

Exam Number/Code:C2010-024

Exam Name: IBM Tivoli Level 2Support
Tools and Processes

Version: 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

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

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

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/assistsite/>

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

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

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

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

QUESTION NO: 9

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

- A. Problem:
- B. Overview:
- C. Action Plan:
- D. Resolution:
- E. Action Taken:
- F. Customer Rep:

Answer: A,C,E

QUESTION NO: 10

A OneTeam PMR is requeued by the FrontEnd (FE) to the BackEnd (BE) and dispatched by a BE engineer. The Next Queue field is populated with a FE queue.

What does the BE engineer do?

- A. leaves the Next Queue field value as it is
- B. changes the Next Queue field value to the BE Entry queue
- C. changes the Next Queue field value to the BE Work queue
- D. changes the Next Queue field value to the FE Work queue

Answer: D

Reference:<http://www-03.ibm.com/certify/tests/objC2010-024.shtml>

QUESTION NO: 11

A new problem is identified by the client while their OneTeam PMR is being worked. Which action should the BackEnd engineer working the original PMR take about the new problem?

- A. Create a new PMR for the client and assign it to himself.
- B. Change the details of the original PMR to match the new problem, and begin investigating it.
- C. Explain the situation to a FrontEnd (FE) engineer and ask them to create a separate PMR for the new problem.
- D. Create a secondary call with a description of the new problem and requeue it to the FE Entry queue requesting a new PMR to be created.

Answer: D

Reference:<http://www-03.ibm.com/certify/tests/objC2010-024.shtml>(section 6: oneteam pmr handling, see bulleted# b)

QUESTION NO: 12

What is VMWare?

- A. A new education platform in Learning@IBM.
- B. A Company which is a competitor to IBM and is building mainframes.
- C. A Product set, which has been acquired by IBM and is supported by IBM Support.
- D. Virtualization software that allows an engineer to create multiple virtual machines on the same hardware.

Answer: D