

C9560-023^{Q&As}

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QUESTION 1

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

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

Which method is used to request assistance from IBM Tivoli Support for an end customer with support maintenance?

- A. Support Provider should ask the end customer to call IBM support and create a PMR using the clients IBM Customer Number (ICN).
- B. Support Provider should open a PMR in ESR/SR using the clients ICN.
- C. Support Provider must e-mail IBM support and ask to have a PMR created.
- D. Support Provider should call IBM support and create a PMR using the Support Providers ICN.

Correct Answer: B

QUESTION 4

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

QUESTION 5

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

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