

Try before you buy

Download a free sample of any of our exam questions and answers

- ✓ 24/7 customer support, Secure shopping site
- ✓ Free One year updates to match real exam scenarios
- ✓ If you failed your exam after buying our products we will refund the full amount back to you.

Over 58263+ Satisfied Customers

[About Us](#)

QUALITY AND VALUE

ExamDumpsVCE Practice Exams are written to the highest standards of technical accuracy, using only certified subject matter experts and published authors for development - no all dumps.



TESTED AND APPROVED

We are committed to the process of vendor and third party approvals. We believe professionals and executives alike deserve the confidence of quality coverage these authorizations provide.



EASY TO PASS

If you prepare for the exams using our ExamDumpsVCE testing engine, it is easy to succeed for all certifications in the first attempt. You don't have to deal with all dumps or any free torrent / rapidshare all stuff.



TRY BEFORE BUY

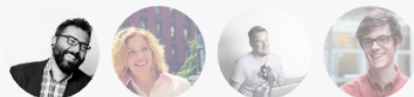
ExamDumpsVCE offers free demo of each product. You can check out the interface, question quality and usability of our practice exams before you decide to buy.

CUSTOMERS FEEDBACK



The price is really not cheap but I am happy to buy it. It is quite valid. Only hundreds questions. One of my colleagues buy the dumps made of 500+ questions. Really lucky.

Miles



<http://www.latestcram.com>

Reliable Exam Brainsdumps & Valid Latest Questions & Right Exam Cram

Exam : **C2010-024**

Title : IBM Tivoli Level 2 Support
Tools and Processes

Vendor : IBM

Version : DEMO

NO.1 An engineer identifies that an open APAR exists which matches the problem reported in a PMR and that the Component ID and release in the APAR match those defined in the PMR.

What should the engineer do next?

- A. Fill in the APAR field in the PMR with the APAR Number.
- B. Associate the PMR to the APAR using the correct command in RETAIN/CCWin.
- C. Subscribe the PMR to the APAR using the correct command in RETAIN/CCWin.
- D. Notify Level 3 that they have a PMR to be added to the Interested Party list of the APAR.

Answer: B

NO.2 An engineer is working on a PMR and is unsure which Solution Given code to use.

Where can the correct information be found?

- A. in the monthly scorecard
- B. in the RETAIN HELP screen
- C. in the IBM Support Handbook
- D. in the Problem Handling section of the Process Website

Answer: B

NO.3 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

Reference:<http://www-05.ibm.com/de/support/ecurep/>

NO.4 The client whose OneTeam PMR has been worked on by the BackEnd (BE) engineer is dissatisfied 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

NO.5 Once an engineer has taken ownership of a Non-OneTeam PMR, which field must be updated?

- A. Keyword 1
- B. Keyword 2
- C. Next Queue
- D. APAR Number

Answer: C

NO.6 What is needed to logon to IBM Extreme Leverage?

- A. RETAIN User ID and password
- B. Lotus Notes User ID and password
- C. IBM Intranet User ID and password
- D. IBM Software Support User ID and password

Answer: C

Reference:<https://www.ibm.com/developerworks/community/wikis/home?lang=en#!/wiki/IBM%20SmartCloud%20Cost%20Management/page/SCCM%20Download>

NO.7 A client contacts support with a request for a product enhancement. Which tool should an engineer use to create the enhancement request for the client?

- A. FITS
- B. EHRT
- C. FMRT
- D. PERT

Answer: A

NO.8 What is needed to logon to CAST?

- A. RETAIN User ID and password
- B. Lotus Notes User ID and password
- C. IBM intranet User ID and password
- D. IBM Software Support User ID and password

Answer: C