



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

IBM Tivoli Support Provider Tools and Processes

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#### QUESTION 1

What are two responsibilities of the Primary Site Technical Contact? (Choose two.)

- A. Opening all PMRs on behalf of all their Support Analysts.
- B. Downloading software from Passport Advantage for use by the end user.
- C. Assigning up to nine Secondary Site Technical Contact per end user contract.
- D. Uploading all End User Debug files to ESR/SR on behalf of their support analysts.
- E. Accept or deny a request for a Support Provider's engineer to obtain access to an end users account.

Correct Answer: CE

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#### QUESTION 2

In which format must service providers log PMRs?

- A. web
- B. verbal
- C. e-mail
- D. in person

Correct Answer: A

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#### QUESTION 3

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

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#### 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

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#### QUESTION 5

Where can the most thorough searches on support be performed?

- A. anywhere with a search dialog
- B. top header of any IBM.com web page
- C. always from a specific product support page
- D. IBM Software Support Home page IBM.com/software/support

Correct Answer: D

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