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Exam : **A2010-023**

Title : Assessment: IBM Tivoli Support Provider Tools and Processes

Version : Demo

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.

Answer:C D

2.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.

Answer:C E

3.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.

Answer:D

4.Where can the most thorough searches on support be performed?

A.anywhere with a search dialog

B.top header of any IBM.com web page

C.always from a specific product support page

D.IBM Software Support Home page IBM.com/software/support

Answer:D

5.Which two resources are available on the IBM developerWorks website? (Choose two.)

A.Latest test fixes released by development.

B.Software licenses for proof of concept installs.

C.Web-based community forums and Wiki pages.

D.List of new features still under development for each product.

E.Technical tutorials and demos for developers and administrators.

Answer:C E