

C9560-023^{Q&As}

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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QUESTION 1

IBM Software Support Feeds allow one to stay up-to-date with the latest content created for specific IBM Software products. Which two statements are true? (Choose two.)

- A. feeds can include IBM stock prices
- B. feeds can be filtered using keywords
- C. feeds are updated several times a day
- D. feeds are delivered using IBM proprietary standards
- E. feeds may be customized to include PMR information

Correct Answer: BC

QUESTION 2

Which IBM website provides community-based resources, such as forums, blogs and wikis concerning IBM products?

- A. developerWorks
- B. Information Center
- C. Passport Advantage
- D. Electronic Service Request

Correct Answer: A

QUESTION 3

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 4

When searching the knowledge base on the IBM Support website, what is the best search strategy for finding targeted information?

- A. Select just one product and only one keyword.
- B. Select the product, operating system and a date range.
- C. Target a wide set of records, by using just one keyword.
- D. Select the product(s) and other specific criteria for which a solution is required.

Correct Answer: D

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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