



**IBM**

**C2010-023**

*IBM Tivoli Support Provider Tools and Processes*

E. Business Partners may request access to Passport Advantage from their end customers, in order to download software on the clients behalf.

**Answer:** B, E

**QUESTION:** 49

Which two statements are true pertaining End of Support? (Choose two.)

- A. There are no follow-on products with the same product identifier.
- B. This is the date at which IBM will no longer provide Technical (defect or non-defect) Support.
- C. This is the date at which IBM will no longer provide product fixes but will provide phone support only.
- D. This is the date at which IBM will no longer provide Level 3 support, but will provide Level 1 and 2 support.
- E. Follow-on products with the X.X.X.X.ext product identifier will receive product support after they have purchased it using their IBM representative.

**Answer:** A, B

**QUESTION:** 50

What is the minimum length of time that technical support will be offered for certain products under the standard IBM Support Lifecycle?

- A. a minimum of 5 months after the publishing of a notice of support discontinuance (End of Support)
- B. a minimum of 5 years beginning at the planned availability date of the version/release of the product
- C. a minimum of 3 years beginning at the planned availability date of the version/release of the product
- D. a minimum of 3 years beginning plus an additional 12 months only for customers who are migrating to a supported version of the product

**Answer:** C

**QUESTION:** 51

What is the IBM Tivoli Support response goal for severity 1 PMRs outside business hours?

- A. within 1 hour
- B. within 2 hours
- C. within 30 minutes
- D. within 90 minutes

**Answer: B**

**QUESTION: 52**

What is a requirement for an end customer when a support provider wishes to escalate an issue to IBM Tivoli Support?

- 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: 53**

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: 54**

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: 55**

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: 56**

In which format must service providers log PMRs?

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

**Answer: A**

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