IBM

Exam C2090-045

IBM Information Management Front End Tools and Processes

Version: 6.0

[Total Questions: 40]

Question No : 1

Which AQS level must be set in order to involve the BackEnd?

A. 1
B. 2
C. 5
D. 6

Answer: D

Question No : 2

What action must always be performed before submitting a new DCF technote?

A. Forward the PMR to the BackEnd.
B. Install the DCF Item Creator application.
C. Ask the customer if they agree to open a technote.
D. Check for duplicate items in CAST or the Technote Database.

Answer: D

Question No : 3

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 : 4

When working on a OneTeam 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 : 5

What is the main purpose of ECuRep?

A. It is the data repository for manuals.
B. It is the repository for product download.
C. It is the repository for all customer PMR data.
D. It is the data repository for product Component IDs.

Answer: C

Question No : 6

What is the purpose of the Owner ID field in a OneTeam PMR?

A. clearly identifies the BackEnd (BE) PMR owner
B. identify APAR number
C. clearly identifies the FrontEnd PMR owner
D. allow BE to find customer contract number

Answer: B

Question No : 7

Which guidelines must be followed when a FrontEnd engineer transfers a PMR to the BackEnd?