C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

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.

Correct Answer: CD

QUESTION 2

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

A. within 1 hour

B. within 2 hours

C. within 30 minutes

D. within 90 minutes

Correct Answer: B

QUESTION 3

During the Problem Determination analysis, which two types of information are imperative to collect in order to verify the problem? (Choose two.)

A. end users log / error message history

B. verify the program version and operating system

C. end users contact information for troubleshooting

D. end users time and effort spent on resolving issue

E. review of other customers who have experienced similar situations

Correct Answer: AB

QUESTION 4

Which two statements are true regarding Support Provider Level 1 Customer Support? (Choose two.)

A. Level 1 Support is responsible for taking the first support call from a Customer (during normal business hours, Monday - Friday in line with IBMs standard 5x8 support).

B. Level 1 Support is responsible for testing new software versions of IBM products and communicating the release of said software to clients that have purchased it from IBM.

C. Level 1 Support is responsible for incorporating and testing any program fix provided by Level 3 Support (as appropriate), and delivering orcommunicating the problem resolution, bypass, circumvention, or other notice of restriction to the End User.

D. Level 1 Support is responsible logging all calls in an electronic call management system capable of opening an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first Call through to the resolution of the problem.

E. Level 1 Support is responsible for logging all calls in an XML, Excel or Lotus 123 spread sheet so that Level 2 support can open an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first call through to the resolution of the problem.

Correct Answer: CD

QUESTION 5

What are two examples of diagnostic Information? (Choose two.)

A. script

B. dumps

C. traces

D. file name

E. incident history

Correct Answer: BC

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