

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

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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**QUESTION 1**

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

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**QUESTION 2**

Which Maintenance Delivery Vehicles (MDVs) provides a cumulative, fully supported and formally tested software maintenance package of APAR fixes?

- A. FITS
- B. Test Fix
- C. Fix Pack
- D. Limited Availability Interim Fix

Correct Answer: C

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**QUESTION 3**

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

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

Correct Answer: B

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**QUESTION 4**

To access ESR/SR and open a PMR on behalf of an end user, what are two requirements? (Choose two)

- A. approval from the End User

- B. the customer's Telephone number
- C. the customer's contact name and address
- D. to be registered with IBM and have a login ID
- E. to be setup as an Authorized User or a Site Technical Contact

Correct Answer: DE

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**QUESTION 5**

In which format must service providers log PMRs?

- A. web
- B. verbal
- C. e-mail
- D. in person

Correct Answer: A

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