

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