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Exam : **C2010-024**

Title : IBM Tivoli Level 2 Support
Tools and Processes

Version : DEMO

- 1.What is the purpose of IBM Redbooks?
- A. provide specific information about products
 - B. provide guidance on how to manage PMRs
 - C. provide guidance on how to search in CCWin
 - D. provide how-to guidelines on RETAIN activity

Answer: A

2.The client whose OneTeam PMR has been worked on by the BackEnd (BE) engineer is satisfied with the resolution given and agrees to close the PMR.ENG=Y is set.

What should happen next?

- A. The BE engineer ensures the final Solution Given (SG) code has been entered, updates the PMR, and closes it.
- B. The BE engineer ensures the final SG code has been entered, updates the PMR, and sets it for follow-up in 28 days.
- C. The BE ensures the final SG code has been entered, updates the customer, and requeues the PMR to the product queue.
- D. The BE engineer ensures the final SG code has been entered, updates the PMR and requeues it to the FrontEnd for closure.

Answer: B

3.An APAR which an engineer has created for a PMR has been closed by Level 3 (L3). Which three steps should the engineer check before contacting the client?

- A. that the status of the APAR is set to closed
- B. that an appropriate closing code has been given
- C. that sufficient resolution information has been provided
- D. that a download DCF has been created by L3 if an interim fix or fix pack is involved
- E. that the resolution provides a fix at the product level the client reported the problem at
- F. that L3 has created an appropriate DCF if the resolution is stated as working as designed

Answer: C,E,F

4.How can a customer access the Assist on Site tool?

- A. A support engineer will supply the customer with software to upload in their environment.
- B. A support engineer will connect automatically to the customer's system using special software.
- C. Once the customer connects to the service, a support engineer will supply them with the software package for remote assistance.
- D. The customer accesses a secure website, supplied by the support engineer, where they are prompted to download a small, self-installing plug-in.

Answer: D

5.When working on a non-OneTeam PMR, which two fields must a BackEnd engineer complete when taking responsibility of a PMR?

- A. Owner field
- B. Resolver field
- C. Keyword 1 field

D. Keyword 2 field a

E. Keyword 3 field

Answer: A,B