



**Vendor:** IBM

**Exam Code:** A2090-045

**Exam Name:** Assess: IBM Information Management Front End Support Tools and Processes

**Version:** DEMO

**QUESTION 1**

Which AQS level must be set in order to involve the BackEnd?

- A. 1
- B. 2
- C. 5
- D. 6

**Answer:** D

**QUESTION 2**

What action must always be performed before submitting a new DCF technote?

- A. Forward the PMR to the BackEnd.
- B. Install the DCF Item Creator application.
- C. Ask the customer if they agree to open a technote.
- D. Check for duplicate items in CAST or the Technote Database.

**Answer:** D

**QUESTION 3**

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 4**

When working on a OneTeam PMR, how does a FrontEnd engineer show that they have primary responsibility for the PMR from the beginning to the end?

- A. Taking Ownership and marking this in the Owner field of the PMR.
- B. Taking Ownership and marking this in the Keyword 1 field of the PMR.
- C. Write their name in the PMR text and explain that they are responsible for this PMR.
- D. Enter their name in the Resolver field of the PMR and demonstrate responsibility for resolution.

**Answer:** D

**QUESTION 5**

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**

**QUESTION 6**

What is the purpose of the Owner ID field in a OneTeam PMR?

- A. clearly identifies the BackEnd (BE) PMR owner
- B. identify APAR number
- C. clearly identifies the FrontEnd PMR owner
- D. allow BE to find customer contract number

**Answer: B**

**QUESTION 7**

Which guidelines must be followed when a FrontEnd engineer transfers a PMR to the BackEnd?

- A. FastPath guidelines
- B. OneTeam guidelines
- C. guidelines on Product Support page
- D. guidelines onw3.ibm.com/oneteam

**Answer: A**

**QUESTION 8**

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**

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