C9560-023^(Q&As)

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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

In which format must service providers log PMRs?

A. web

B. verbal

C. e-mail

D. in person

Correct Answer: A

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

What three actions does ESR/SR allow a Support Provider to perform? (Choose three.)

A. to view closed PMRs online

B. to transfer ownership to IBM

C. to speak directly with IBM Level 2

D. to view all open PMRs for their End Users

E. to review their end user\\'s entitlement online

F. to describe the end user\\'s software problem and environment in their own words

Correct Answer: ADF

QUESTION 5

Which information does the IBM Information Center provide?

A. How to access and download IBM software.

B. How to change a customer\\'s Primary Contact information.

C. Task oriented How To instructions and reference material.

D. Updated information regarding PMRs you have opened with IBM Tivoli Support.

Correct Answer: C

QUESTION 6

Prior to escalating an issue to IBM Tivoli Support, which action should the Level 2 support provider take?

A. Reboot the production server.

B. Verify Operating System is fully patched.

C. Delete current log file to allow new logs to be created.

D. Use debugging tools to capture detailed problem information.

Correct Answer: D

QUESTION 7

At the end of each knowledge document on the IBM Support website is a survey known as Document Level Feedback. In what way is this used?

A. They define how well the web interface is delivering the right information.

B. Comments are sent to the content creator to improve existing documents.

C. These are summarized for assessing the usability of the product interface.

D. Allows the individual to request additional information from the knowledge author.

Correct Answer: B

QUESTION 8

Which item can be sent to a Support Provider using e-mail as a temporary solution?

A. upgrade

B. source code

C. new release

D. hotfix or test fix

Correct Answer: D

QUESTION 9

What are three correct classifications when reporting a problem? (Choose three.)

A. Software

B. Hardware

C. ICN Number

D. Priority Level

E. Response Time

F. Driver and or Configuration

Correct Answer: ABF

QUESTION 10

Which two statements are true of Interim Fix (IF) Maintenance Delivery Vehicles? (Choose two.)

A. Interim Fixes are formally tested and fully supported by IBM.

B. Interim Fixes are uncertified fixes that may be used for testing only.

C. Interim Fixes are installable packages which include one or more APAR fixes.

D. Interim Fixes are not published on the IBM website and must be requested from support.

E. Interim Fixes do not contain any documentation, Readme files or installation instructions.

Correct Answer: AC

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