



**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\\_software\\_support\\_provider\\_processes\\_and\\_practices\\_v11.03.21.pdf](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](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](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](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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