C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

Based upon user feedback of the IBM Support Assistant tool, what increased resolution time have they observed?

A. 2%

B. 5%

C. 10%

D. 15%

Correct Answer: C

QUESTION 2

What is the name of the technical manuals that provide positioning and guidance, installation and implementation experiences, typical solution scenarios, and step-by-step how-to instructions?

A. Redbook

B. TechNote

C. product white papers

D. Tivoli Reference Guides

Correct Answer: A

QUESTION 3

When searching the knowledge base on the IBM Support website, what is the best search strategy for finding targeted information?

A. Select just one product and only one keyword.

B. Select the product, operating system and a date range.

C. Target a wide set of records, by using just one keyword.

D. Select the product(s) and other specific criteria for which a solution is required.

Correct Answer: D

QUESTION 4

In which format must service providers log PMRs?

A. web

B. verbal

C. e-mail

D. in person

Correct Answer: A

QUESTION 5

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

Correct Answer: B

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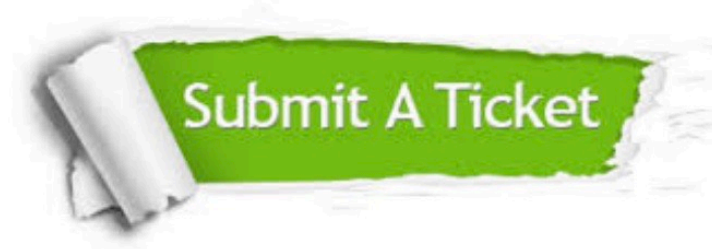
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