



Vendor: IBM

Exam Code: C6010-G02

**Exam Name: IBM EMEA Maintenance and Technical
Support Mastery Test v2**

Version: Demo

QUESTION 1

What are the factors to calculate the benefit of a reduced outage duration?

- A. "Monthly value of a project", "Hourly resource cost", "Number of outages impacted".
- B. "Hourly Outage Cost", "Reduced Outage Time", "Number of outages impacted".
- C. "Hourly Outage Cost", "Reduced Outage Time", "Monthly value of a project".
- D. "Hourly resource cost", "Reduced Outage Time", "Number of outages impacted".

Correct Answer: B

QUESTION 2

What defines Client Value?

- A. Superior Service.
- B. Server downtime.
- C. Business Value, Cost and a client's beliefs and assumptions.
- D. IBM MTS's unique services, features, and functions.

Correct Answer: C

QUESTION 3

The prerequisite for every sale is?

- A. The customer must have a business need for the service.
- B. The customer must know that they have that need.
- C. The customer must feel that addressing that need is a priority.
- D. All of the above.

Correct Answer: D

QUESTION 4

What is the objective of the Confirm phase (ERIC Questioning Framework)?

- A. Leave the specifics of the next call open to have room to add other products.
- B. Find out if any areas of disagreement exist.
- C. Explore and reflect on potential MTS solutions.
- D. Confirm you priorities.

Correct Answer: B

QUESTION 5

What are the factors used in the algorithm to calculate the benefit of reduced problem-handling resources?

- A. "Amount of resource reallocated to strategic project", "Hourly resource cost".
- B. "Monthly value of a project", "Hourly resource cost".
- C. "Monthly value of a project", "Hourly Outage Cost".
- D. "Hourly Outage Cost", "Amount of resource reallocated to strategic project".

Correct Answer: A

QUESTION 6

What are the rules for good questioning?

- A. Give the customer a lecture about the benefits of MTS.
- B. Roll multiple questions into one long, rambling question.
- C. Do not ask reconfirming and clarification questions.
- D. Keep your questions short and simple.

Correct Answer: D

QUESTION 7

What is the objective of the Explore phase (ERIC Questioning Framework)?

- A. Understand the priorities of the client.
- B. Understand the linkage between the IT and the business.
- C. Uncover and expand topics of interest.
- D. All of the above.

Correct Answer: D

QUESTION 8

What do you want from call preparation?

- A. Identify the desired outcomes for the call.
- B. Identify next steps.
- C. Identify how to handle difficult areas.
- D. All of the above.

Correct Answer: D

QUESTION 9

How does MTS deliver its value in Outage Prevention?

- A. Proactive hardware services, "client-advocate" services, Harddrive Retention.
- B. Proactive hardware services, "client-advocate" services, access to information across multiple vendors.
- C. Proactive hardware services, ServicePac services, access to information across multiple vendors.
- D. Hardware Service Upgrade, "client-advocate" services, access to information across multiple vendors.

Correct Answer: B

QUESTION 10

How does MTS deliver its value in reducing the outage duration?

- A. Highly trained hardware service reps (SSRs) to handle the client's call.
- B. Dedicated team of professionals who know the client's environment.
- C. Experience in managing complex problems - particularly multi-vendor.
- D. All of the above.

Correct Answer: D

QUESTION 11

What are potential proof points for MTS services and references you can use?

- A. Describe your proof points and references in general terms.
- B. General industry stories.
- C. Understand what is relevant to your client and describe your proof points and references in those terms.
- D. MTS Product Information - General information on service delivery issues.

Correct Answer: C

QUESTION 12

What does the abbreviation "ERIC" stand for?

- A. Error Recovery Interface Coupler.
- B. Empathy, Read between the lines, Intelligent Questioning, Control.
- C. Emotion, Refine, Integrate, Collaborate.
- D. Explore, Refine, Influence and Confirm.

Correct Answer: D

QUESTION 13

What does the abbreviation SWMA stand for?

- A. It stands for Software Marketing.
- B. It means Software Maintenance.
- C. It is the acronym for Skills With Most Acceptance.
- D. It stands for Swap Mail.

Correct Answer: B

QUESTION 14

Which of the answer(s) is (are) among the ETS Service Elements?

- A. Remote Account Advocate Team, Review Calls.
- B. Performance tuning Service.
- C. Microcode change offering, Onsite Account Advocate (option).
- D. Critical Situation management, Fix-time commitment for Software problems.

Correct Answer: A

QUESTION 15

What is the single most important differentiator of the IBM SWMA?

- A. The price is very low.
- B. It covers all software on System x.
- C. It is Software Support for non-IBM products only.
- D. It is a bundled offering for Support and Subscription of IBM Software Products.

Correct Answer: D

QUESTION 16

What two Premium Maintenance Services offerings are offered ideally on top of a Base Maintenance Support?

- A. SupportLine and Microcode Support
- B. ServicePac and Harddrive Retention
- C. Software Support Extension and SupportLine
- D. Service Upgrade and Committed Services

Correct Answer: D

QUESTION 17

Where is ETS positioned within the MTS offering portfolio?

- A. Base Warranty
- B. Base Maintenance
- C. IBM Committed Services
- D. IBM Business Critical Services

Correct Answer: D

QUESTION 18

What distinguishes ServicePac Essentials from other ServicePac's?

- A. Support for multiple machines is combined in ServicePac Essentials and Virtualized Essentials.
- B. ServicePac Essentials combine several service offerings into one ServicePac.
- C. In addition to maintenance ServicePac Essentials commit IBM to perform a service within a given time.
- D. They offer only essential Maintenance, nothing else.

Correct Answer: B

QUESTION 19

What is a CRU?

- A. A part that is designed to be safe and simple to replace.
- B. Circuit Resistor Union.
- C. Customer Replaceable Unit.
- D. A and C.

Correct Answer: D

QUESTION 20

What are some of the highlights of the IBM MTSS solution?

- A. Alleviates the management burden on IT and is helping to free up resources for more strategic tasks.
- B. IBM provides inventory, reporting and invoice management.

- C. Provides a comprehensive IT management solution for the client's whole IT infrastructure.
- D. All of the above.

Correct Answer: D

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