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_supp
ort_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_supp
ort_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

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

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

Pass your exam at First Attempt....Guaranteed!