



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

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

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

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 Assist On-Site?

- A. An IBM education program used to create and deliver client customized training.
- B. An IBM dedicated resource who resides at the client's site to advise on technical issues.



C. An IBM web based technology used to troubleshoot by viewing or controlling a remote system.

D. An IBM team of support engineers that travel to customer locations to resolve critical problems.

Correct Answer: C

QUESTION 5

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

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