# IBM

## Exam C9560-940

## IBM Tivoli Level 1 Support Tools and Processes

**Version: 6.0**

**[ Total Questions:   40 ]**

## Question No : 1

A FrontEnd engineer has provided the customer with an APAR fix for their problem. What Service Given Code should be assigned before closing this call?

**A.** 19
**B.** 59
**C.** 69
**D.** 89

**Answer: A**

## Question No : 2

Prior to transferring a OneTeam PMR to the BackEnd, a problem summary should be added to the PMR. The OneTeam process uses the term EDANT to describe the mandatory information that should be included in the problem summary.

What does the N in EDANT stand for?

**A.** Nice to have
**B.** Next Action
**C.** Named Advice
**D.** New customer contact

**Answer: B**
Reference:
https://www.ibm.com/developerworks/community/blogs/sanblog/entry/the_edant_pattern15
?lang=en (See Next action)

## Question No : 3

Where can content of a published Technote be found?

**A.** in CAST
**B.** in CCWIN
**C.** in RETAIN

**D.** in the Lotus Notes FrontEnd Support teamroom

**Answer: D**

## Question No : 4

What is the purpose of the Service Given Days measurement?

**A.** It is the number of days from Call Entry (CE) to the first final service given code on PMRs.
**B.** It is the number of days from CE to the last final service given code on PMRs.
**C.** It is the number of days from CE to the non-definitive last service given code on PMRs.
**D.** It is the amount of time from CE to the service given code put at the first contact with customer.

**Answer: B**
Reference: http://www-03.ibm.com/certify/tests/objC2010-024.shtml

## Question No : 5

If the OneTeam format alter is 1654 for your geography. What would be the command to report FA 1654 on a PMR managed by RETAIN?

**A.** type p;1654
**B.** type fa 1654
**C.** type format alter and insert 1654
**D.** type fa and fill in the format alter number with 1654

**Answer: B**

## Question No : 6

Which version of VMWare can be installed on your local Windows machine?

**A.** VMWare Client

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