



Vendor: IBM

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Exam Name: Assessment: IBM Application Integration
Middleware Level 1 Support, Tools & Processes

Version: DEMO

QUESTION 1

Where would a L1 support professional point the customer for practical information, configuration scenarios, and installation of IBM software?

- A. IBMTechnotes
- B. IBMTechbooks
- C. IBMBluebooks
- D. IBMRedbooks

Answer: D

QUESTION 2

What information does the Hours Per Problem (HPP) metric measure? It measures the:

- A. total number of hours reported by the L1 support professional on a single Problem Management Record (PMR).
- B. average number of PMRs handled by the L1 support professional per month.
- C. average number of Electronic Programming Service Activity Report (EPSAR) hours on PMRs handled by all L1 support.
- D. average number of EPSAR hours on PMRs handled by the L1 support professional.

Answer: B

QUESTION 3

While working on a defect Problem Management Report (PMR), the customer needs extensive "how to" assistance from the L1 support professional in obtaining needed documentation.

Report the time spent:

- A. using a service given code of R9.
- B. using a service given code of T9.
- C. on the defect PMR.
- D. on a new non-defect PMR.

Answer: C

QUESTION 4

What is the total time aOneTeam Severity 3 Problem Management Record (PMR) should be worked before passing to the BackEnd?

- A. 1 hour
- B. 4 hours
- C. 3 business days
- D. 5 business days

Answer: B

QUESTION 5

What is measured by Service Given Days? The number of days from Call Entry (CE) to the:

- A. first instance of a final service given code on PMRs.
- B. last instance of a final service given code on PMRs.
- C. non-definitive last service given code on PMRs.
- D. T9 service given code.

Answer: A

QUESTION 6

While working on a Problem Management Record (PMR), the L1 support professional is called to an urgent meeting. When returning from that meeting, it appears that the PMR is still dispatched. What is the correct action for the L1 support professional to take?

- A. Continue to work on the PMR with no time adjustment.
- B. Continue to work on the PMR and adjust time recording for the meeting.
- C. Immediately requeue the PMR with no time adjustment.
- D. Requeue the PMR using the "No Change" option to adjust time recording.

Answer: B

QUESTION 7

When actively working with a customer on a PMR and the problem is resolved, what is the best practice to close the PMR?

- A. Discuss with a coworker as to whether the PMR should be closed.
- B. Close the PMR without asking the customer if there is anything else IBM can help with.
- C. Ask the customer for positive confirmation that the problem is resolved and that they agree the PMR may be closed.
- D. Ask the customer for positive confirmation that the problem is resolved and follow-up a week later even if the customer states the PMR may be closed.

Answer: B

QUESTION 8

A customer opens a Problem Management Record (PMR) electronically and provides a ComplID. The Level 1 support professional cannot find entitlement for this ComplID. When informing the customer that no support contract was found, the customer sends a fax to the L1 support professional with the customer's support document including the Passport Advantage number and customer number. What should the L1 support professional do in this case?

- A. Close the PMR.
- B. Re-entitle the PMR for any product and work on the PMR.
- C. Create a secondary PMR and requeue it to the entitlement exception team and work on the primary PMR after entitling it with "no valid contract".
- D. Create a secondary PMR and requeue it to the entitlement exception team and requeue the primary PMR to the feedback queue until notified by the entitlement exception team.

Answer: D

QUESTION 9

The L1 support professional received a secondary Problem Management Record (PMR) and needs to requeue this secondary PMR to the primary PMR location. Which function does the L1 support professional use to locate the primary PMR using Call Center?

- A. List Calls
- B. ListPMRs
- C. List Queues
- D. List Primary

Answer: C

QUESTION 10

Refer to the Exhibit.

In CallCenter,the VM ID and node fields are set on the options notebook registration tab. What is the purpose of these fields?

They are used for:

- A. RETAIN Notify to send Problem Management Report (PMR) notification.
- B. CallCenter to authenticate at the login time.
- C. notification to the resolution team on critsit PMRs
- D. an email address to send notification when password is locked.

Answer: B

QUESTION 11

At what stage must the OneTeam Format Alter (1654) be completed?

- A. During Problem Management Record (PMR) closure.
- B. When analyzing the problem.
- C. Before escalating the PMR to L2 support.
- D. After the customer has been contacted for the first time.

Answer: B

QUESTION 12

The Format Alter (FA) 1654 has a timezone. TZ field.

This refers to the timezone of:

- A. L2 support
- B. L1 support
- C. the customer contact
- D. the customer's support contract

Answer: A

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