# C2010-023<sup>Q&As</sup>

IBM Tivoli Support Provider Tools and Processes

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**QUESTION 1**

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 2**

How many PMRs and APARs is a customer allowed to open after the effective date of End of Support for a product?

A. No new APARs or PMRs may be reported.

B. A total of 12 APARs and 12 PMRs, one per month for twelve months.

C. No new APARs or PMRs may be reported 12 months prior to the End of Support date.

D. A total of 12 APARs and 12 PMRs, one per month for twelve months only if they have paid for enhanced support.

Correct Answer: B

**QUESTION 3**

Which statement best describes the Test Fix Maintenance Delivery Vehicle?

A. Test fixes may only be released on one fixed date each quarter.

B. Test fixes include enhancements or new features for the product.

C. Test fixes are announced by IBM and can be downloaded on the IBM website.

D. Test fixes may be file replacements without formal packaging or documentation.

Correct Answer: D

**QUESTION 4**

What is Assist On-Site?

A. An IBM education program used to create and deliver client customized training.

B. An IBM dedicated resource who resides at the client\\'s site to advise on technical issues.

C. An IBM web based technology used to troubleshoot by viewing or controlling a remote system.

D. An IBM team of support engineers that travel to customer locations to resolve critical problems.

Correct Answer: C

**QUESTION 5**

Which two resources are available on the IBM developerWorks website? (Choose two.)

A. Latest test fixes released by development.

B. Software licenses for proof of concept installs.

C. Web-based community forums and Wiki pages.

D. List of new features still under development for each product.

E. Technical tutorials and demos for developers and administrators.

Correct Answer: CE

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