

# QUESTIONS & ANSWERS

Kill your exam at first Attempt



**IBM**

# C9560-023

*IBM Cloud & Smarter Infrastructure Support Provider  
Tools and Processes*

**QUESTION: 48**

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.

**Answer:** A, C

**QUESTION: 49**

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

**Answer:** A, B

**QUESTION:** 50

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

**Answer:** A, B, F

**QUESTION:** 51

The Site Technical Contact (STC) is responsible for support compliance for the end 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 to access 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

At the end of each knowledge document on the IBM Support website is a survey known as Document Level Feedback. In what way is this used?

- A. They define how well the web interface is delivering the right information.
- B. Comments are sent to the content creator to improve existing documents.
- C. These are summarized for assessing the usability of the product interface.
- D. Allows the individual to request additional information from the knowledge author.

**Answer:** B

**QUESTION:** 53

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

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

**Answer:** B

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