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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