



C2010-023^{Q&As}

IBM Tivoli Support Provider Tools and Processes

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QUESTION 1

What three actions does ESR/SR allow a Support Provider to perform? (Choose three.)

- A. to view closed PMRs online
- B. to transfer ownership to IBM
- C. to speak directly with IBM Level 2
- D. to view all open PMRs for their End Users
- E. to review their end user's entitlement online
- F. to describe the end user's software problem and environment in their own words

Correct Answer: ADF

QUESTION 2

Prior to escalating an issue to IBM Tivoli Support, which action should the Level 2 support provider take?

- A. Reboot the production server.
- B. Verify Operating System is fully patched.
- C. Delete current log file to allow new logs to be created.
- D. Use debugging tools to capture detailed problem information.

Correct Answer: D

QUESTION 3

Which is a diagnostic tool provided by IBM?

- A. Debugger
- B. Log Analyzer
- C. Beyondcompare
- D. Integrity Analyzer

Correct Answer: B

QUESTION 4

IBM customer support provides information and processes designed to help its customers successfully use the IBM



software they acquired by providing which two options to customers? (Choose two.)

- A. fixes to known problems
- B. a global network of support centers with expertise across their broad portfolio
- C. on-site IBM consultants to implement the software they have purchased from IBM
- D. a global network of implementation consultants with expertise across our broad portfolio
- E. a global network of support centers and developers in 247 countries with the sole purpose of fixing known problems the same day they are reported

Correct Answer: AB

QUESTION 5

The ESR/SR tool is used to open, update and report on PMRs online. Whose responsibility is it to grant and deny access to the ESR/SR?

- A. Primary Contact
- B. IBM Tivoli Support
- C. Passport Advantage
- D. Site Technical Contact

Correct Answer: D

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