



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

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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#### QUESTION 1

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

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

Correct Answer: B

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#### QUESTION 2

Which statement best describes the Test Fix Maintenance Delivery Vehicle?

- A. Test fixes may only be released on one fixed date each quarter.
- B. Test fixes include enhancements or new features for the product.
- C. Test fixes are announced by IBM and can be downloaded on the IBM website.
- D. Test fixes may be file replacements without formal packaging or documentation.

Correct Answer: D

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#### QUESTION 3

At the end of each knowledge document on the IBM Support website is a survey known as Document Level Feedback. In what way is this used?

- A. They define how well the web interface is delivering the right information.
- B. Comments are sent to the content creator to improve existing documents.
- C. These are summarized for assessing the usability of the product interface.
- D. Allows the individual to request additional information from the knowledge author.

Correct Answer: B

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#### QUESTION 4

What should the Level 2 support provider do upon escalation to IBM Tivoli Support?

- A. Ask the customer to contact IBM Tivoli Support directly.



- B. Remain the owner of the issue and work with IBM Tivoli Support.
- C. Provide all must gather information to IBM Tivoli Support and close their internal ticket.
- D. No longer interface with the customer as IBM Tivoli Support is now the primary contact.

Correct Answer: B

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#### QUESTION 5

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

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