# C2010-023<sup>Q&As</sup>

IBM Tivoli Support Provider Tools and Processes

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**QUESTION 1**

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 2**

Which statement best describes the Test Fix Maintenance Delivery Vehicle?

A. Test fixes may only be released on one fixed date each quarter.

B. Test fixes include enhancements or new features for the product.

C. Test fixes are announced by IBM and can be downloaded on the IBM website.

D. Test fixes may be file replacements without formal packaging or documentation.

Correct Answer: D

**QUESTION 3**

The Site Technical Contact (STC) is responsible for support compliance for the end customers site. What are two additional responsibilities of the STC? (Choose two.)

A. Maintains authorizations to support-related web and tool access.

B. Approving nominations for access to ESR/SR on an individual basis.

C. Maintains authorizations to access Tivoli frequently asked questions.

D. Approving IBM Tivoli Support PMRs for escalation to the development team.

E. Approving IBM Tivoli Support engineers access to customer support tickets.

Correct Answer: AB

**QUESTION 4**

When a PMR gets assigned a FITS ID which statement is true?

A. A Bug ID will be associated with the ticket.

B. A report of the suspected defect is forwarded to IBM Tivoli development.

C. The customer should expect daily updates from IBM Tivoli Support regarding the issue.

D. The associated PMR is closed, and the customer should request updates from their Account Manager.

Correct Answer: D

**QUESTION 5**

Which is a way to validate that a customer is eligible for support?

A. Priority Level

B. Analyst\\'s Discretion

C. Support Entitlement

D. Passport Advantage

Correct Answer: C

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