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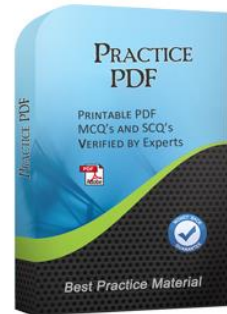
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Exam : **C9510-526**

Title : IBM Application Integration
Middleware L1 Support
Application Development

Vendor : IBM

Version : DEMO

NO.1 What is the encryption level and method that is used by Assist On-site (AOS)?

- A. 64-bit Advanced Encryption Standard (AES)
- B. 128-bit Advanced Encryption Standard (AES)
- C. 128-bit Data Encryption Standard (DES)
- D. 256-bit Triple Data Encryption Standard (DES)

Answer: D

NO.2 Communication is not what the L1 support professional says. It is what the customer hears and what they think the L1 support professional meant. It is the perception. NOT the:

- A. intent.
- B. words.
- C. information.
- D. understanding.

Answer: D

NO.3 A L1 support professional has worked on a Severity 1 Problem Management Record (PMR). The root cause of the issue has not yet been identified. The PMR is now being worked by two different L2 teams. A new set of documentation has arrived and triggered a new secondary onto the country FrontEnd queue.

Which one of the following is an appropriate course of action for the L1 support professional?

Verify that the new documentation is readable.

- A. Review the documentation to try to identify the cause of the problem. Re-queue the new secondary PMR directly using the Automatic Queue Selection (AQS) to route it.
- B. Review the documentation to try to identify the cause of the problem. Re-queue the new secondary PMR directly to the queue on which the Primary resides.
- C. Call generate another secondary onto the country FrontEnd queue while reviewing the documentation to try to identify the cause of the problem and Re-queue the new secondary PMR directly using the Automatic Queue Selection (AQS) to route it.
- D. Call generate a secondary onto one of the Backend L2 team's entry queue and Re-queue the new secondary to the other L2 team's entry queue.

Answer: B

NO.4 While working on a Problem Management Record (PMR), the L1 support professional is called to an urgent meeting. When returning from that meeting, it appears that the PMR is still dispatched.

What is the correct action for the L1 support professional to take?

- A. Continue to work on the PMR with no time adjustment.
- B. Continue to work on the PMR and adjust time recording for the meeting.
- C. Immediately requeue the PMR with no time adjustment.
- D. Requeue the PMR using the "No Change" option to adjust time recording.

Answer: B

NO.5 A customer has phoned in and asked for the Severity of their Problem Management Record (PMR) to be changed, because it is now severely impacting their business. According to the Software

Support Handbook, to what Severity should the L1 support professional change the PMR?

- A. 1
- B. 2
- C. 3
- D. 4

Answer: A

NO.6 What would a L1 support professional use Really Simple Syndication (RSS) feed for?

- A. as a reliable tool for Site Services.
- B. to change a Web page.
- C. to program an application.
- D. to subscribe to updates from a Web page.

Answer: A

NO.7 Which command should be used within RETAIN to find the archived Problem Management Record (PMR) 12340.130,702?

- A. N;RS4/1/P;12340 B130C702
- B. N;RS4/1/A;12340B130C702
- C. N;RTA/1/P;12340B130C702
- D. N;RTA/1/A;12340B130C702

Answer: A

NO.8 Premium Support offerings are services that provide:

- A. additional and specialized support on Operating Systems.
- B. additional and specialized support on Middleware products.
- C. additional and specialized support on Operating Systems or Middleware products.
- D. specialized support on Operating Systems or Middleware products

Answer: A

Reference:<https://www304.ibm.com/support/customercare/sas/f/handbook/offerings.html>(Seethe PremiumSupport)