

C9560-023^{Q&As}

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QUESTION 1

Which two statements are true regarding Support Provider Level 1 Customer Support? (Choose two.)

- A. Level 1 Support is responsible for taking the first support call from a Customer (during normal business hours, Monday - Friday in line with IBMs standard 5x8 support).
- B. Level 1 Support is responsible for testing new software versions of IBM products and communicating the release of said software to clients that have purchased it from IBM.
- C. Level 1 Support is responsible for incorporating and testing any program fix provided by Level 3 Support (as appropriate), and delivering or communicating the problem resolution, bypass, circumvention, or other notice of restriction to the End User.
- D. Level 1 Support is responsible logging all calls in an electronic call management system capable of opening an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first Call through to the resolution of the problem.
- E. Level 1 Support is responsible for logging all calls in an XML, Excel or Lotus 123 spread sheet so that Level 2 support can open an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first call through to the resolution of the problem.

Correct Answer: CD

QUESTION 2

Which item can be sent to a Support Provider using e-mail as a temporary solution?

- A. upgrade
- B. source code
- C. new release
- D. hotfix or test fix

Correct Answer: D

QUESTION 3

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

QUESTION 4

What are two responsibilities of the Primary Site Technical Contact? (Choose two.)

- A. Opening all PMRs on behalf of all their Support Analysts.
- B. Downloading software from Passport Advantage for use by the end user.
- C. Assigning up to nine Secondary Site Technical Contact per end user contract.
- D. Uploading all End User Debug files to ESR/SR on behalf of their support analysts.
- E. Accept or deny a request for a Support Provider's engineer to obtain access to an end users account.

Correct Answer: CE

QUESTION 5

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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