# Introduction to
IBM Remote Technical Support

Agenda

- **Subscription & Support**
  - What is S&S?
- **Remote Technical Support**
  - What is the Support Handbook?
  - How does the support process work?
  - How is a PMR escalated?
  - How long is IBM software supported?
- **Accelerated Value Program**
  - What is AVP?
- **Support Portal**
  - How do I access the IBM Support Portal
  - How do I subscribe to My Notifications?
  - How do I download a fix pack?
- **What are Professional/ Lab Services offerings?**

Understanding Software Support at IBM:

Subscription & Support

Remote Technical Support

IBM Customer Support

Accelerated Value Program (AVP)

Support Portal
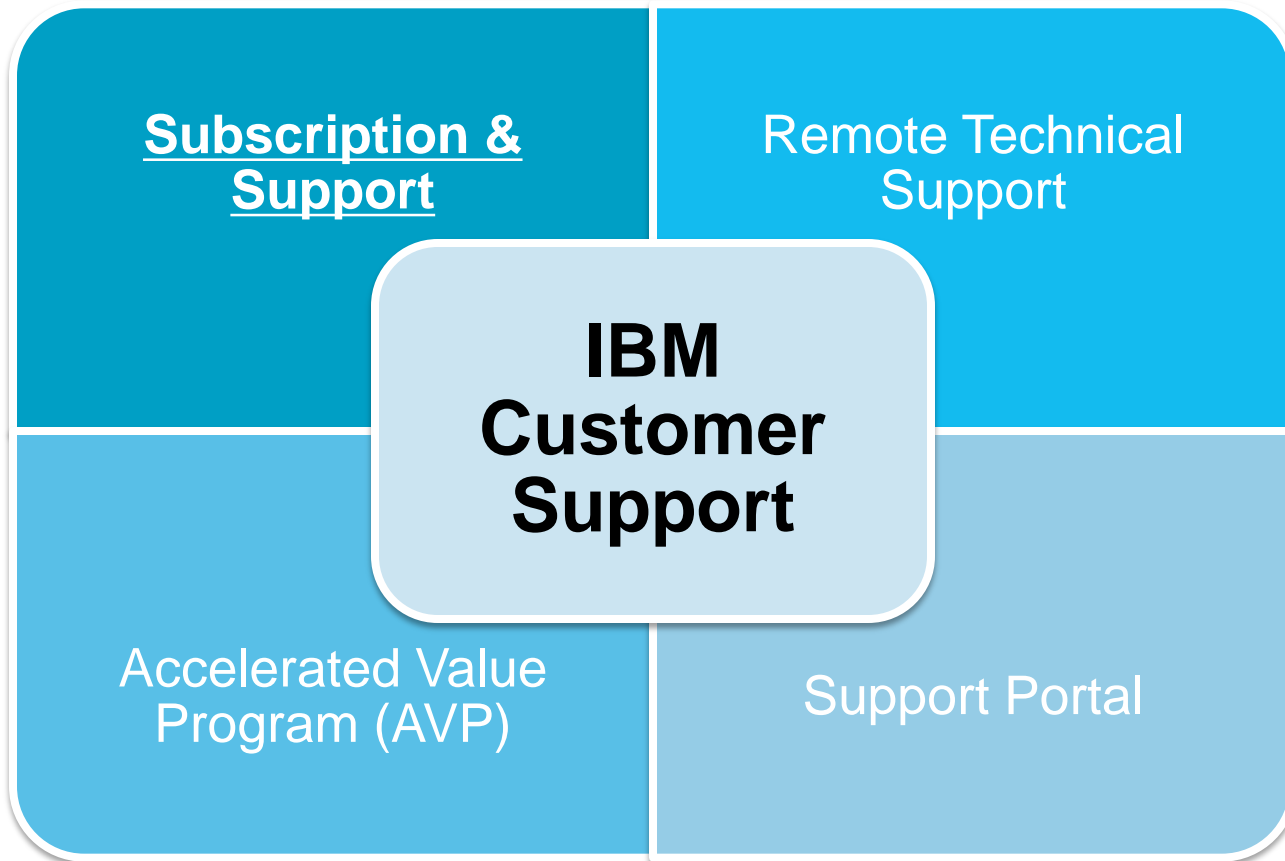
IBM Subscription & Support – entitles clients to Remote Technical Support

IBM S&S : Extending the value of your IBM software investment

Protects our client's investment	Support expertise	Minimize downtime and maintain schedules

• Provides:
  • new product versions
  • upgrades
  • fix packs
	• IBM's worldwide support keeps our clients connected to support expertise when and how it is needed	• IBM's time-saving tools and comprehensive technical information have been created to
		  • help our clients find answers
		  • find solutions
		  • training to build skills
		  • diagnose problems quickly

Remote Technical Support

Subscription & Support

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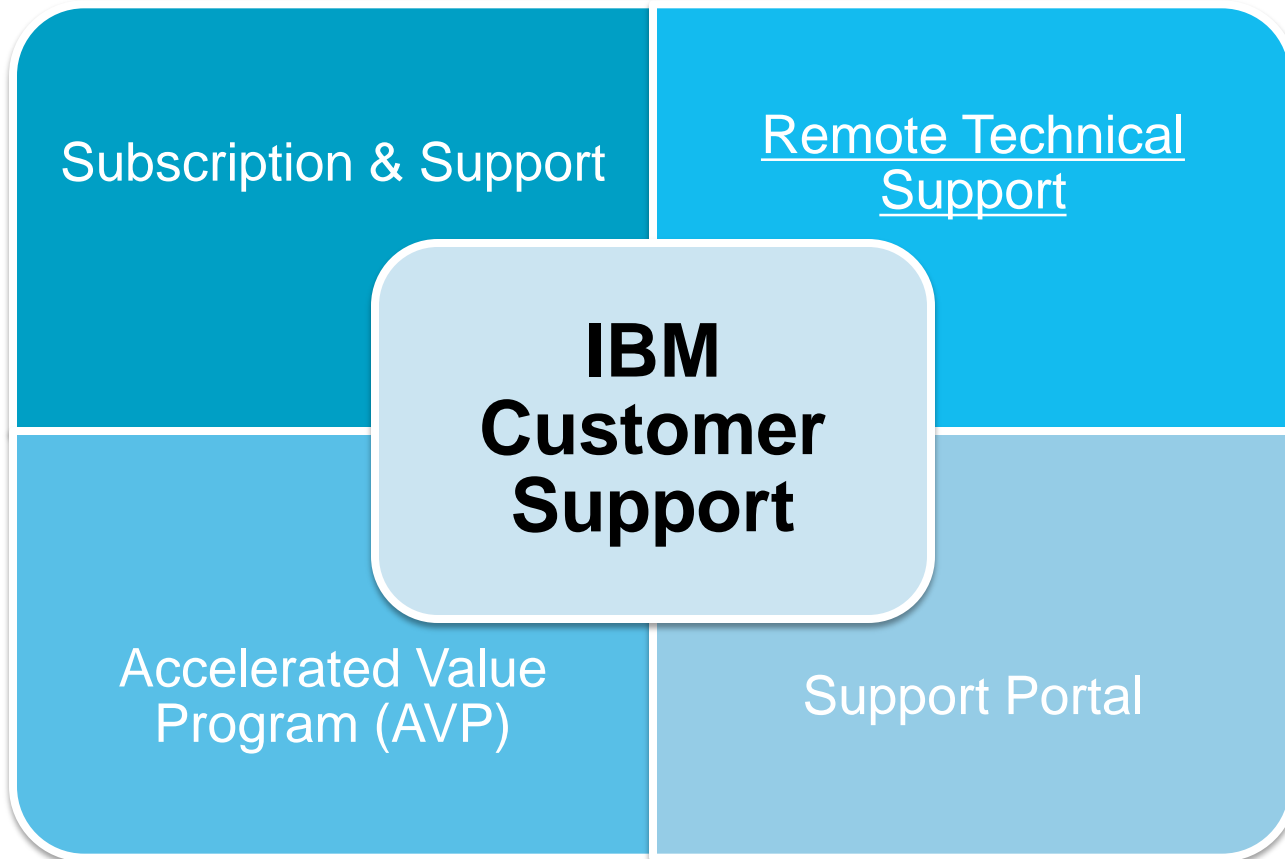
Support Portal

Understanding Software Support at IBM

IBM Support Handbook

- Complete support reference guide with detailed information for software and hardware
- Describes all aspects of support and electronic support
- Includes contact information

Software Support Handbook
Electronic Support

| Overview | Support portfolio | **Electronic Support** | Getting IBM support |
| Contacts | Preventing problems | Practices | Acquisitions |

IBM Electronic Support offers a portfolio of online support tools and resources that provides comprehensive technical information to diagnose and resolve problems and maintain your IBM products. IBM has developed many smart online tools and proactive features that can help you prevent problems from occurring in the first place, or quickly and easily troubleshoot problems when they occur. With improved personalization of support resources, you can focus on and be alerted to exactly the information you need for efficient and effective problem prevention and resolution.

IBM Electronic Support addresses five critical areas to ensure you have the best possible support experience:

1. Simplifying support and creating more consistency across all IBM products.
2. Delivering intelligent resources and tools that display information focused on the products you use.
3. Providing proactive capabilities that solve problems before operations are affected.
4. Thriving collaborative communities that connect to worldwide support networks and knowledge.
5. Enabling seamless and smooth transition between online and live support teams for quick problem resolution.

IBM Support Portal

The new IBM Support Portal is a unified, customizable view of all technical support tools and information for all IBM systems, software, and services. It brings all the support resources available for IBM hardware and software offerings together in one place and is replacing all legacy IBM technical support sites.

Support terms

Test fix EMEA
Fix Pack
IBM PTF
APAR SPOC
PD

➡ Acronyms A-Z
Abbreviations, acronyms and other terms often used in the course of solving problems.

Additional references

➡ Appendix A
Additional support offerings

➡ Appendix B
Site Technical Contact information for Passport Advantage

Handbook in PDF format
The handbook is also available

http://ibm.com/support/handbook

IBM Appliance Support Handbook

- Introduction to IBM Appliance Support
- Definitions of programs, policies, and procedures
- Utilize IBM effectively

Appliance Support Handbook
Welcome to IBM Appliance Support

While it appears that products defined as "appliances" are a new trend in computer systems management, at IBM appliances are **not** new. IBM has had many offerings that fall into the definition of an appliance. Some of these offerings are traditional hard(ware) appliances and others are soft(ware), or virtual, appliances. As more of these offerings enter the marketplace, we decided to provide a handbook for owners

The purpose of this document is to provide guidelines and reference materials that you may need when you require IBM service and support. Actual terms and conditions are found in the license materials and IBM agreements for your appliance.

We have produced this guide with the following objectives in mind:

- Introduce you to IBM Appliance Support. An appliance by its nature is a single purpose device. However, it includes technologies from all of IBM; our hardware, operating systems applications and middleware.

- Provide information on the support and services currently available from IBM, including definitions of programs, policies, and procedures.

- Help you to utilize IBM effectively when you need support for your Appliance.

Handbook in PDF format

The handbook is available as a PDF-formatted document. The current version is 2.1.1 dated June 2013.

📄 Appliance Support Handbook (1020KB)

↪ Get Adobe Reader

Additional references

→ Software Support Handbook Additional support information

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http://www-304.ibm.com/webapp/set2/sas/f/applhandbook/home.html

IBM Remote Technical Support Overview

Included:

- Voice and electronic access to report a defect and "how to" questions
- View and manage problem status on the Internet
- Worldwide infrastructure: support in native languages & time zones
- Coverage
  - Severity 1 Problem: 24/7 coverage
  - Severity 2-4 Problems: normal business hour coverage

Not included:

- On-site support
- Network design
- Support for products past their End of Support (EOS) date
- Analysis of customer's program code (i.e.: exits, applications)
- Data/database design & recovery
- Diagnosis & analysis of non-IBM products
- Application or product integration help
- Performance, tuning, or a health check

IBM Support Process

Fastest path to resolution
*Preferred Method

Open a Service Request (PMR)

*Service Request Tool via Support Portal (Sev 1-4)

OR

Voice support available (Sev 1 only preferred)

-Route SR to product experts

-Entitlement check

Level 1: Rediscovery

Open/Update/ Monitor

-Find known answers
-Help collect MustGather
-Educate clients on self-help
-Broad usage based skills
-Language support

Level 2: Problem Determination

Workaround/ New solution

Source identification:
-Workarounds & solutions
-Problem recreation

-Deep technical skills
-Create APARs
-Interface to Level 3

Level 3: Development

Creates/ Delivers fixes

-Code based team
-Create fixes and fix packs
-Create debug modules
-Skilled in their components, not experts on entire product

Setting Severity Levels

1
- **CRITICAL BUSINESS IMPACT**: this condition requires an immediate solution
  - Initial Response Goal: **within 2 hours**
  - Customer must be available to work Sev 1's 7 days a week/24 hours a day

2
- **SIGNIFICANT BUSINESS IMPACT:** program is usable but severely limited
  - System Z - Initial Response Goal: **within 4 business hours**
  - Other platforms Initial Response Goal: **within 2 business hours**

3
- **SOME BUSINESS IMPACT:** program is usable but less significant features impacted
  - System Z - Initial Response Goal: **by the end of the next business day**
  - Other platforms Initial Response Goal: **within 2 business hours**

4
- **MINIMAL BUSINESS IMPACT:** problem causes little impact or a reasonable workaround is in place
  - System Z - Initial Response Goal: **by the end of the next business day**
  - Other platforms Initial Response Goal: **within 2 business hours**

Business hours are from 8:00 AM to 5:00 PM local time for the geographic area where the software is licensed. Severity 1 Issues will be worked 7 days a week / 24 hours a day jointly with clients.

Escalation Options

IBM Client teams can help avoid escalations by proactively alerting support teams when you are about to undertake a migration, installation, weekend production work, etc.

1
Check Severity Level

Check the severity level of the Service Request (PMR) and raise if needed. Update the business impact if it has changed, and of course, indicate system down if that is the case

1	•**CRITICAL BUSINESS IMPACT**
2	•**SIGNIFICANT BUSINESS IMPACT**
3	•**SOME BUSINESS IMPACT**
4	•**MINIMAL BUSINESS IMPACT**

2
Contact Duty Mgr

Call the local contact telephone number and ask for the duty manager
- In the US: Call 1-800-IBM-SERV
- Worldwide contacts: http://ibm.com/planetwide/

3
Complaint or CritSit

The IBM account team can request a complaint or request a higher level "Critical Situation" if:
- Multiple Service Requests or multiple products are involved
- There appears to be a lack of coordination from product support teams
- Participate in the increased meetings, email and telephone calls

IBM Lifecycle Policy

> Goal: To give customers a reasonable amount of time to purchase, install, productively use, and migrate to the next product release.

- A minimum 5 year support period for all products (version / release level) from general availability
- A minimum 12 months notice to customers of a product being withdrawn from support via announcement letter.
- Product lifecycle information is available at http://www.ibm.com/software/info/supportlifecycle/

- April and September are the only two months of the year for products to be withdrawn from support
- All components in a product or solution bundle are supported until the bundle is withdrawn from support

What Happens After the End of Support Date?

Incremental, fee-based support extensions are available when the customer cannot migrate to a supported release before End of Support or is "unsupported".

Available for a minimum of 3 years* after end of support
-Processed through a special bid contract at an additional fee
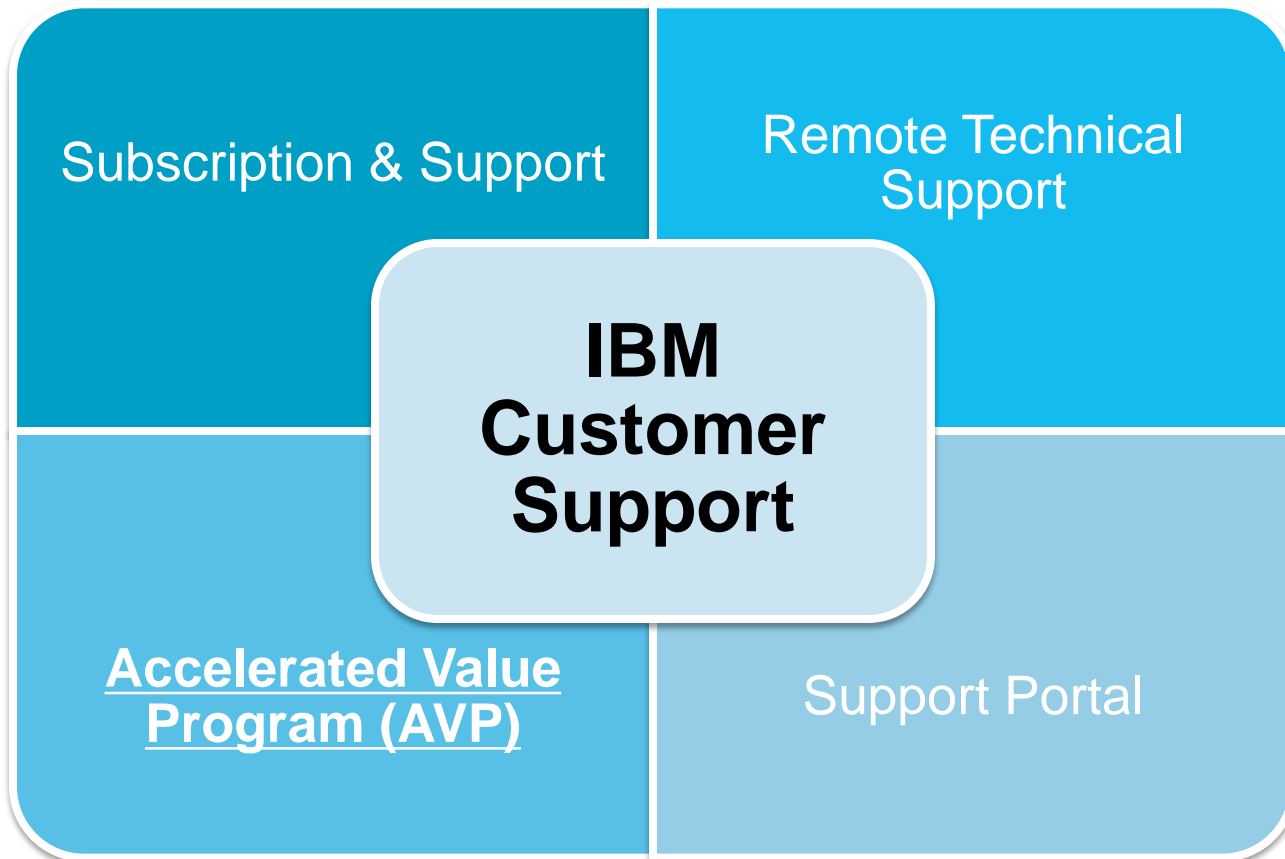-Subscription and Support is a prerequisite

Migration plan may be needed

Contact your IBM Account Team or Representative to request a support extension

*3 year support extensions only apply to products listed on the Lifecycle page only

Accelerated Value Program (AVP)

IBM Software Accelerated Value Program

Accelerated Value Program is a customized offerings targeted at customers who want a proactive partnership level of support services to complement enhanced support

Builds an intimate knowledge of customer's environment with IBM

- Consistent, ongoing relationship
- Works as extended member of customer IT team
- Looks for ways to represent customer support needs within IBM

Focused on proactive and preventative services

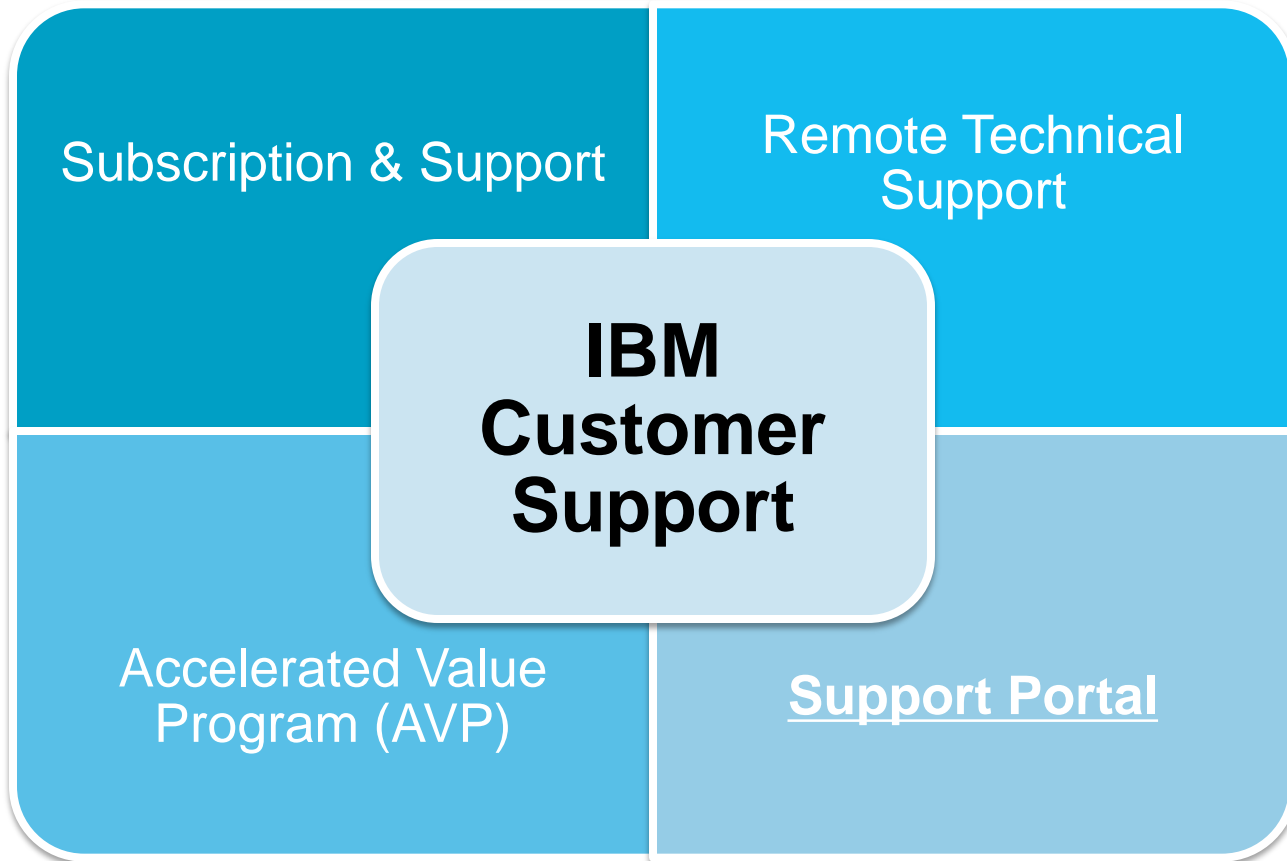- Customer knowledgeable resources focus on preventing problems from occurring

Executive reporting to help with ongoing activity and future planning

- Onsite services available for technical issues

Develops IBM and customer skills

- Deepens IBM knowledge of real customer use of IBM products
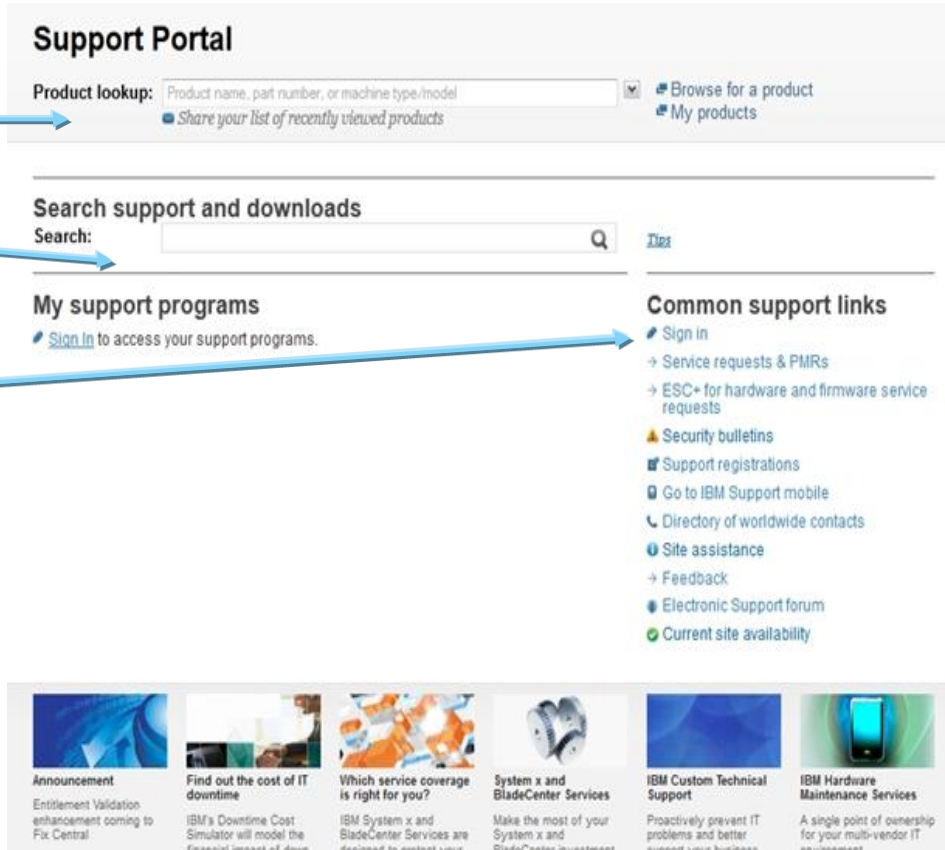- Knowledge sharing available for customer needs

Support Portal

Subscription & Support	Remote Technical Support
Accelerated Value Program (AVP)	**Support Portal**

IBM Customer Support

IBM Support Portal – Gateway to IBM technical support

IBM Support Portal, **http://ibm.com/support**, is your
one-stop shop for technical support.

Choose a product

- Single-product view

- Conduct a search

- 4-5 main modules provide
  links to relevant support resources

- Flashes and alerts

- IBM ID sign-in to access all tools

- Download fixes

- Troubleshoot with technotes, MustGathers

- Migration/Installation

- Service Request Tool

- Technical documents

- Communities

Learn all the details:
- New to IBM Support? View "Getting Started at IBM",
  videos, etc. http://ibm.com/electronicsupport

Support Portal

Product lookup: [Product name, part number, or machine type/model] ▪ Browse for a product
▪ Share your list of recently viewed products   ▪ My products

Search support and downloads
Search: [   ] 🔍   Tips

My support programs   Common support links
✎ Sign In to access your support programs.   ✎ Sign in
                                                 → Service requests & PMRs
                                                 → ESC+ for hardware and firmware service
                                                   requests
                                                 ⚠ Security bulletins
                                                 ▪ Support registrations
                                                 ▯ Go to IBM Support mobile
                                                 ☎ Directory of worldwide contacts
                                                 ❶ Site assistance
                                                 → Feedback
                                                 ● Electronic Support forum
                                                 ◉ Current site availability

Announcement | Find out the cost of IT downtime | Which service coverage is right for you? | System x and BladeCenter Services | IBM Custom Technical Support | IBM Hardware Maintenance Services

My notifications subscription

What is My notifications?

- Proactive Support! A complimentary subscription helping customers to stay informed with their software/hardware products

What kind of notifications?

- Customizable to a client's product family
  - Products
  - Daily / weekly updates
  - Delivery method: email, RSS, etc
  - Document types (APARs, fixes, technotes, etc)

How do I subscribe?

- View video
- http://ibm.com/support/mynotifications

Sample email:

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--------------------------------------------------------------------------
6.  WebSphere Application Server: APARs (Authorized Program Analysis Reports)

- TITLE: PM78505: CORRECTIONS ARE NEEDED TO THE DOCUMENTATION IN THE INFORMATION CENTER FOR
IBM WEBSPHERE APPLICATION SERVER VERSION 7.0
- URL: http://www.ibm.com/support/docview.wss?uid=swg1PM78505&myns=swgws&mynp=OCSSEQTP&mync=E
- ABSTRACT: This APAR describes the issues that customers encountered with IBM WebSphere
Application Server Version 7.0.  These issues were


--------------------------------------------------------------------------
7.  WebSphere Application Server: Downloads and drivers

- TITLE: 8.5.0.1-WS-WASND-OS390-IFPM76935
- URL:
http://www.ibm.com/support/fixcentral/quickorder?product=ibm%2FWebSphere%2FWebSphere+Applicat
ion+Server&fixids=8.5.0.1-WS-WASND-OS390-IFPM76935&source=myna&myns=swgws&mynp=OCSSEQTP&mync=
E
- ABSTRACT: WebSphere Application Server for z/OS fails to close inbound HTTP connections
that were used to send SOAP requests.


--------------------------------------------------------------------------
8.  WebSphere Application Server: Fixes

- TITLE: 8.5.0.1-WS-WASND-OS390-IFPM76935
- URL:
http://www.ibm.com/support/fixcentral/quickorder?product=ibm%2FWebSphere%2FWebSphere+Applicat
ion+Server&fixids=8.5.0.1-WS-WASND-OS390-IFPM76935&source=myna&myns=swgws&mynp=OCSSEQTP&mync=
F
```

Need to download a fix pack? Fix Central is the place to go

- Fix Central lets you search by:
  – APAR or SPR identifier
  – Fix ID
  – Arbitrary text
- Search for recommended groups
- Filter search results by category, product, release, and platform
- Includes prerequisite and corequisite fixes
- Use the Fix Central link on Support Portal to access the tool
- Requires sign in. Some products require users to be Approved Users in the Service Request tool to download fixes
- Fixes now available on mobile devices
- Upload an inventory file to display relevant fixes without searching

WebSphere Application Server

Product lookup: Lookup another product name, part number or machine type/model ☑ ● Browse for a product
✉ *Share your list of recently viewed products* ● My products

Search support and downloads

Search: [🔍] *Tips*

☐ Search only WebSphere Application Server

Downloads (view all)
→ Downloads (fixes & PTFs)
→ Feature Packs by version
→ Fix Central
→ Search results: Fixes by version
→ Latest Fix Packs

Tools and resources
→ Open a new service request - sign in
→ Product support lifecycle
→ Product tools and utilities
❖ Subscribe to support notifications
→ Training
● IBM Support Portal Adviser
▲ Forums, blogs and social media

Product support content
→ Product documentation (manuals)
→ Plan and install documentation
→ Flashes and alerts
→ Troubleshooting documentation
→ All product support content

Featured links (view all)
→ Support technical exchanges
→ Featured documents
→ End of Support for 6.1 is 30 September 2013
→ Steps to getting support
→ Evaluate: IBM WebSphere Application Server

Common support links
✎ Sign in
→ Service requests & PMRs
→ ESC+ for hardware and firmware service requests
⚠ Security bulletins
▪ Support registrations
▫ Go to IBM Support mobile

Professional/Lab Services Offerings

Engage IBM Services to proactively help our
clients keep their systems operating optimally

- QuickStart
- Health Check
- Skills Transfer
- Solution Assessment Definition

*All fee based

Summary

Subscription & Support

– What is S&S? S&S is delivered with every new software license and provides easy access to product upgrades and technical support. Customers must be current on S&S to be entitled to support, new product versions and fix packs.

Remote Technical Support

– What is the Support Handbook? Describes all aspects of support and electronic support http://ibm.com/support/handbook

– How does the support process work? After a PMR is created, the problem will be routed to Level 1, possibly level 2 for further problem determination, and possibly level 3 for development

– How is a PMR escalated? Check the severity level, contact a Duty Manager, and request a complaint or higher level of CritSit

– How long is IBM software supported? Products are supported for a minimum of 5 years http://www.ibm.com/software/info/supportlifecycle/

Accelerated Value Program

– What is AVP? AVP is a customized offerings targeted at customers who want a proactive partnership level of support services to complement enhanced support

Support Portal

– How do I access the IBM Support Portal 1st stop in problem resolution! View technical support information and access tools http://ibm.com/support

– How do I subscribe to My Notifications? Proactive Support! A complimentary subscription helping customers to stay informed with their software/hardware products http://ibm.com/support/mynotifications

– Where do I download a fix pack? http://www.ibm.com/support/fixcentral/

What are Professional / Lab Services offerings? IBM Services proactively help our clients keep their systems operating optimally

IBM Software

Backup

Glossary of Terms

- APAR   Authorized Problem Analysis Reports
- AVP   Accelerated Value Program
- CritSit   Critical Situation
- EOS   End of Support
- ICN   IBM Customer Number
- PMR   Problem Management Record (also known as SR)
- RSS   Rich Site Summary
- S&S   Subscription & Support
- Sev   Severity (1-4)
- SPR   Software Problem Report
- SR   Service Request (also known as PMR)
- STC   Site Technical Contact