IBM

Exam 00M-670

IBM SVP Primary Support Provider Mastery Test v1

Version: 6.0

[Total Questions: 25]

Question No : 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 No : 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 No : 3

What steps should a Primary Support Provider take before escalating an issue to IBM Customer Support1?

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