

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

IBM Cloud & Smarter Infrastructure Support Provider Tools and Processes

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**QUESTION 1**

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 2**

What are three correct classifications when reporting a problem? (Choose three.)

- A. Software
- B. Hardware
- C. ICN Number
- D. Priority Level
- E. Response Time
- F. Driver and or Configuration

Correct Answer: ABF

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**QUESTION 3**

To which tier of support does IBM route PMRs submitted by Support Providers?

- A. Support Providers PMRs receive no special routing.
- B. Support Providers PMRs are routed directly to Tivoli Level 2 to perform problem determination and recreate if necessary.
- C. Support Providers PMRs are routed directly to Tivoli Level 1 to verify software version information and logs have been provided.
- D. Support Providers PMRs are routed directly to Tivoli Level 3 (development) because only defects may be submitted by support providers.

Correct Answer: B

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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 is a diagnostic tool provided by IBM?

- A. Debugger
- B. Log Analyzer
- C. Beyondcompare
- D. Integrity Analyzer

Correct Answer: B

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**QUESTION 6**

During the Problem Determination analysis, which two types of information are imperative to collect in order to verify the problem? (Choose two.)

- A. end users log / error message history
- B. verify the program version and operating system
- C. end users contact information for troubleshooting
- D. end users time and effort spent on resolving issue
- E. review of other customers who have experienced similar situations

Correct Answer: AB

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**QUESTION 7**

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 8**

Which two pieces of information must the Level 2 support provider include when opening a PMR with IBM Tivoli Support? (Choose two.)

- A. product license file
- B. system shadow password file
- C. relevant product configuration files
- D. product entitlement contact number
- E. log files from when the issue occurred

Correct Answer: CE

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**QUESTION 9**

What should the Level 2 support provider do upon escalation to IBM Tivoli Support?

- A. Ask the customer to contact IBM Tivoli Support directly.
- B. Remain the owner of the issue and work with IBM Tivoli Support.
- C. Provide all must gather information to IBM Tivoli Support and close their internal ticket.
- D. No longer interface with the customer as IBM Tivoli Support is now the primary contact.

Correct Answer: B

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**QUESTION 10**

Based upon user feedback of the IBM Support Assistant tool, what increased resolution time have they observed?

- A. 2%
- B. 5%
- C. 10%
- D. 15%

Correct Answer: C

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