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QUESTION 1

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 2

What does the acronym ICN stand for?

A. Identity Country Name

B. Internal Contact Name

C. IBM Customer Number

D. Identification Correspondence Number

Correct Answer: C

QUESTION 3

What do Support Technical Exchange (STEs) webcasts provide?

A. only post deployment information

B. hints and tips which are seen in the field

C. fee based education utilizing pre-recorded webcasts

D. pre-recorded webcasts which do not allow for QandA with subject matter experts

Correct Answer: B

QUESTION 4

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

QUESTION 5

When searching knowledge entries on the IBM Support website, what does the Task Based Navigator provide for search isolation?

A. search for only the maintenance download records

B. navigate through product planning records, to find all related install tips

C. search for documents with keywords, service task and operating system

D. it guides through the troubleshooting documents to collect the right diagnostic information

Correct Answer: C

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