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**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 satisfied 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**