

IBM

Exam C9560-023

IBM Tivoli Support Provider Tools and Processes

Version: 5.0

[Total Questions: 54]

Question No : 1

Which is a diagnostic tool provided by IBM?

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

Answer: B

Question No : 2

What is the minimum length of time that technical support will be offered for certain products under the Enhance IBM Support Lifecycle policy?

- A. a minimum of 5 months after the publishing of a notice of support discontinuance End of Support
- B. a minimum of 5 years beginning at the planned availability date of the version/release of the product
- C. a minimum of 3 years beginning at the planned availability date of the version/release of the product
- D. A minimum of 3 years beginning plus an additional 12 months only for customers who are migrating to a supported version of the product

Answer: B

Question No : 3

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

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

Answer: B

Question No : 4

Which two statements define the process to resolve an end users issues which are caused by product defects? (Choose two.)

- A. There is no resolution given to the support provider, because they are not eligible receive defect support.
- B. The end customer is responsible for contacting IBM Development to receive any software fixes needed for their installations.
- C. The Support Provider will review generally available fixes and, if a fix is found, provide it to the customer and confirm resolution, without IBM escalation.
- D. The IBM Tivoli L2 support engineer will work with their developers to determine a fix and will notify the support provider of the fix, and the support provider will provide it to the customer.
- E. As standard practice the IBM Tivoli Level 2 (L2) support engineer will close the PMR once an APAR has been logged, since L2 support does not write any code changes without concurrence from the support provider.

Answer: C,D

Question No : 5

Which two pieces of information must the Level 2 support provider include when opening a PMR with IBM Tivoli Support? (Choose two.)

- A. product license file
- B. system shadow password file
- C. relevant product configuration files
- D. product entitlement contact number
- E. log files from when the issue occurred

Answer: C,E

Question No : 6

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

Answer: D

Question No : 7

Which two security mechanisms are in place to ensure customer protection and safety when using Assist On-Site (AOS)? (Choose two.)

- A. Data communication is encrypted using 128-bit AES encryption.
- B. Access to an AOS session is granted using a random key unique to the session.
- C. AOS protects the customers system by only allowing view access to the system.
- D. AOS is installed on the customer's computer, allowing the customer to monitor attempts to access the system.
- E. Each registered IBM.com user receives an AOS account where they can control access to their systems.

Answer: A,B

Question No : 8

Which method is used to request assistance from IBM Tivoli Support for an end customer with support maintenance?

- A. Support Provider should ask the end customer to call IBM support and create a PMR using the clients IBM Customer Number (ICN).
- B. Support Provider should open a PMR in ESR/SR using the clients ICN.
- C. Support Provider must e-mail IBM support and ask to have a PMR created.
- D. Support Provider should call IBM support and create a PMR using the Support Providers ICN.

Answer: B

Question No : 9

The ESR/SR tool is used to open, update and report on PMRs online. Whose responsibility is it to grant and deny access to the ESR/SR?

- A. Primary Contact
- B. IBM Tivoli Support
- C. Passport Advantage
- D. Site Technical Contact