

# IBM

# C9560-940 Exam

### **IBM Tivoli Level 1 Support Tools and Processes**

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# Version: 7.0

#### Question: 1

How can a CRF be changed when incorrect/missing information is found?

- A. Everyone can change a CRF using CCWIN.
- B. Everyone can change a CRF using RETAIN.
- C. Contact the Duty Manager to change the CRF.
- D. Contact the CRF owner and have them change the CRF.

Answer: B

#### Question: 2

What is one source of information that a FrontEnd engineer should use to resolve a PMR?

A. PD Tools home pageB.product support pageC.IMT Intranet home pageD.Extreme Leverage webpage

Answer: B

#### **Question: 3**

Which User ID is required to access CCWIN?

A. RETAIN User ID B.Windows Log-in ID C.Lotus Notes User ID D.IBM Intranet User ID

Answer: A

Explanation: Reference: http://www-03.ibm.com/certify/tests/objC2010-024.shtml

#### **Question: 4**

When does a PMR need to be re-entitled?

A. When the product compid is changed.

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- B. When the customer cannot speak English.
- C. When customer's telephone number is changed.
- D. When you find an APAR for the customer's problem.

Answer: A

Explanation: Reference: http://www-03.ibm.com/certify/tests/objC2010-024.shtml

#### Question: 5

What is the total time aOneTeam Severity 1 PMR should be worked before passing to the BackEnd?

- A. 1 hour
- B. 4 hours
- C. 3 business days
- D. 5 business days

Answer: B

Explanation: Reference: http://www-03.ibm.com/certify/tests/objC2010-940.shtml

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