



**Vendor:** IBM

**Exam Code:** C2010-940

**Exam Name:** IBM Tivoli Level 1 Support Tools and Processes

**Version:** DEMO

#### QUESTION 1

Which actions can customers perform using the Electronic 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: A**

#### QUESTION 2

Where can IBM Flashes be found for any software product?

- A. inCCWIN
- B. in RETAIN
- C. on the product support page
- D. on the Extreme Leverage webpage

**Answer: B**

#### QUESTION 3

A customer has requested a full upgrade plan for their entire IBM application portfolio. They are advised that this is beyond the scope of a PMR. How should the FrontEnd engineer proceed?

- A. open an Enhancement Request for each product in the portfolio
- B. contact the Country On-Site services team advising of the opportunity
- C. close the PMR adding NCDNS in the header to indicate non-problem PMR
- D. raise a new PMR for each application and environment and requeue appropriately

**Answer: A**

#### QUESTION 4

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

- A. VMWare Client
- B. VMWare Database
- C. VMWare Thinkpad
- D. VMWare Server

**Answer: A**

#### QUESTION 5

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**

**Explanation:**

<http://www-03.ibm.com/certify/tests/objC2010-940.shtml>

**QUESTION 6**

When a FrontEnd engineer receives a PMR, which steps must always be taken?

- A. The engineer must take Ownership and then contact the customer.
- B. The engineer must Code CT in the PMR and send the PMR to the work queue.
- C. The engineer must write English=Y in the OneTeam format alter and transfer the PMR to BackEnd.
- D. The engineer must transfer the PMR to the BackEnd and make sure their e-mail address is in the PMR.

**Answer: A**

**Explanation:**

<http://www-03.ibm.com/certify/tests/objC2010-940.shtml>

**QUESTION 7**

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**

**Explanation:**

[https://www.ibm.com/developerworks/community/blogs/sanblog/entry/the\\_edant\\_pattern15?lang=en](https://www.ibm.com/developerworks/community/blogs/sanblog/entry/the_edant_pattern15?lang=en)(See Next action)

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