IT认证电子书

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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