



C9560-023^{Q&As}

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QUESTION 1

Which two statements are true of Passport Advantage? (Choose two.)

- A. Passport Advantage is only used to download Fix Packs.
- B. The end customers Primary Contact must authorize any self-nomination for access to Passport Advantage.
- C. The end customer is unable to download software until a Business Partner authorizes access to Passport Advantage.
- D. Business Partners automatically receive access to Passport Advantage on behalf of their clients once software is purchased.
- E. Business Partners may request access to Passport Advantage from their end customers, in order to download software on the clients behalf.

Correct Answer: BE

QUESTION 2

A Level 1 Support Provider is working on a problem for ACME Corporation in Springfield, North Carolina. The Level 1 Support Provider has instructed the customer to apply a much needed product fix to the already in production system and it has caused some unexpected results to the system. Data is being corrupted by the system. The System Administrator at ACME has halted all use of the system to ensure that data is no longer affected by this problem.

Due to the critical nature of this problem the Level 1 Support Provider has reported this problem as a Severity 1 (highest) to IBM Tivoli Customer Support. The support provider has provided all the logs and information that has been requested by the IBM Tivoli Support Engineer.

Several days have gone by and the Support Provider has not heard back from the engineer working on the PMR. ACME Corporation is now losing an average of \$7000.00 USD per day because the maintenance crew has had to revert to a very time consuming paper system to continue their daily operation. The support provider has sent e-mails and tried calling the engineer requesting an update to the PMR but is not getting any response back.

What two options are available to the support provider to receive the help they need to expedite a solution for ACME? (Choose two.)

- A. Ask for a Duty Manager by calling IBM Support.
- B. Wait another day. Calling will only slow down the resolution process and can distract Level 3 Support from fixing the issue.
- C. Ask the IBM Sales representative to consider opening a Complaint or nominate the PMR as a Critical Situation or (Crit Sit).
- D. Call IBM and ask for the Severity to be raise to the highest level (0). That will trigger a complaint to be filed with the Customer Support Production and Operations (CSPO) team.
- E. Remove the fix was applied to the system to prevent further delays and continue to use it. Once the IBM Support Engineer has replied back with the proper fix then apply it to the system.

Correct Answer: AC



QUESTION 3

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

QUESTION 4

Which two statements are true pertaining End of Support? (Choose two.)

- A. There are no follow-on products with the same product identifier.
- B. This is the date at which IBM will no longer provide Technical (defect or non-defect) Support.
- C. This is the date at which IBM will no longer provide product fixes but will provide phone support only.
- D. This is the date at which IBM will no longer provide Level 3 support, but will provide Level 1 and 2 support.
- E. Follow-on products with the X.X.X.X.ext product identifier will receive product support after they have purchased it using their IBM representative.

Correct Answer: AB

QUESTION 5

Based upon user feedback of the IBM Support Assistant tool, what increased resolution time have they observed?

- A. 2%
- B. 5%
- C. 10%
- D. 15%

Correct Answer: C