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C2090-045

IBM Information Management Front End
Support Tools and Processes

DEMO

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QUESTION NO: 1

Which AQS level must be set in order to involve the BackEnd?

- A. 1
- B. 2
- C. 5
- D. 6

Answer: D

Explanation:

QUESTION NO: 2

What action must always be performed before submitting a new DCF technote?

- A. Forward the PMR to the BackEnd.
- B. Install the DCF Item Creator application.
- C. Ask the customer if they agree to open a technote.
- D. Check for duplicate items in CAST or the Technote Database.

Answer: D

Explanation:

QUESTION NO: 3

What is the OneTeam transfer criteria for PMRs based upon?

- A. sales requirements and metrics
- B. service objectives and GTS targets
- C. customer feedback and PMR volumes
- D. international research and management estimation

Answer: B

Reference:<http://www-03.ibm.com/certify/tests/objC2010-940.shtml>

QUESTION NO: 4

When working on a OneTeam PMR, how does a FrontEnd engineer show that they have primary responsibility for the PMR from the beginning to the end?

- A. Taking Ownership and marking this in the Owner field of the PMR.
- B. Taking Ownership and marking this in the Keyword 1 field of the PMR.
- C. Write their name in the PMR text and explain that they are responsible for this PMR.
- D. Enter their name in the Resolver field of the PMR and demonstrate responsibility for resolution.

Answer: D

Explanation:

QUESTION NO: 5

What is the main purpose of ECuRep?

- A. It is the data repository for manuals.
- B. It is the repository for product download.
- C. It is the repository for all customer PMR data.
- D. It is the data repository for product Component IDs.

Answer: C

Explanation:

QUESTION NO: 6

What is the purpose of the Owner ID field in a OneTeam PMR?

- A. clearly identifies the BackEnd (BE) PMR owner
- B. identify APAR number
- C. clearly identifies the FrontEnd PMR owner
- D. allow BE to find customer contract number

Answer: B

Explanation:

QUESTION NO: 7

Which guidelines must be followed when a FrontEnd engineer transfers a PMR to the BackEnd?

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- A. FastPath guidelines
 - B. OneTeam guidelines
 - C. guidelines on Product Support page
 - D. guidelines onw3.ibm.com/oneteam

Answer: A

Explanation:

QUESTION NO: 8

What is one source of information that a FrontEnd engineer should use to resolve a PMR?

- A. PD Tools home page
- B. product support page
- C. IMT Intranet home page
- D. Extreme Leverage webpage

Answer: B

Explanation:

QUESTION NO: 9

A customer needs to know when a product will be out of support.

Where can this information be found?

- A. the taxonomy spreadsheet
- B. the IBM Software Support Lifecycle website
- C. the Lotus Notes FrontEnd Support teamroom
- D. the Tivoli Support Platform matrix webpage

Answer: B

Explanation:

QUESTION NO: 10

What is a difference in the handling of FastPath PMRs in comparison to other OneTeam PMRs?