



# C9560-023<sup>Q&As</sup>

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#### QUESTION 1

Which IBM PMR Severity definition could be described as "A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made"?

- A. Severity 1
- B. Severity 2
- C. Severity 3
- D. Severity 4

Correct Answer: D

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#### QUESTION 2

What is the IBM Tivoli Support response goal for severities 2, 3 and 4 PMRs?

- A. within one business hour
- B. within two business hours
- C. within three business hours
- D. within 30 minutes during business hours

Correct Answer: B

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#### QUESTION 3

What is the IBM Tivoli Support response goal for severity 1 PMRs?

- A. within 1 hour
- B. within 2 hours
- C. within 30 minutes
- D. within 90 minutes

Correct Answer: B

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#### QUESTION 4

Which item can be sent to a Support Provider using e-mail as a temporary solution?

- A. upgrade



- B. source code
- C. new release
- D. hotfix or test fix

Correct Answer: D

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#### 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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