PASSTCERT

QUESTION & ANSWER

Higher Quality

Better Service!

Exam : **C2090-045**

Title : IBM Information
Management Front End
Tools and Processes

Version : DEMO

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

A. 1

B. 2

C. 5

D. 6

Answer: D

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

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

Reference:http://www-03.ibm.com/certify/tests/objC2010-940.shtml

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

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