

000-023

IBM

Tivoli Support Provider Tools and Processes

Visit: <http://www.pass4sureofficial.com/exams.asp?examcode=000-023>

Pass4sureofficial.com is a reputable IT certification examination guide, study guides and audio exam provider, we not only ensure that you pass your 000-023 exam in first attempt, but also you can get a high score to acquire IBM certification.

If you use pass4sureofficial 000-023 Certification questions and answers, you will experience actual 000-023 exam questions/answers. We know exactly what is needed and have all the exam preparation material required to pass the exam. Our IBM exam prep covers over 95% of the questions and answers that may be appeared in your 000-023 exam. Every point from pass4sure 000-023 PDF, 000-023 review will help you take IBM 000-023 exam much easier and become IBM certified. All the Questions/Answers are taken from real exams.

Here's what you can expect from the Pass4sureOfficial IBM 000-023 course:

- * Up-to-Date IBM 000-023 questions taken from the real exam.
- * 100% correct IBM 000-023 answers you simply can't find in other 000-023 courses.
- * All of our tests are easy to download. Your file will be saved as a 000-023 PDF.
- * IBM 000-023 brain dump free content featuring the real 000-023 test questions.

IBM 000-023 certification exam is of core importance both in your Professional life and IBM certification path. With IBM certification you can get a good job easily in the market and get on your path for success. Professionals who passed IBM 000-023 exam training are an absolute favorite in the industry. You will pass IBM 000-023 certification test and career opportunities will be open for you.



Question: 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

Question: 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

Question: 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

Question: 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

Question: 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

Question: 6

supported and formally tested software maintenance package of APAR fixes?

- A. FITS
- B. Test Fix
- C. Fix Pack
- D. Limited Availability Interim Fix

Answer: C

Question: 7

IBM Software Support Feeds allow one to stay up-to-date with the latest content created for specific IBM Software products. Which two statements are true? (Choose two.)

- A. feeds can include IBM stock prices
- B. feeds can be filtered using keywords
- C. feeds are updated several times a day
- D. feeds are delivered using IBM proprietary standards
- E. feeds may be customized to include PMR information

Answer: B, C

Question: 8

What is Assist On-Site?

- A. An IBM education program used to create and deliver client customized training.
- B. An IBM dedicated resource who resides at the client's site to advise on technical issues.
- C. An IBM web based technology used to troubleshoot by viewing or controlling a remote system.
- D. An IBM team of support engineers that travel to customer locations to resolve critical problems.

Answer: C

Question: 9

To access ESR/SR and open a PMR on behalf of an end user, what are two requirements? (Choose two)

- A. approval from the End User
- B. the customer's Telephone number
- C. the customer's contact name and address
- D. to be registered with IBM and have a login ID
- E. to be setup as an Authorized User or a Site Technical Contact

Answer: D, E

Pass4SureOfficial.com Lifetime Membership Features;

- Pass4SureOfficial Lifetime Membership Package includes over **2500** Exams.
- **All** exams Questions and Answers are included in package.
- **All** Audio Guides are included **free** in package.
- **All** Study Guides are included **free** in package.
- **Lifetime** login access.
- Unlimited download, no account expiry, no hidden charges, just one time \$99 payment.
- **Free updates** for Lifetime.
- **Free Download Access** to All new exams added in future.
- Accurate answers with explanations (If applicable).
- Verified answers researched by industry experts.
- Study Material **updated** on regular basis.
- Questions, Answers and Study Guides are downloadable in **PDF** format.
- Audio Exams are downloadable in **MP3** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success **Guarantee**.
- **Fast**, helpful support 24x7.

View list of All exams (Q&A) downloads

<http://www.pass4sureofficial.com/allexams.asp>

View list of All Study Guides (SG) downloads

<http://www.pass4sureofficial.com/study-guides.asp>

View list of All Audio Exams (AE) downloads

<http://www.pass4sureofficial.com/audio-exams.asp>

Download All Exams Samples

<http://www.pass4sureofficial.com/samples.asp>

To purchase \$99 Lifetime Full Access Membership click here

<http://www.pass4sureofficial.com/purchase.asp>

3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	SNIA	

