IBM Infosphere Guardium
Technical Support
Guardium User Group Meeting
November 9, 2011
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Changing state of support

Traditional Support

- ➢ Process oriented
- ➢ Break/fix
- ➢ Transactional
- ➢ One size fits all
- ➢ Escalation based
- ➢ Roles by organization
- ➢ Internal metrics driven
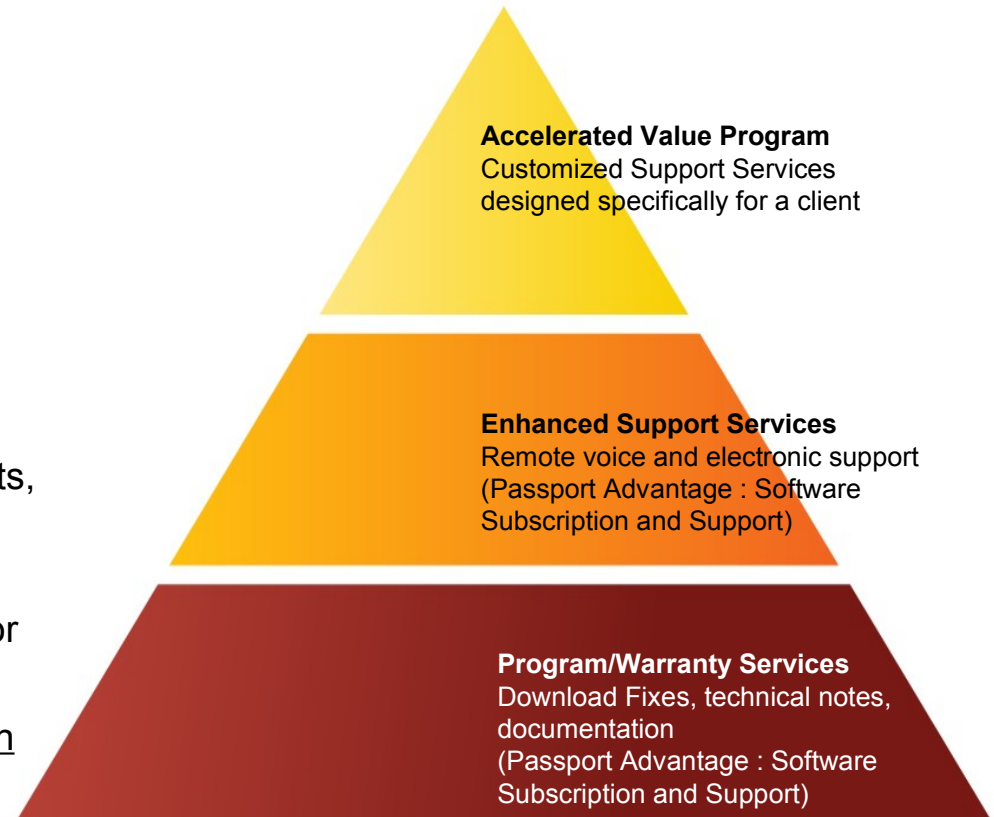- ➢ Mostly direct
- ➢ Product skill

Desired State

- ➢ Client oriented
- ➢ Trusted advisor
- ➢ Relationship based
- ➢ Customized, personalized
- ➢ Collaborative
- ➢ Roles by skill set
- ➢ Customer loyalty driven
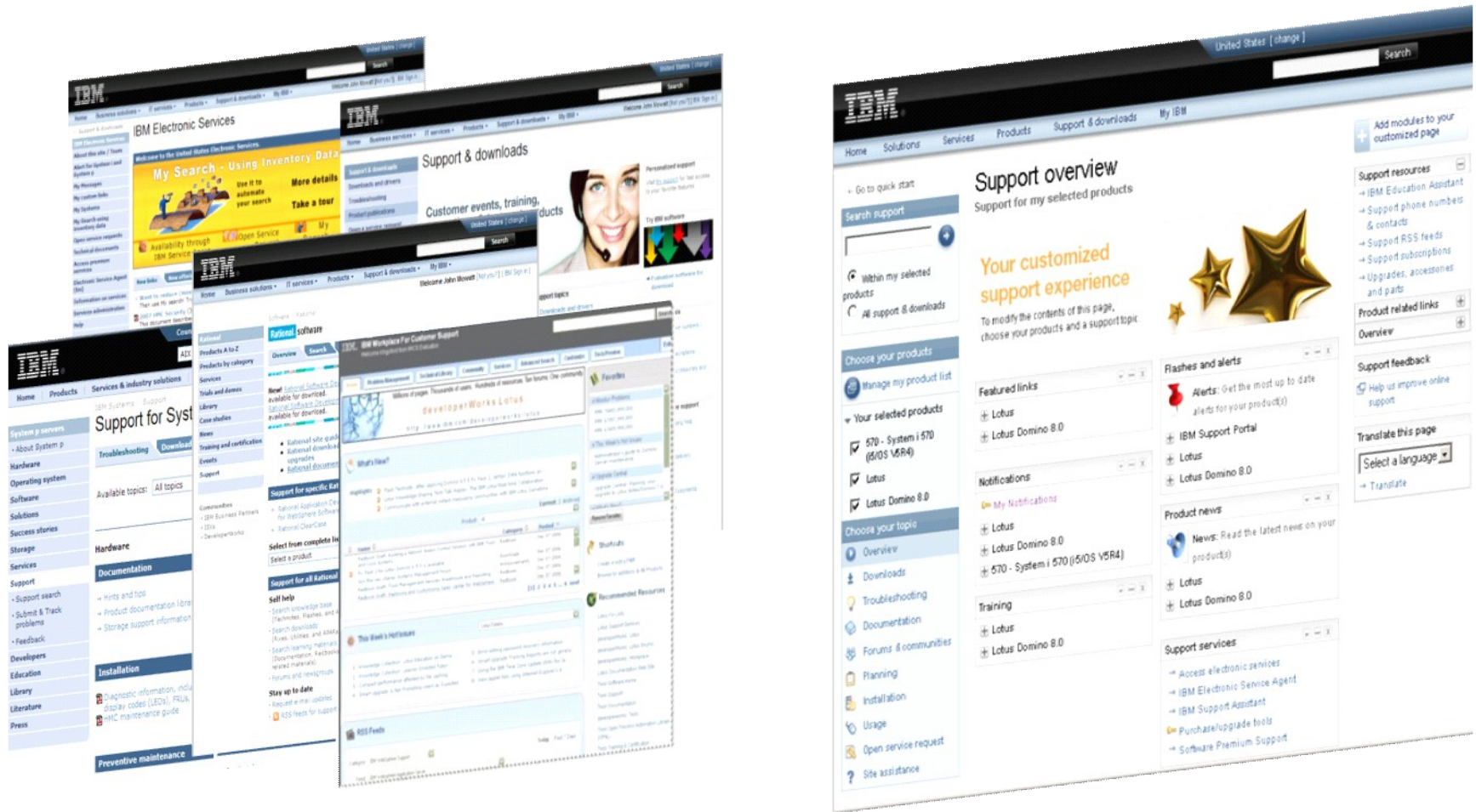- ➢ Multi-channel
- ➢ Solutions and SMEs

Value Proposition

Our vision

- ➢ Delight our clients by delivering support superior to that of any other IT company

- ➢ Constant focus on client satisfaction (customer loyalty)

- ➢ Embody "client-centric" support, matching support solutions to customer requirements

- ➢ Provide true global coverage, meeting the needs of both multinationals and local clients, high availability business operates 24x7, year-round

- ➢ Improve cost efficiency and effectiveness for Enterprise, SMB, & Business Partners

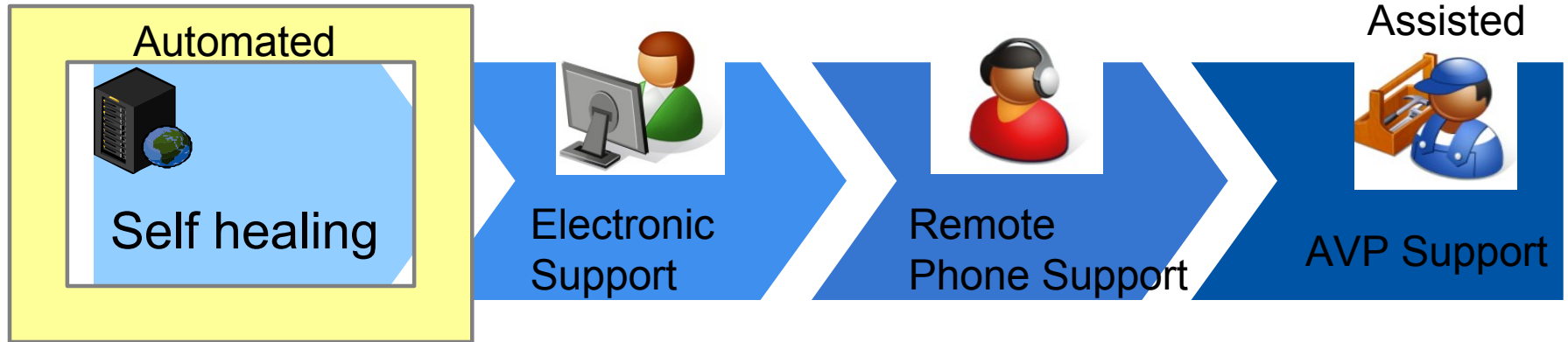- ➢ We aim to provide the best possible solution in the shortest amount of time.

Accelerated Value Program
Customized Support Services designed specifically for a client

Enhanced Support Services
Remote voice and electronic support (Passport Advantage : Software Subscription and Support)

Program/Warranty Services
Download Fixes, technical notes, documentation
(Passport Advantage : Software Subscription and Support)

Simplified Portal Experience

Different web sites &
multiple tools

Centralized &
simplified experience

www.ibm.com/software/data/support

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The IBM Client Support Experience

Automated

Self healing

Electronic Support

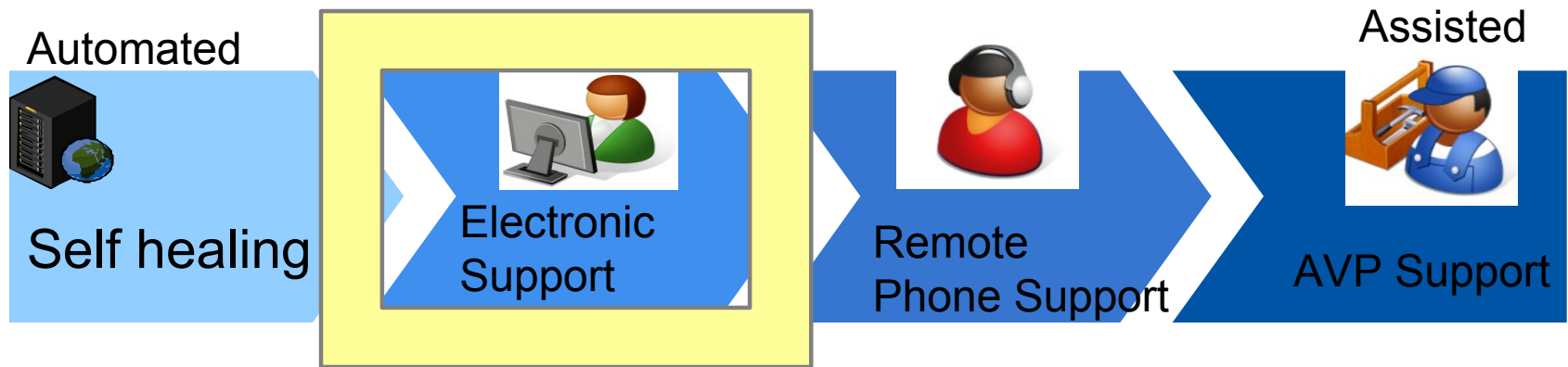Remote Phone Support

Assisted

AVP Support

Autonomic improvements

CLI Overview

The Guardium command line interface (CLI) is an administrative tool that allows for configuration, troubleshooting, and management of the Guardium system.

The CLI commands are arranged in 11 different groups:
- Network Configuration CLI
- Aggregator CLI
- Alerter Configuration CLI
- Configuration and Control CLI
- File Handling CLI
- diag CLI
- Inspection Engine CLI
- User Account, Password and Authentication CLI
- Generate New Layout
- Certificate CLI

The cli is a powerful tool with a great deal of functionality and should only be used by administrators

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AVP Support

- Open Service Request 24X7: eSR

- Download fixpacks, patches: FixCentral

- Get in-depth knowledge
  – Redbooks, White Papers, Tech Notes

- Share with community
  – DeveloperWorks
  – Chats with the Lab
  – Forums: Guardium Forums

- Remain current on product
  – Product News, Tech Alerts

The IBM Client Support Experience

Automated

Self healing → Electronic Support → Remote Phone Support → AVP Support

Assisted
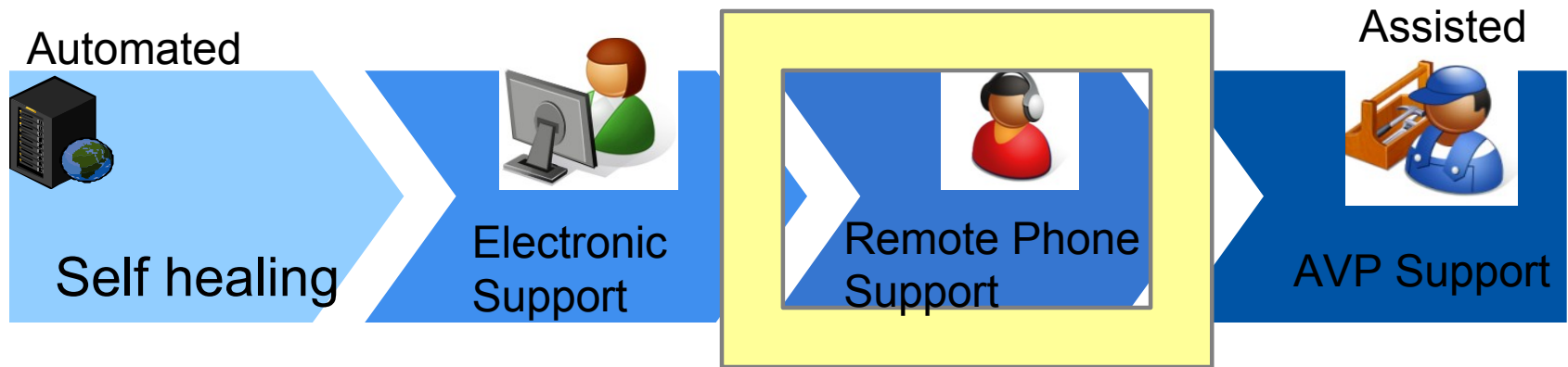
- Objective is to provide a personalized support experience
- IBM Software Support Handbook:
  http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html
- Worldwide contact for your local IBM office: http://www.ibm.com/planetwide
- No limits on the number of IT professionals who can call
- Support in native languages and time zones

Remote Support – Global Presence
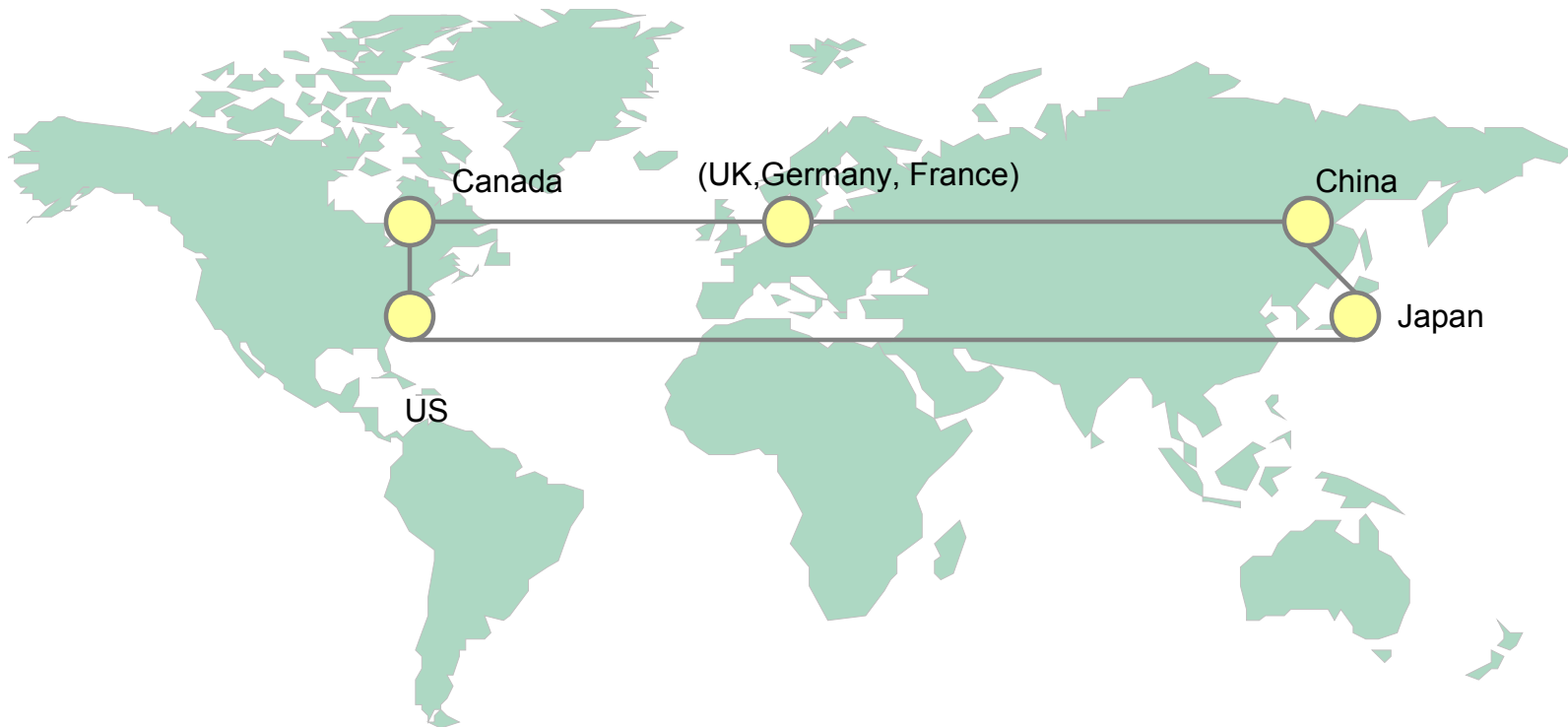
Remote Support : Responsiveness Objectives

Sev	Business Impact	Severity Guideline	Initial Response	Ongoing Response
1	**Critical Business Impact –** condition requires an immediate solution	**System Down; Emergency** Production data unavailable Clients unable to connect Issue having a crippling impact Temp Relief/Workaround,	2 hrs	Daily
2	**Significant Business Impact** – program is usable but severely limited	**Root cause analysis** One or more clients unable to connect Critical application errors	2 business hrs	As agreed: 2-5 days
3	**Some Business Impact –** program is usable but less significant features impacted	**Problem affecting near-term deadlines** Application that returns errors at compile or runtime	2 business hrs	As agreed: 2-10 days
4	**Minimal business impact –** problem causes little impact or a reasonable workaround is in place	**General Question**	2 business hrs	As agreed: 2-10 days

Remote Support : Tips to reduce time to resolution

- **Client Self-Assist**
  - Web self-help & portals
  - Client education & training

- **When you create a Service request:**
  - Choose the support channel that works for you!
  - Set appropriate severity levels
  - Clear business impact/deadlines
  - Ensure short description keys on product component(s) impacted (direct-to-SME)

- **Reduce Iteration Time**
  - Use MustGather documents
  - Dial-in accessibility?

- **Deliverable Mismatch**
  - Raise the severity level
  - Ask to speak to an IBM Duty Manager
  - Discuss unique challenge with Sales Rep

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The IBM Client Support Experience

Automated

Self healing → Electronic Support → Remote Phone Support → **AVP Support**
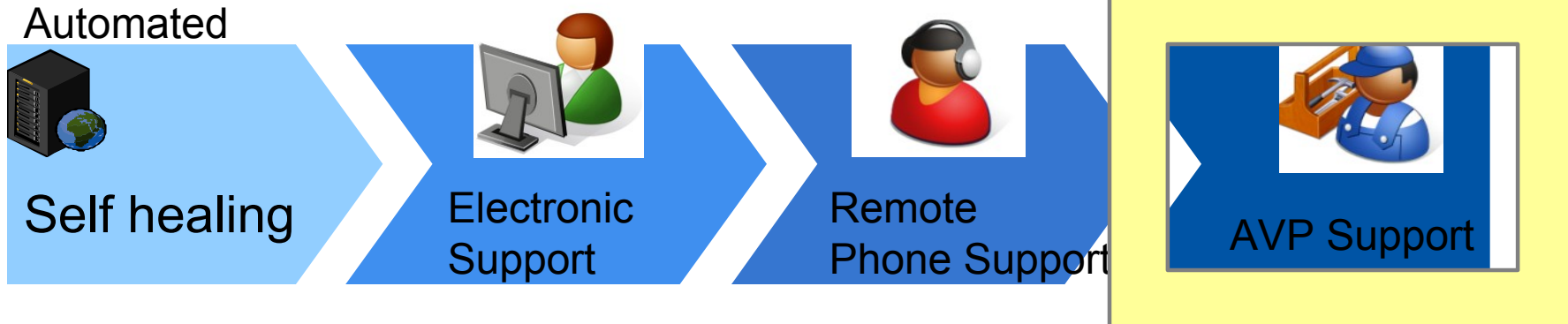
IBM Software Accelerated Value Program Mission:
To unlock the value of your IBM software investment by delivering enhanced technical advisory offerings to maximize your ROI.

Proactive Support
Planning, Upgrades, and Migration
Potential Problem Identification and Prevention
Early Notification of Potential Critical Situations
Best Practice Sharing

Knowledge and Skill Sharing
On-Site Technical Activities
Staff Coaching, Workshops, and Guidance
Invitations to Remote Briefings and Summits

Problem Management
Assistance Coordinating Technical Issue Solutions
Reporting on Support Issues and Trends
Escalation Management

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AVP vs. Other Software Services

Subscription and Support

- Cost-Effective Option
- Mandatory for 1st year licenses
- Program Highlights:
  - *Reactive Support: Usage and code related voice and electronic support.*
  - *Client-driven problem management.*
  - *Self-help resources for technical knowledge building.*

Accelerated Value Program

- Customized Pricing
- Available to All Clients
- Program Highlights:
  - *Proactive Problem Prevention: Integrate production solutions, and reduce operational costs.*
  - *Improve Client's Bottom Line: Accelerate ROI, time-to-value.*
  - *Accelerated Value team drives problem management.*
  - *Accelerated Value team drives technical knowledge building*

Software Services

- Pay by Project
- Available to All Clients
- Program Highlights:
  - *End-to-end project-based management and consulting.*
  - *Provides deliverable-based projects lasting more than 5 days.*
  - *Software Services team might plan, design, and build portions of your infrastructure.*

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