



C9560-023^{Q&As}

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

IBM customer support provides information and processes designed to help its customers successfully use the IBM software they acquired by providing which two options to customers? (Choose two.)

- A. fixes to known problems
- B. a global network of support centers with expertise across their broad portfolio
- C. on-site IBM consultants to implement the software they have purchased from IBM
- D. a global network of implementation consultants with expertise across our broad portfolio
- E. a global network of support centers and developers in 247 countries with the sole purpose of fixing known problems the same day they are reported

Correct Answer: AB

QUESTION 4

A support provider opens a PMR for a customer. Who is the owner of the issue?



- A. customer
- B. support provider
- C. account manager
- D. IBM Tivoli Support

Correct Answer: D

QUESTION 5

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

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