Vendor:IBM

Exam Code:C2010-023

Exam Name:IBM Tivoli Support Provider Tools and Processes

Version: Demo

QUESTION 1

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 2

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 3

How many PMRs and APARs is a customer allowed to open after the effective date of End of Support for a product?

A. No new APARs or PMRs may be reported.

B. A total of 12 APARs and 12 PMRs, one per month for twelve months.

C. No new APARs or PMRs may be reported 12 months prior to the End of Support date.

D. A total of 12 APARs and 12 PMRs, one per month for twelve months only if they have paid for enhanced support.

Correct Answer: B

QUESTION 4

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

QUESTION 5

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 6

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 7

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 8

What is the IBM Education Assistant tool?

A. a collection of multimedia educational modules

B. a online chat tool used to assist users with training questions

C. an online tool used to locate available IBM Training courses worldwide

D. a collection of sample tests which assist users in preparing for IBM certifications

Correct Answer: A

QUESTION 9

To access ESR/SR and open a PMR on behalf of an end user, what are two requirements? (Choose two)

A. approval from the End User

B. the customer\\'s Telephone number

C. the customer\\'s contact name and address

D. to be registered with IBM and have a login ID

E. to be setup as an Authorized User or a Site Technical Contact

Correct Answer: DE

QUESTION 10

Which IBM PMR Severity definition could be described as "A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made"?

A. Severity 1

B. Severity 2

C. Severity 3

D. Severity 4

Correct Answer: D

QUESTION 11

Which is a diagnostic tool provided by IBM?

A. Debugger

B. Log Analyzer

C. Beyondcompare

D. Integrity Analyzer

Correct Answer: B

QUESTION 12

What should the Level 2 support provider do upon escalation to IBM Tivoli Support?

A. Ask the customer to contact IBM Tivoli Support directly.

B. Remain the owner of the issue and work with IBM Tivoli Support.

C. Provide all must gather information to IBM Tivoli Support and close their internal ticket.

D. No longer interface with the customer as IBM Tivoli Support is now the primary contact.

Correct Answer: B

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