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IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

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.

Correct Answer: AB

QUESTION 2

What team has been created by IBM to manage Client Satisfaction issues, including complaint management, and duty manager requests?

A. Client Support Priority Operations

B. Customer Satisfaction Project Office

C. Customer Support Production and Operations

D. Complaints and Severe Production issues Operations

Correct Answer: B

QUESTION 3

Which Maintenance Delivery Vehicles (MDVs) provides a cumulative, fully supported and formally tested software maintenance package of APAR fixes?

A. FITS

B. Test Fix

C. Fix Pack

D. Limited Availability Interim Fix

Correct Answer: C

QUESTION 4

A Level 1 Support Provider is working on a problem for ACME Corporation in Springfield, North Carolina. The Level 1 Support Provider has instructed the customer to apply a much needed product fix to the already in production system and it has caused some unexpected results to the system. Data is being corrupted by the system. The System Administrator at ACME has halted all use of the system to ensure that data is no longer affected by this problem.

Due to the critical nature of this problem the Level 1 Support Provider has reported this problem as a Severity 1 (highest) to IBM Tivoli Customer Support. The support provider has provided all the logs and information that has been requested by the IBM Tivoli Support Engineer.

Several days have gone by and the Support Provider has not heard back from the engineer working on the PMR. ACME Corporation is now losing an average of $7000.00 USD per day because the maintenance crew has had to revert to a very time consuming paper system to continue their daily operation. The support provider has sent e-mails and tried calling the engineer requesting an update to the PMR but is not getting any response back.

What two options are available to the support provider to receive the help they need to expedite a solution for ACME? (Choose two.)

A. Ask for a Duty Manager by calling IBM Support.

B. Wait another day. Calling will only slow down the resolution process and can distract Level 3 Support from fixing the issue.

C. Ask the IBM Sales representative to consider opening a Complaint or nominate the PMR as a Critical Situation or (Crit Sit).

D. Call IBM and ask for the Severity to be raise to the highest level (0). That will trigger a complaint to be filed with the Customer Support Production and Operations (CSPO) team.

E. Remove the fix was applied to the system to prevent further delays and continue to use it. Once the IBM Support Engineer has replied back with the proper fix then apply it to the system.

Correct Answer: AC

QUESTION 5

If an individual needs to search knowledge for several products in one step, how can this be done?

A. use the product selector dialog to select All

B. perform separate searches for each product

C. enter the keywords in for a search, without selecting a product

D. go to the search dialog for task types and select up to 5 products

Correct Answer: D

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