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Exam : **C9560-940**

Title : IBM Tivoli Level 1 Support Tools and Processes

Version : Demo

1.How can a CRF be changed when incorrect/missing information is found?
A. Everyone can change a CRF using CCWIN.
B. Everyone can change a CRF using RETAIN.
C. Contact the Duty Manager to change the CRF.
D. Contact the CRF owner and have them change the CRF.
Answer: B

2.What is one source of information that a FrontEnd engineer should use to resolve a PMR?
A. PD Tools home page
B. product support page
C. IMT Intranet home page
D. Extreme Leverage webpage
Answer: B

3.Which User ID is required to access CCWIN?
A. RETAIN User ID
B. Windows Log-in ID
C. Lotus Notes User ID
D. IBM Intranet User ID
Answer: A

4.When does a PMR need to be re-entitled?
A. When the product compid is changed.
B. When the customer cannot speak English.
C. When customer's telephone number is changed.
D. When you find an APAR for the customer's problem.
Answer: A

5.What is the total time a OneTeam Severity 1 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