



IBM

M2110-670

IBM SVP Primary Support Provider Mastery Test v1

Answer: B

Reference:

https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_2_ibm_software_support_provider_processes_and_practices_v11.03.21.pdf(slide 12)

QUESTION: 21

Who of the following are able to contribute knowledge to the IBM Knowledge base?

- A. Employees of IBM Customer Support
- B. Employees of IBM Product Development
- C. Primary Support Providing Partners
- D. All of the above

Answer: D

Reference:

https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_2_ibm_software_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_software_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)

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