CERTKILLERS

IBM

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Assessment: IBM Tivoli Support Provider Tools and Processes

A. The end customer must open a PMR, since only the customer has access to IBM Tivoli Support.
B. The end customer must give IBM Support access to their systems, so IBM can upgrade their software.
C. There is no requirement of the customer, as the support provider will escalate the issue to IBM Tivoli Support.
D. The end customer must install the latest version and patches of the product before IBM Tivoli Support will accept a PMR.

Answer: C

QUESTION: 46
What is the IBM Tivoli Support response goal for severities 2, 3 and 4 PMRs?

A. within one business hour
B. within two business hours
C. within three business hours
D. within 30 minutes during business hours

Answer: B

QUESTION: 47
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.

Answer: B

QUESTION: 48
What team has been created by IBM to manage Client Satisfaction issues, including

complaint management, and duty manager requests?

A. Client Support Priority Operations
B. Customer Satisfaction Project Office
C. Customer Support Production and Operations
D. Complaints and Severe Production issues Operations

Answer: B

QUESTION: 49
In which format must service providers log PMRs?

A. web
B. verbal
C. e-mail
D. in person

Answer: A

QUESTION: 50
What are two examples of diagnostic Information? (Choose two.)

A. script
B. dumps
C. traces
D. file name
E. incident history

Answer: B, C

QUESTION: 51
The Site Technical Contact (STC) is responsible for support compliance for theend customers site. What are two additional responsibilities of the STC? (Choose two.)

A. Maintains authorizations to support-related web and tool access.
B. Approving nominations for access to ESR/SR on an individual basis.

C. Maintains authorizations toaccess Tivoli frequently asked questions.
D. Approving IBM Tivoli Support PMRs for escalation to the development team.
E. Approving IBM Tivoli Support engineers access to customer support tickets.

Answer: A, B

QUESTION: 52
The ESR/SR tool is used to open, update and report on PMRs online. Whose responsibility is it to grant and deny access to the ESR/SR?

A. Primary Contact
B. IBM Tivoli Support
C. Passport Advantage
D. Site Technical Contact

Answer: D

QUESTION: 53
Which information does the IBM Information Center provide?

A. How to access and download IBM software.
B. How to change a customer's Primary Contact information.
C. Task oriented How To instructions and reference material.
D. Updated information regarding PMRs you have opened with IBM TivoliSupport.

Answer: C

Pass your exam at First Attempt....Guaranteed!