



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

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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#### QUESTION 1

If an individual needs to search knowledge for several products in one step, how can this be done?

- A. use the product selector dialog to select All
- B. perform separate searches for each product
- C. enter the keywords in for a search, without selecting a product
- D. go to the search dialog for task types and select up to 5 products

Correct Answer: D

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#### QUESTION 2

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 3

Which two resources are available on the IBM developerWorks website? (Choose two.)

- A. Latest test fixes released by development.
- B. Software licenses for proof of concept installs.
- C. Web-based community forums and Wiki pages.
- D. List of new features still under development for each product.
- E. Technical tutorials and demos for developers and administrators.

Correct Answer: CE

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#### QUESTION 4

Which two statements are true of Interim Fix (IF) Maintenance Delivery Vehicles? (Choose two.)

- A. Interim Fixes are formally tested and fully supported by IBM.



- B. Interim Fixes are uncertified fixes that may be used for testing only.
- C. Interim Fixes are installable packages which include one or more APAR fixes.
- D. Interim Fixes are not published on the IBM website and must be requested from support.
- E. Interim Fixes do not contain any documentation, Readme files or installation instructions.

Correct Answer: AC

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#### QUESTION 5

Which two statements define the process to resolve an end users issues which are caused by product defects? (Choose two.)

- A. There is no resolution given to the support provider, because they are not eligible receive defect support.
- B. The end customer is responsible for contacting IBM Development to receive any software fixes needed for their installations.
- C. The Support Provider will review generally available fixes and, if a fix is found, provide it to the customer and confirm resolution, without IBM escalation.
- D. The IBM Tivoli L2 support engineer will work with their developers to determine a fix and will notify the support provider of the fix, and the support provider will provide it to the customer.
- E. As standard practice the IBM Tivoli Level 2 (L2) support engineer will close the PMR once an APAR has been logged, since L2 support does not write any code changes without concurrence from the support provider.

Correct Answer: CD

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