



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

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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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

IBM Software Support Feeds allow one to stay up-to-date with the latest content created for specific IBM Software products. Which two statements are true? (Choose two.)

- A. feeds can include IBM stock prices
- B. feeds can be filtered using keywords
- C. feeds are updated several times a day
- D. feeds are delivered using IBM proprietary standards
- E. feeds may be customized to include PMR information

Correct Answer: BC

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### QUESTION 3

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 4

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

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#### QUESTION 5

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

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