



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

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 2

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 3

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

- A. script
- B. dumps
- C. traces
- D. file name
- E. incident history

Correct Answer: BC

QUESTION 4

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 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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