Vendor: IBM

Exam Code: M2110-670

Exam Name: IBM SVP Primary Support Provider Mastery Test v1

Version: Demo

QUESTION 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.

Correct Answer: B

QUESTION 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.

Correct Answer: C

QUESTION 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.

Correct Answer: C
Explanation:
https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_2_ibm_so
ftware_support_provider_processes_and_practices_v11.03.21.pdf

QUESTION 4
Which upload protocols are supported by the ECuRep Tool?

A. SCP, TCP, FTP and Secure FTP.
B. TCP, UUCP, HTTP and HTTPS.
C. E-mail, HTTP and HTTPS, FTP and Secure FTP.
D. E-mail, UUCP, SCP, TCP.

Correct Answer: C
Explanation:
http://www-05.ibm.com/de/support/ecurep/send.html

QUESTION 5
Which of these best describes a Primary Support Provider's Level 1 Customer Support responsibilities?

A. Taking the first support call from their customer and escalating it to IBM.
B. Logging all calls in a call tracking system and utilizing the tools available to troubleshoot the issue.
C. Testing new software versions of IBM products and communicating the release of said software to customers that have purchased the software from IBM.
D. Incorporating and testing any program fix provided by IBM Customer Support (as appropriate), and delivering or communicating the problem resolution, bypass, circumvention, or other notice of restriction to the customer.

Correct Answer: B
Explanation:
https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_1_ibm_so
ftware_support_provider_overview_v11.03.21.pdf

QUESTION 6
Which of these is available to Primary Support Providers from IBM Customer Support, enabling their customers to be successful?

A. A global network of support centers with expertise across their broad portfolio.
B. A global network of on-site implementation consultants with expertise across IBMs portfolio.
C. On-site IBM consultants to implement their IBM software.
D. A global network of implementation consultants with expertise across IBMs broad portfolio.

Correct Answer: A
Explanation:
https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_1_ibm_so
ftware_support_provider_overview_v11.03.21.pdf (Slide 6, second bullet)

QUESTION 7
What is the recommended IBM technology that may be used to view and control remote environments in order to troubleshoot an issue?

A. Same time
B. Fix Central
C. Assist On-Site
D. Electronic Service Request

Correct Answer: C
Explanation:
http://www-304.ibm.com/support/assistonsite/

QUESTION 8
Which party owns the responsibility of communicating a Problem Management Record (PMR) solution to the end customer?

A. The Primary Support Provider will provide the final solution to the customer because they own the relationship with the customer.

B. Since they are most familiar with the code, the IBM Developer will provide the final solution to the customer.
C. The IBM Customer Support engineer will provide the final solution to the customer, because they own the relationship with the customer.
D. Because both parties have a case open on the issue, the Primary Support Provider and the IBM Customer Support engineer are required to jointly present the final solution to the customer.

Correct Answer: A
Explanation:
https://public.dhe.ibm.com/partnerworld/pub/swg/tivoli/lessons/lesson_1_ibm_so
ftware_support_provider_overview_v11.03.21.pdf (slide 11)

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