

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

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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**QUESTION 1**

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

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**QUESTION 2**

Which three upload protocols are supported by the ECuRep Tool? (Choose three.)

- A. SCP
- B. TCP
- C. e-mail
- D. UUCP
- E. HTTP and HTTPS
- F. FTP and Secure FTP

Correct Answer: CEF

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**QUESTION 3**

If an individual needs to search knowledge for several products in one step, how can this be done?

- A. use the product selector dialog to select All
- B. perform separate searches for each product
- C. enter the keywords in for a search, without selecting a product
- D. go to the search dialog for task types and select up to 5 products

Correct Answer: D

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**QUESTION 4**

Which is a way to validate that a customer is eligible for support?

- A. Priority Level
- B. Analyst's Discretion
- C. Support Entitlement
- D. Passport Advantage

Correct Answer: C

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**QUESTION 5**

Which two resources are available on the IBM developerWorks website? (Choose two.)

- A. Latest test fixes released by development.
- B. Software licenses for proof of concept installs.
- C. Web-based community forums and Wiki pages.
- D. List of new features still under development for each product.
- E. Technical tutorials and demos for developers and administrators.

Correct Answer: CE

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