



IBM

M9560-670 Exam

IBM SVP Primary Support Provider Mastery Test v1

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Version: 7.0

Question: 1

When troubleshooting, it is imperative to gather log files from what time period?

- A. After the issue occurred
- B. Before the issue occurred
- C. When the issued occurred
- D. One month before and one month after the issue occurred

Answer: B

Question: 2

What is required of the customer when a Primary Support Provider wishes to escalate an issue to IBM Customer Support?

- A. The customer must open a Problem Management Report (PMR) through the Service Request (SR) Portal.
- B. The customer must grant IBM Customer Support access to their systems so they can upgrade their software.
- C. There is no customer requirement, the Primary Support Provider will escalate the issue to IBM Customer Support
- D. The customer must install the latest version and patches of the software before IBM Customer Support can be engaged.

Answer: C

Question: 3

What steps should a Primary Support Provider take before escalating an issue to IBM Customer Support?

- A. Ask the customer to download product documentation
- B. Forward emails from the customer to IBM Customer Support
- C. Run IBM Support Assistant Lite, get all MustGather information, search the IBM Knowledge Base
- D. All of the above

Answer: C

Explanation:

Reference:

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

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