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Vendor:IBM

Exam Code:C9560-023

Exam Name:IBM Cloud & Smarter Infrastructure
Support Provider Tools and Processes

Version:Demo

QUESTION 1

Which two statements are true regarding Support Provider Level 1 Customer Support? (Choose two.)

- A. Level 1 Support is responsible for taking the first support call from a Customer (during normal business hours, Monday - Friday in line with IBMs standard 5x8 support).
- B. Level 1 Support is responsible for testing new software versions of IBM products and communicating the release of said software to clients that have purchased it from IBM.
- C. Level 1 Support is responsible for incorporating and testing any program fix provided by Level 3 Support (as appropriate), and delivering or communicating the problem resolution, bypass, circumvention, or other notice of restriction to the End User.
- D. Level 1 Support is responsible logging all calls in an electronic call management system capable of opening an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first Call through to the resolution of the problem.
- E. Level 1 Support is responsible for logging all calls in an XML, Excel or Lotus 123 spread sheet so that Level 2 support can open an internal PMR or other form of trouble ticket that captures and can report in electronic format historic information relating to a problem, from the first call through to the resolution of the problem.

Correct Answer: CD

QUESTION 2

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

- 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

Correct Answer: B

QUESTION 3

What are two responsibilities of the Primary Site Technical Contact? (Choose two.)

- A. Opening all PMRs on behalf of all their Support Analysts.
- B. Downloading software from Passport Advantage for use by the end user.
- C. Assigning up to nine Secondary Site Technical Contact per end user contract.
- D. Uploading all End User Debug files to ESR/SR on behalf of their support analysts.

E. Accept or deny a request for a Support Provider's engineer to obtain access to an end users account.

Correct Answer: CE

QUESTION 4

What do Support Technical Exchange (STEs) webcasts provide?

- A. only post deployment information
- B. hints and tips which are seen in the field
- C. fee based education utilizing pre-recorded webcasts
- D. pre-recorded webcasts which do not allow for QandA with subject matter experts

Correct Answer: B

QUESTION 5

Which is a diagnostic tool provided by IBM?

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

Correct Answer: B

QUESTION 6

If an individual needs to search knowledge for several products in one step, how can this be done?

- A. use the product selector dialog to select All
- B. perform separate searches for each product
- C. enter the keywords in for a search, without selecting a product
- D. go to the search dialog for task types and select up to 5 products

Correct Answer: D

QUESTION 7

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 8

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 9

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

Correct Answer: B

QUESTION 10

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

Correct Answer: B

QUESTION 11

Prior to escalating an issue to IBM Tivoli Support, which action should the Level 2 support provider take?

- A. Reboot the production server.
- B. Verify Operating System is fully patched.
- C. Delete current log file to allow new logs to be created.
- D. Use debugging tools to capture detailed problem information.

Correct Answer: D

QUESTION 12

When searching the knowledge base on the IBM Support website, what is the best search strategy for finding targeted information?

- A. Select just one product and only one keyword.
- B. Select the product, operating system and a date range.
- C. Target a wide set of records, by using just one keyword.
- D. Select the product(s) and other specific criteria for which a solution is required.

Correct Answer: D

