

# IBM

## Exam M9560-670

### IBM SVP Primary Support Provider Mastery Test v1

Version: 6.0

[ Total Questions: 25 ]

**Question No : 1**

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 : 2**

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 : 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**