C2010-024

IBM Tivoli Level 2 Support Tools and Processes

DEMO

QUESTION NO: 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
Explanation:

QUESTION NO: 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
Explanation:

QUESTION NO: 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

Explanation:

QUESTION NO: 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

Reference:http://www-304.ibm.com/support/assistonsite/

QUESTION NO: 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

Explanation:

QUESTION NO: 6

Which actions can customers perform using the Service Request tool?

A. open and close their PMRs
B. open and escalate their PMRs
C. open, requeue, and close their PMRs
D. open, update, or search for their PMRs

Answer: D
Explanation:

QUESTION NO: 7

An engineer needs to know if a Component ID belongs to their product set. Where can this information be found?

A. on Xtreme Leverage
B. on the Product Support Lifecycle website
C. in the CompID library on the IBM Support website
D. in the CompID search tool or on the taxonomy spreadsheet

Answer: C
Explanation:

QUESTION NO: 8

Which step is required when closing a Non-OneTeam PMR?

A. Submit a Knowledge Item.
B. Change the Component ID.
C. Fill out the final PMR update.
D. Perform final entitlement procedures.

Answer: C
Explanation:

QUESTION NO: 9

What are the three required keywords to be entered into a PMR during a Final PMR update by a BackEnd engineer?