C9560-023^{Q&As}

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

What is a requirement for an end customer when a support provider wishes to escalate an issue to IBM Tivoli Support?

A. The end customer must open a PMR, since only the customer has access to IBM Tivoli Support.

B. The end customer must give IBM Support access to their systems, so IBM can upgrade their software.

C. There is no requirement of the customer, as the support provider will escalate the issue to IBM Tivoli Support.

D. The end customer must install the latest version and patches of the product before IBM Tivoli Support will accept a PMR.

Correct Answer: C

QUESTION 4

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 5

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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