

IT 认证电子书



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Exam : **C2090-045**

Title : IBM Information
Management Front End
Tools and Processes

Version : DEMO

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

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

Answer: D

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

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>

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

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