know when a product will be out of support.

Where can this information be found?

- A. the taxonomy spreadsheet
- B. the IBM Software Support Lifecycle website
- C. the Lotus Notes FrontEnd Support teamroom
- D. the Tivoli Support Platform matrix webpage

Answer: D

Question No : 2

An engineer has found a very good match for a customer's problem, the customer has advised that the workaround provided has alleviated the problem. An APAR has been raised and closed and is included in the next release of the product.

What is your next course of action?

- A. pass the call to next level of support to confirm fix
- B. send customer a closure request and details of APAR
- C. close the call advising of APAR details in next release
- D. send customer APAR details and details of next release

Answer: A

Reference: [http://www-](http://www-01.ibm.com/software/sysmgmt/products/support/Tivoli_Software_Maintenance_and_Release_Strategy.html)

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Question No : 3

When working on aOneTeam PMR, how does a FrontEnd engineer show that they have primary responsibility for the PMR from the beginning to the end?

- A. Taking Ownership and marking this in the Owner field of the PMR.

- B. Taking Ownership and marking this in the Keyword 1 field of the PMR.
- C. Write their name in the PMR text and explain that they are responsible for this PMR.
- D. Enter their name in the Resolver field of the PMR and demonstrate responsibility for resolution.

Answer: D

Question No : 4

What is the OneTeam transfer criteria for PMRs based upon?

- A. sales requirements and metrics
- B. service objectives and GTS targets
- C. customer feedback and PMR volumes
- D. international research and management estimation

Answer: B

Reference:<http://www-03.ibm.com/certify/tests/objC2010-940.shtml>

Question No : 5

Where can IBM Flashes be found for any software product?

- A. inCCWIN
- B. in RETAIN
- C. on the product support page
- D. on the Extreme Leverage webpage

Answer: B

Question No : 6

A customer has requested a full upgrade plan for their entire IBM application portfolio. They are advised that this is beyond the scope of a PMR. How should the FrontEnd engineer proceed?