IBM

00M-670

IBM SVP Primary Support Provider Mastery Test v1

D. All of the above

Answer: D

Reference:
https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_2_ibm_so
ftware_support_provider_processes_and_practices_v11.03.21.pdf(this   reference
gives you a proof that primary support providers also contribute to knowledge
base)

QUESTION: 22
Are Primary Support Providers expected to know how to submit content?

A. Yes, in all instances
B. Yes, but only for certain products
C. Yes, but only for certain customers
D. No

Answer: A

QUESTION: 23
How can Primary Support Providers contribute to the IBM Knowledge base?

A. By calling their local IBM office and leaving a recorded message
B. By completing and submitting the Submit Knowledge form on the IBM
developerWorks Wiki
C. By sending an email with their knowledge contribution to IBM Customer
Support
D. Primary Support Providers are not able to contribute to the IBM Knowledge
base

Answer: B

Reference:
https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_3_ibm_so
ftware_support_provider_tools_and_resources_v11.03.21.pdf(slide 22)

QUESTION: 24

How should Primary Support Providers search the content on the IBM Support Site?

A. They should open a PMR with IBM Customer Support to ask them to perform the search
B. They can use any recognized search engine, eg Google
C. They must use the search engine provided by IBM
D. They should cut and paste the contents into a text editor and search from there

Answer: C

Reference:
https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_3_ibm_software_support_provider_tools_and_resources_v11.03.21.pdf(slide18)

QUESTION: 25
What is an Authorized Program Analysis Report (APAR)?

A. A list of fixes which are included in new releases of products.
B. A count of the number of open support issues listed by product.
C. A report to IBM Development of a suspected product defect.
D. A list of interim fixes which have been released to selected customers

Answer: C

Reference:
https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_3_ibm_software_support_provider_tools_and_resources_v11.03.21.pdf(slide 53)

Pass your exam at First Attempt....Guaranteed!