IBM @ server

NEW TOOLS TO MANAGE E-BUSINESS, INNOVATIVE TECHNOLOGY, APPLICATION FLEXIBILITY.

CUSTOMER SUPPORT PLAN
for the US and Canada

CONTENTS

IBM

Purpose of Support Plan

Do you need a concise, up-to-date guide to IBM's high caliber services and support for your IBM servers? This Customer Support Plan distills the basics of Base Services/Support, e-Support, problem-reporting procedures (including escalation) for hardware and software, and IBM Global Services offerings. The document also includes helpful IBM URLs and support phone numbers.

NOTE:
To download the latest version of this Customer Support Plan, go to http://www.ibm.com/support/ and do a search using "customer support plan" (quotation marks included) in the search field.
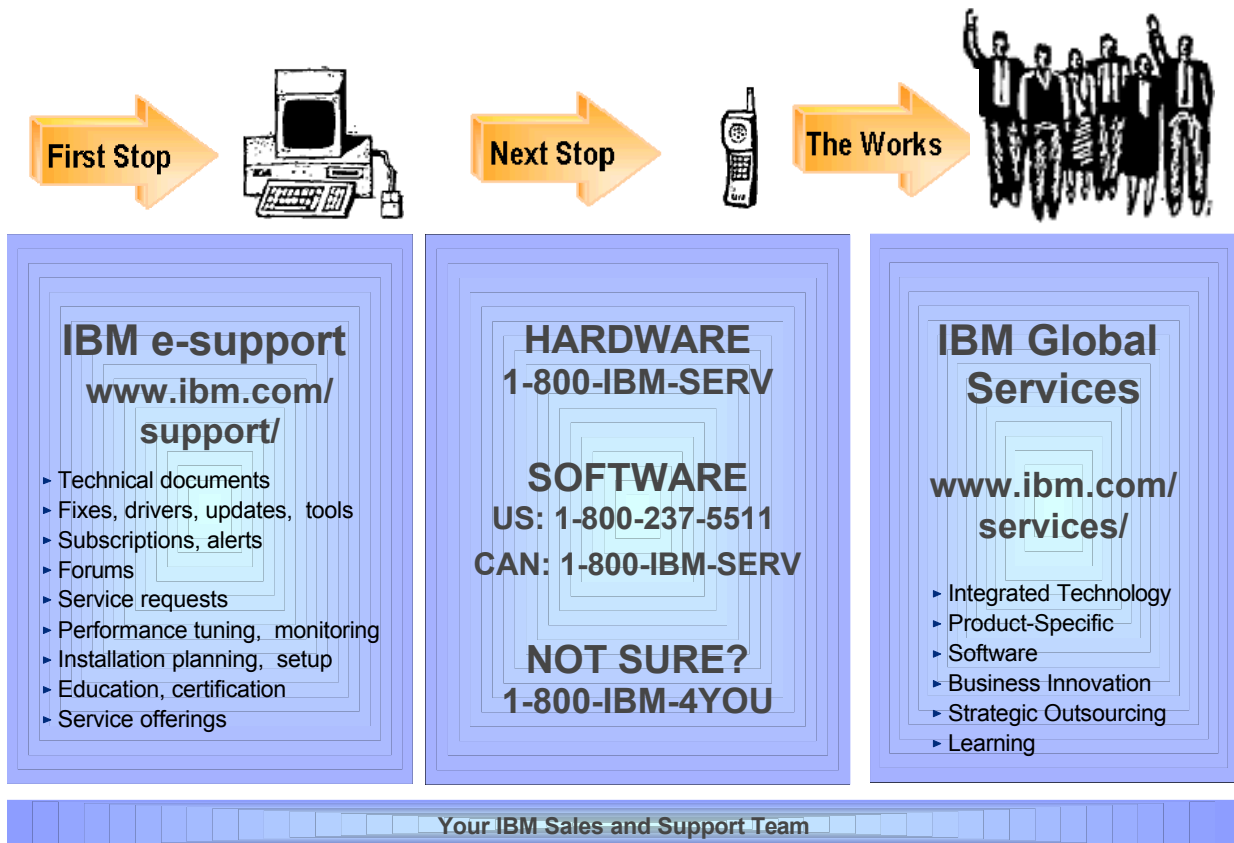
01.18.2002

Support Overview

*"IBM ... continues to leverage its strengths as the most recognized brand in IT and as **the company that can offer the greatest depth and breadth of service to customers.** IBM -- and only IBM -- can offer service, support and integration capabilities to almost any enterprise almost anywhere in the world, and those capabilities are an even more important competitive differentiator in difficult economic times."   "Gartner Viewpoint" (http://www.cnet.com) 12.10.2001*

From IBM's very largest customer to the individual consumer, the Web (http://www.ibm.com) is key to enabling e-relationships. Customers use the Web to learn about and buy offerings and solutions, to comparison shop, check on order status, and to invoke / receive after-purchase support and services. This is referred to as the *Learn / Shop / Buy / Receive / Use* cycle.

IBM also delivers technical sales support via the Web to allow customers to *Learn / Shop / Buy* in a self-service mode, without requiring assistance from the IBM sales channels or Technical Sales Support organizations; these activities can be end-to-end Web or Web-assisted, where the customer accomplishes some tasks via the Web and then engages skilled resources.

As an IBM Customer, you have access to a range of technical support unmatched in the industry. IBM @servers come with the service and support you expect, giving you enhanced value and confidence. Below is a bird's-eye view of IBM's after-purchase customer support capability:

First Stop

Next Stop

The Works

IBM e-support
www.ibm.com/ support/

- ► Technical documents
- ► Fixes, drivers, updates, tools
- ► Subscriptions, alerts
- ► Forums
- ► Service requests
- ► Performance tuning, monitoring
- ► Installation planning, setup
- ► Education, certification
- ► Service offerings

HARDWARE
1-800-IBM-SERV

SOFTWARE
US: 1-800-237-5511
CAN: 1-800-IBM-SERV

NOT SURE?
1-800-IBM-4YOU

IBM Global Services
www.ibm.com/ services/

- ► Integrated Technology
- ► Product-Specific
- ► Software
- ► Business Innovation
- ► Strategic Outsourcing
- ► Learning

Your IBM Sales and Support Team
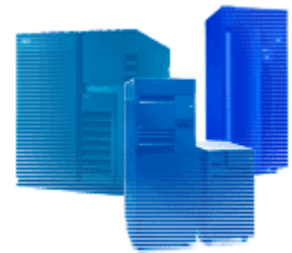
Base Services and Support

When you buy new IBM systems, you also buy IBM's unique depth of experience and expertise. You buy support from people dedicated to developing systems solutions for your business. As always, you can access a wide variety of technical support for your purchase -- free of charge.

Before you decide on any purchase, you can use a wealth of technical sales support, delivered both via the Web and through your sales and technical team. We want to ensure that our solutions and offerings address your business requirements. To help you learn about our offerings and make a purchase decision, we offer a wide array of technical sales support including:

- Offering technical content, such as white papers, model comparisons, and specifications
- Trial software downloads
- Offering and solutions demonstrations and seminars (including webinars)
- Identification and selection of appropriate solutions, including:
  - Complex solution design and assistance
  - Offering configurations
  - Basic capacity plans
  - Pricing
  - Solution Assurance reviews for new IBM offerings to assure the solution both addresses your business needs and is technically feasible
  - Education and education planning assistance

Once you have decided on a server offering, you can take advantage of the significant technical support resources to help you install and implement your solution, including:

- Web self-service such as hints and tips, usage information, fixes, and downloads
- Installation planning assistance for new software licenses
- Physical planning and installation planning assistance
- Warranty support of IBM hardware
- Repair of IBM hardware engineering and manufacturing defects
- Base Software Support included with your software offering license
  - Base software support for most System/390 offerings includes problem support for suspected defects in IBM code and publications. Support is by fax, mail, telephone (voice), and electronic access (bulletin boards).
  - Base software support for IBM and Lotus, AS/400, RS/6000, and desktop platform products includes reporting and defect resolution for IBM code and publications. Support is by fax, mail, and electronic access where available.
 - A complete discussion of IBM/Lotus/Tivoli software support is at http://techsupport.services.ibm.com/guides/handbook.html

Leading Server Performance

IBM consistently scores at the highest levels in a wide range of industry benchmarks. See http://www.ibm.com/ servers/solutions/ benchmark.html

NOTE: This document contains representative lists only of the services and support available from IBM. For further information on services and support, see http://techsupport.services.ibm.com/eserver/support/ , contact your sales and support team, or call 1-800-IBM-4YOU.

Your first stop for IBM support ... e-Support

IBM delivers world-class server support. We furnish you with the technical information and tools to help support a buying decision as well as help you get maximum value from your current servers. Our technical support portal -- http://www.ibm.com/support -- offers you self-service 24 x 7 x 365 -- with its powerful, cross-IBM offering knowledge base. The portal also posts hotlinks to all of IBM offering support Web sites, including server e-Support at http://www.ibm.com/servers/support/
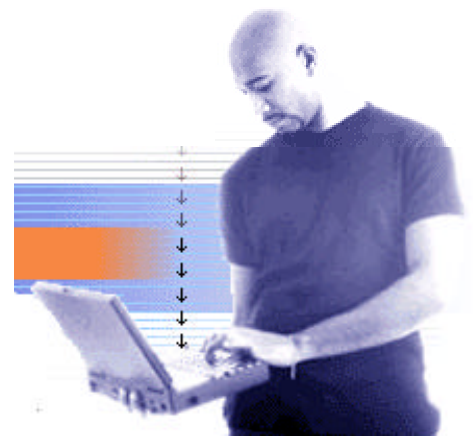
- ◆ Technical content
- ◆ Fixes, drivers, updates, tools
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- ◆ Service requests

- ◆ Performance tuning, monitoring
- ◆ Installation planning, setup
- ◆ Education, certification
- ◆ Service offerings

Don't overlook Redbooks!

IBM Redbooks are "how-to" guides to technical information, and *Redbooks Online!* is THE web source for finding complete information on IBM solutions and offerings on the World Wide Web. You can view and download complete books. We also offer two ways to find the redbook you want. . Do a quick keyword search for a hit list of IBM Redbooks, Redpieces and Redpapers. Or browse through pre-selected categories.
See http://www.redbooks.ibm.com/

Residencies

IBM Redbooks are developed through a unique program - the Residency - that teams IBM technical professionals with Business Partners, customers, and IBM product developers. Depending on the market needs of a product or solution, a team of residents is chosen through a competitive nomination process and works at one of the IBM International Technical Support Organization (ITSO) centers for two to eight weeks, devoted to developing an IBM Redbook.
During the intensive, multi-week residency, small teams explore and document (via Redbook) a product's implementation, integration and operations -- often in the context of marketplace solutions. ITSO residencies apply leading-edge information technology to customer needs. If you are interested in participating in a residency, you can get more information from the IBM Redbook home page -- http://www.redbooks.ibm.com/

iSource -- Your Customizable, One-Stop Source for IBM Information

Whether it's hardware, software, system solutions or special pricing and promotions -- now you can get the IBM news you need e-mailed directly to you.

To receive *iSource*, simply sign up -- at http://isource.ibm.com/world/subscribe.shtml

Ordering Redbooks and Other Publications

Many publications are available online free of charge. You may view or download these titles without having to place them in a shopping cart and without providing any information about yourself.

To order hard copy publications for a fee, however, you will be asked to provide your name, address, e-mail address, and credit card information. This information allows the IBM Publications Center search results to display prices in your local currency. If available in stock, your order will be dispatched within 8-14 days by surface delivery, without additional cost. See http://www.elink.ibmlink.ibm.com/public/applications/publications/cgibin/pbi.cgi?CTY=US

If you don't find what you need with e-Support, your next stop should be 1-800-IBM-SERV for Hardware Support

Your first call will connect you to your IBM Remote Technical Support Center Representative. This Representative will help diagnose your hardware problem and, if not resolved, will create a plan to resolve it, including recommending parts (if appropriate) to the IBM System Services Representative (SSR) responsible for supporting your IBM hardware. You can reach Hardware Support at **1-800-IBM-SERV**. The Service Delivery Manager or Duty Manager can assist you with any service issues you may have.

If you need Software Support, call 1-800-237-5511

Your call to Software Support at 1-800-237-5511 gives us the opportunity to consistently meet your expectations by providing:
- Rapid response to your requests
- Fast relief for high impact problems
- Timely problem resolution
- High quality fixes and information
- Up-to-date service and installation information.

NOTE: To be eligible for voice support on some software offerings, you must have either a Support Line or Passport/Advantage contract.

You are a valued customer. If, for any reason, we are not meeting your expectations, please call us.

- **Duty Manager:**   -- (US) **1-800-237-5511**
                               -- (CAN) **1-800-IBM-SERV**
- **Support Family Information Center:**
        -- (US) **1-888-426-4343 (option 3)**
        -- (CAN) **1-800-426-2255**

When you're not sure, call 1- 800-IBM-4YOU

If you encounter a problem of unknown origin, contact your Remote Technical Support Specialist by calling the Hardware or Software Support numbers listed above or call our general access number -- **1-800-IBM-4YOU**.

Problem Resolution Using Severity Codes

*The following severity codes determine how IBM escalates hardware and software problems. **Report a severity code when placing the initial service request to the IBM Support Center.***

Severity 1— CRISIS
- *The system (or a major application or component) goes down, critically impacting a customer's ability to do acceptable business.*
- *No bypass alternatives are available. Severity 1 requires total commitment of equipment and personnel by the customer and vendors to resolve the problem. The respective management groups are responsible for assigning personnel.*

Severity 2 — MAJOR
- *A problem that causes a severe operational impact.*
- *Bypassing the problem is possible but not feasible.*
- *Severity 2 requires that the failing component be made available for repair.*

Severity 3 — MINOR
- *Any problem causing restricted function or minor impact on performance.*
- *Bypassing the problem is both possible and feasible.*
- *Deferred maintenance may be acceptable.*

Severity 4 — BYPASSED
- *A circumvented problem.*
- *The problem's impact is non-critical and does not affect operation.*
- *Deferred maintenance is acceptable.*

IBM Global Services -- Overview

Why IBM Services?

IBM is uniquely qualified to deliver a caliber of service and support that allows businesses to concentrate on doing business. Why? Because:

- 116,000 people worldwide deliver IBM support and service in 164 countries.
- 2,500 IBM support specialists handle thousands of customer and Business Partner calls each month, in 23 languages from 10 HelpCenters around the world.
- Maintenance parts are available from 145 parts-stocking locations (US); 479 locations (worldwide).

What IBM Services are available for your IBM eServers?

If you would like details on any of the services below, reference the services list at
http://www.ibm.com/services/fullservice.html

Integrated Technology Services	• Business Continuity and Recovery • e-business Infrastructure • Information Technology Consulting • Infrastructure and Systems Management • IT Consolidation		• IT Product Training • Networking and Connectivity • Technical Support • Total Systems Management
Product-Specific Services	**Hardware Services** (See following pages for more information) • IBM xSeries • IBM iSeries • IBM pSeries • IBM zSeries	**Storage Services** • Infrastructure and Systems Management • Networking & Connectivity • Technical Support	**Software Services** • Self Help • Base Support (included with the License Charge) • Enhanced Support • IBM Support Family of Services • Planning • SmoothStart • Alert • Support Line • Electronic Support • Consult Line • Performance Management • Lotus Passport Advantage • Tivoli Maintenance/Support
Business Innovation Services	• Business Innovation • Business Intelligence (BI) • Custom System Integration • Customer Relationship Management (CRM) • Digital Branding / Marketing • Procurement	• e-business Strategy and Design Consulting • e-Commerce • Enterprise Resource Planning (ERP) • Knowledge Management • Merger and Acquisition	• Security and Privacy • Skills Development for e-business • Supply Chain Management • Web Application Development
Strategic Outsourcing Services	• Application Management • Desktop Outsourcing	• Network Outsourcing • Data Center Outsourcing	• e-business Hosting
Learning Services	• World's largest IT training provider	• Delivers thousands of courses daily in 55 countries	

IBM Services

Support Line (remote technical support from IBM Global Services)

With enhanced Support Line, any of your IS technical support personnel gain quick telephone and electronic access to our services specialists -- who can answer product-specific questions about installing and operating your eligible software.

Support Line offers **flexible coverage alternatives** ranging from support for a single operating system to coverage for your entire enterprise.

Basic prime shift support includes coverage during normal business hours, Monday through Friday, excluding national holidays.

The full shift coverage option allows you to select 24-hours a day, 7-days a week coverage. Support coverage for customers' mission-critical problems is available 24 hours per day, 7 days per week, in the base support contract. This support is available for an additional fee in some countries.

General Support:

- ◆ Usage and installation questions
- ◆ Product compatibility and interoperability questions
- ◆ Interpretation of product documentation
- ◆ Diagnostic information review(s) to help isolate the cause of a problem
- ◆ Configuration samples
- ◆ IBM and multivendor database searches
- ◆ Planning information for software fixes
- ◆ Defect support

Electronic Support

Electronic support (where available) may allow you to:

- Submit your problems and get your answers electronically
- View screens remotely
- Submit documents electronically
- View open APARs that you have submitted
- Search our question and answer database

For details, see http://techsupport.services.ibm.com/guides/services.html#SuptLine

Support Line enhancements:

- Any of your IS technical support personnel may contact IBM for support, eliminating the need for named callers.

- Support Line now offers just two procurement options:

  User-selected "Support Groups," which provide support for from one to several collections of products, usually centered around operating systems.

  "Enterprise Support," which covers all designated products across the enterprise.

- Some support groups now contain both selected hardware and software products.

- Support procurement is simplified with fewer Support Line procurement options and elimination of product groups.

IBM xSeries (Netfinity) Services
http://www.pc.ibm.com/ww/eserver/xseries/services/index.html

We recognize that you need support that goes beyond resolving hardware problems. To succeed, your e-business needs support that can solve all your technology needs and is available when you need it -- regardless of your global location. Our proactive care applications can even detect developing problems, so they can be resolved before your business is affected. IBM service and support provides that protection throughout your system's entire life cycle.

Intel processor-based servers

- **Solutions Assurance Advantage**: preparing you for the growing demands of e-business

- **Systems Management Advantage**: protecting hardware, software and critical data.

- **Technical Support Advantage**: helping you keep business up and running for years.

- **Availability Advantage**: simplifying and ensuring system availability

IBM iSeries Services Network
http://www-912.ibm.com/supporthome.nsf/document/19251245

iSeries (AS/400) Services include:

Integrated application servers

- ASP/Hosting/Outsourcing

- Business Intelligence (BI)

- Domino

- Domino Server Consolidation

- Business to Business (B2B)

- Enterprise Resource Planning (ERP)

- Customer Relationship Management CRM)

- Supply Chain Management (SCM)

- Installation/Distribution

- High Availability (HA)

- Server Consolidation

- Systems Management

- IBM Support Services

- Professional Services

- More....

> *Additional IBM iSeries Service -- PM/400e (Performance Management)*
> - *Helps you fine tune your operating system to manage peak periods efficiently*
> - *Helps you effectively plan for future capacity requirements*
> - *Produces regularly scheduled, detailed usage reports in an easy-to-understand format*
> - *Captures performance trend data automatically*
> - *Displays valuable historical performance data that is thoroughly analyzed*
> - *Provides the option of online access to your performance data via the Internet*

IBM pSeries (RS/6000) Services

http://techsupport.services.ibm.com/server/support?view=pSeries

IBM *e*server pSeries Support

UNIX servers

Use this site as your starting point to find tools and resources that help you streamline the technical planning and support for your IBM *e*server pSeries & RS/6000. It's support at your fingertips -- from planning to education to installation to maintenance, and everything in between.

New! Techsetters...a resource for UNIX Trendsetters

http://www.ibm.com/eserver/techsetters

TechSetters
A resource for UNIX trendsetters

IBM zSeries (S/390) Services

http://techsupport.services.ibm.com/server/support?view=zSeries

zSeries Services include:
- Infrastructure & Systems Management Services
- Networking & Connectivity Services
- Technical Support Services

Mainframe servers

Helpful IBM URLs

Corporate Home Page . . . . http://www.ibm.com/

IBM Technical Support Home . . . . . http://www.ibm.com/support/

IBM eServer Support Home . http://www.ibm.com/server/support/

xSeries (Netfinity) home . . . .

. . . . http://www.pc.ibm.com/us/eserver/xseries/

iSeries (AS/400) home . . . .

. . . . http://www.ibm.com/servers/eserver/iseries/

pSeries (RS/6000) home . . . .

. . . . http://www.ibm.com/servers/eserver/pseries/

zSeries (S/390) home . . . .

. . . . http://www.ibm.com/servers/eserver/zseries/

IBM Software Home . . . . http://www.ibm.com/software/

Global Services Consulting . . . . . . http://www.ibm.com/services/

Redbooks . . . . http://www.redbooks.ibm.com/

Shop IBM . . . . http://www.ibm.com/shop/

Business Continuity and Recovery Services . . . .

. . . . http://www.ibm.com/services/continuity/recover1.nsf

Global Financing . . . .

. . . . http://www.ibm.com/financing/webprod.nsf/ID/778AA4

Operating Systems Home . . . . . . http://www.ibm.com/software/os/

New challenges demand new strategies

Companies today are challenged to implement new strategies for an increasingly competitive and complex business landscape. Yet traditional business strategies often fail to recognize the potential impact of Internet technologies on operating costs, market reach and supply chain efficiencies. Likewise, new technologies promise solutions to companies' needs, but without an integrated business plan their value is limited.

Executives looking for new perspectives on these and other critical business issues can now tap into the latest thinking of **IBM Global Services'** business consultants by logging onto the new IBM Business Strategy Consulting Web site -- http://www.ibm.com/ services/strategy.

There they will find a rich collection of resources that reflect the best of IBM's thinking, organized by industry and business issues for easy searching and navigation.

Phone Directory of IBM Support

Customer Service Center . . . . **1-800-IBM-4YOU (426-4968)**

- *A single point of contact if you do not know who to call at IBM*
- *Provides assistance and information on IBM products and services, seminars and classes, marketing assistance, and more*

Learning Services (Education) . . . . **1-800-IBM-TEACH (426-8322)**

- *To receive information and/or enroll, call between 7 AM - 7 PM CST Monday - Friday.*

Software Support Center . . . . **(US) 1-800-237-5511**

. . . . **(CAN) 1-800-IBM-SERV (426-7378)**

- *Serves as the primary contact for software problem reporting*
- *Accepts calls for software technical support covered by an: IBM Licensing Agreement and Support Contract*
- *Notifies local IBM assistance if customer requests to contact them*

Hardware Support Center . . . . **1-800-IBM-SERV (426-7378)**

- *Serves as the primary contact for hardware problem reporting*
- *Accepts calls for repairing hardware covered by an IBM Maintenance Agreement*
- *Notifies local IBM management if customer requests to contact them*

**Publication Orders (including Redbooks) and
SLSS Support** **1-800-879-2755**

- *To order publications or to receive System Library Subscription Service (SLSS) support*