



# Get To Know: IBM® Rational® Client Support

*Revised: May 2008*

**Rational** software



@business on demand.

# Agenda

- Purpose
- About Us
- Worldwide locations
- Rational statistics
- Response goals and severity levels
- Problem determination methods
- Before-you-call checklist
- Rational Premium Support
- Support website, other resources, and training solutions

# Purpose

- Provide clients with the best and fastest ways to contact support and escalate issues
- Provide clients with useful links to tools and processes
- Educate clients on how to best use support
- Ensure high levels of client satisfaction

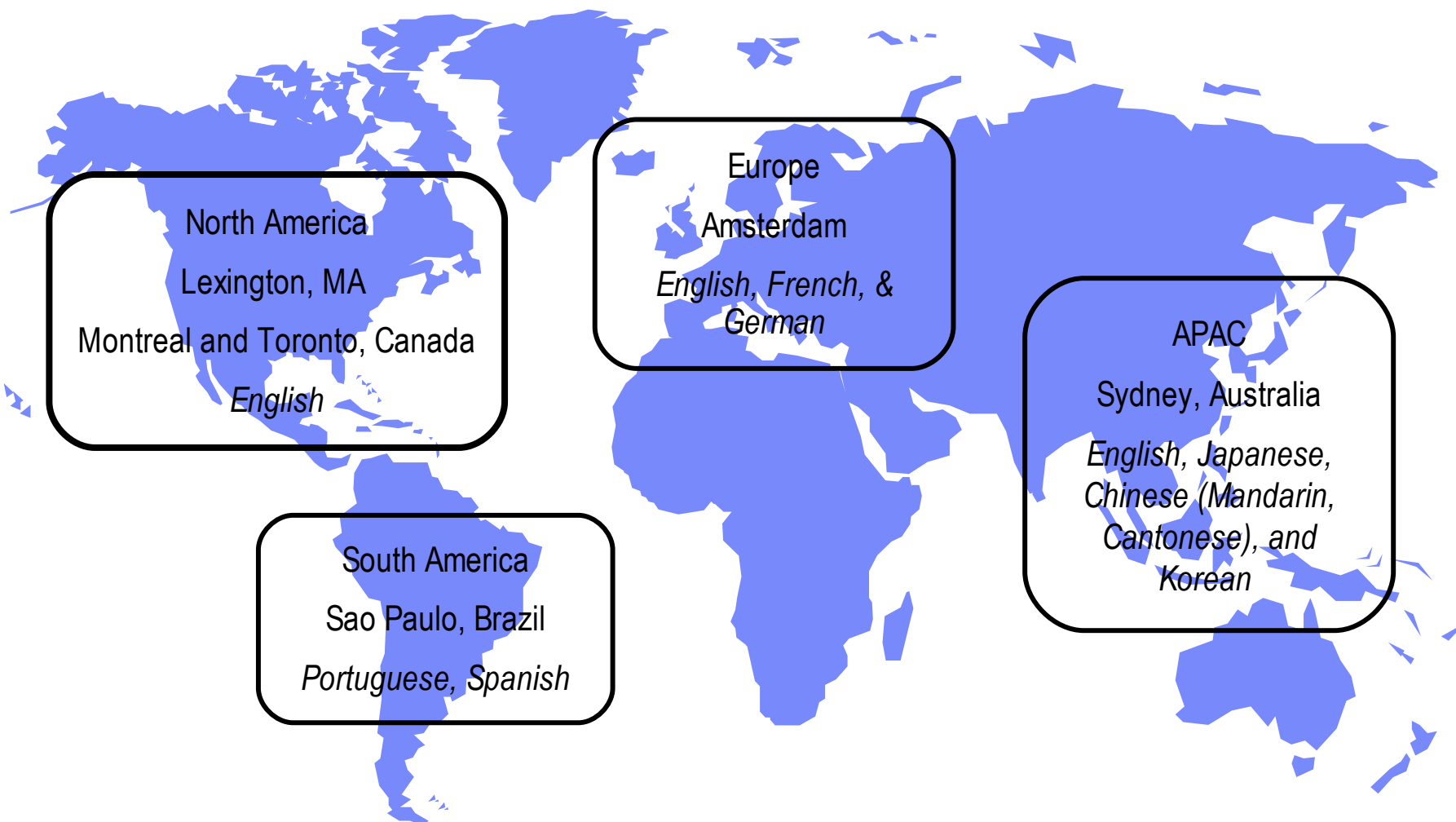


# About IBM® Rational® Client Support (RCS)

- 
- Rational Client Support is a global team of 350+ professionals dedicated to helping Clients use IBM software successfully
  - Headquartered in Lexington, MA with offices worldwide
  - Multiple languages supported

# IBM® Rational® Client Support

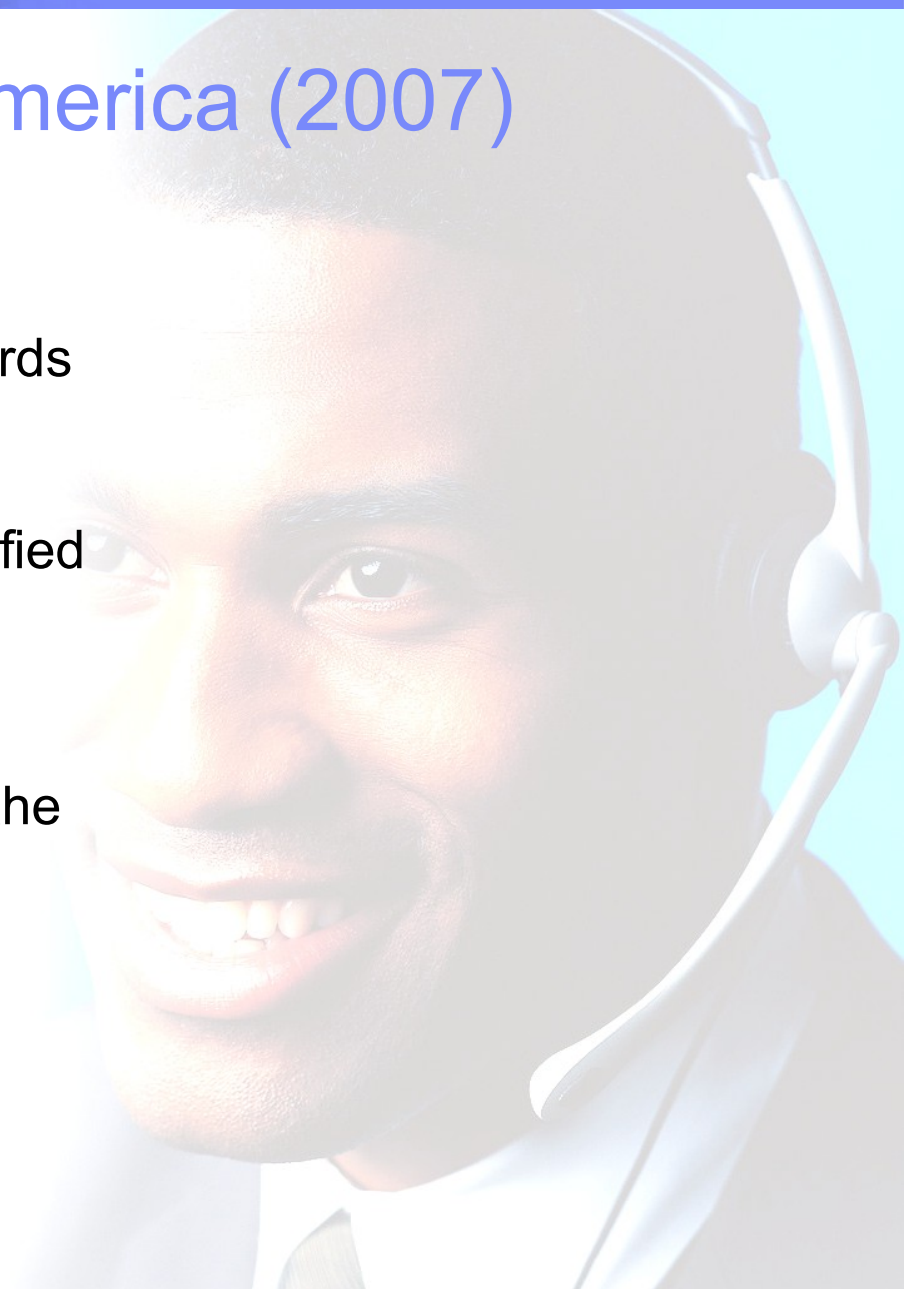
*A global team of 350+ professionals dedicated to helping Clients  
use the IBM Rational software successfully*





# RCS Statistics – North America (2007)

- 96,000+ Problem Management Records (PMRs) opened (Worldwide)
- 9 out of 10 clients surveyed are satisfied with support
- IBM Rational Technical Support Engineers average of 42 months on the job
  - Industry average is 18 months



# Response Goals & Severity Levels

- 2 hour response goal for ALL client issues
- 24/7 coverage for Severity 1 problems
- Normal business hour coverage for Severity 2 - 4 Problems (8:00 AM-5:00 PM local client's time)
- No limits on number of IT Professionals who can call

Severity Level	Condition
1	Customer is unable to use the product, which has critical impact on operations. This condition requires an immediate solution.
2	The customer is able to use the product, but operations are severely restricted by the problem.
3	The customer can use the product with some restrictions on the available functions. These restrictions, however, do not have a critical impact on operations.
4	The problem causes little or no impact to the customer's operation, or the customer or the branch office representative has found a way to circumvent the problem. Follow-up calls generated by the system are set to priority 4.

## IBM Rational Client Support does not include...

- On-site support
  - Unless deemed appropriate by Support, Engineering, Sales
- Network design
  - We DO work with the sales team to improve network design
- Support for products past their End of Support (EOS) date
  - Exception is when a special EOS contract is purchased
- Analysis of customer's program code (e.g., exits, applications)
- Data/database design & recovery
  - Under certain circumstances we will work to improve design and help with recovery
- Diagnosis & analysis of non-IBM products
- Performance and tuning
  - Support will assist if it relates to the use of our products





# Kepner-Tregoe

*"Clients expect their business to be supported homogeneously, despite the complexity of their IT infrastructure."*

## What is it?

- Certified problem resolution process that provides problem-solving, decision-making, and project execution methods
- Adopted fully at IBM Rational Client Support in 2007

## Challenges and Needs

- Managed complex technical environments requiring efficient, simple and scalable problem solving methodology
- Optimize the first interaction with the client (speed and quality of answer)
- Reduce number of customer contacts required to define and resolve issue
- Reduce areas of weakness by using functional rather than an empirical approach to problem resolution
- Faster and more accurate problem solving for our clients
- Optimize efficiency for IBM Rational Client Support resources (Level 2 and Level 3 Engineering)

## Results

- By utilizing a more logical approach to problem solving with KT, we:
  - Reduced critical situations (CritSit)
  - Time required to close PMRs
  - Increased client satisfaction
  - Reduced support costs



# Checklist Before Contacting Support

	Action Required
✓	Define the problem – be specific
✓	Review <a href="#">Rational Support site</a> or <a href="#">Rational Forums</a> – this issue may have already been solved
✓	Gather background information – provide all relevant information, including: <ul style="list-style-type: none"><li>▪ What level of software was / is running?</li><li>▪ What operating system version?</li><li>▪ Have patches been installed?</li><li>▪ Has this happened before? Is it repeatable?</li><li>▪ What, if anything, recently changed in the environment?</li></ul>
✓	Consult “Must-Gather” document, including: <ul style="list-style-type: none"><li>▪ Gather diagnostic information (e.g., dumps, traces, screenshots)</li></ul>
✓	Determine business impact & assign severity

# Rational Premium 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 BOTH IBM and customer skills
  - Deepens IBM knowledge of how clients actually use IBM products which helps to support clients better
  - Knowledge sharing available for customer needs

## Important Links:

IBM Rational Premium Support - <http://ibm.com/software/rational/support/tsas/>

IBM Software Premium Support - <http://ibm.com/software/support/premium/>

# IBM Rational Software Support Website

*Extensive range of technical documents, manuals, flashes, news, and more at your fingertips*

## ■ New Design!

- <http://ibm.com/rational/support/> - now separate pages for each major task!
- Support for all Rational products plus downloads, search, documentation, problem reporting, support handbook

## ■ Developerworks (Community web site)

- <http://ibm.com/developerworks/rational/>
- Premier resource for software developers, providing a wide range of tools, code, and education

## ■ Passport Advantage

- [http://lotus.com/services/passport.nsf/WebDocs/Passport\\_Advantage\\_Home](http://lotus.com/services/passport.nsf/WebDocs/Passport_Advantage_Home)
- Acquire new IBM software licenses and renew maintenance

## ■ IBM Support Assistant (ISA)

- <http://ibm.com/software/support/isa/>
- Free local software serviceability workbench that helps you resolve questions & problems with IBM software products

## ■ IBM Software Support Toolbar

- <http://ibm.com/software/support/toolbar/>
- Navigate quickly to important ibm.com areas, plus perform targeted searches right from your browser's toolbar

## ■ Electronic Service Request (ESR)

- <http://ibm.com/software/support/probsub.html>
- Submit & manage Problem Management Records (PMRs) on demand: 24 hours/day, 7 days/week, 365 days/year

The screenshot displays the IBM Rational support website. The top navigation bar includes links for Home, Solutions, Services, Products, Support & downloads, and My IBM. A search bar is located on the right. The main content area is titled 'Rational support Overview' and welcomes users to the technical resource gateway. It features a 'Choose from one of the following Rational products:' section with a 'Select a category' dropdown. Below this is a 'Search within all of Rational support' section with a search box and a 'Search' button. The right sidebar contains a 'Rational support' menu with links to Overview, Download, Troubleshoot, Search, Documentation, Forums & Communities, Plan, Install, Use, Open service request, and Assistance. Other sidebar sections include 'Personalized support', 'System availability', 'Support feedback', 'Translate my page', and 'Other support sites'. The bottom of the page has a footer with links for About IBM, Privacy, Contact, Terms of use, and IBM Feeds.

# How To Reach Rational Client Support

- Web
  - Electronic Support Request (ESR)
    - <http://ibm.com/software/support/probsub.html>
  - IBM Support Assistant (ISA)
    - <http://ibm.com/software/support/isa/>
- Email
  - [sw\\_support@us.ibm.com](mailto:sw_support@us.ibm.com)
- Phone
  - 1-800-IBM-SERV (1-800-426-7378) option 2,1,6 (North America)
  - <http://www.ibm.com/planetwide/> (list of global numbers)
- How to exchange data with IBM Rational Support
  - <http://www-1.ibm.com/support/docview.wss?uid=swg21231556>
- PMR escalation options:
  - Ask the Technical Support Engineer to escalate the PMR
  - Ask the Technical Support Engineer to speak to a manager
  - Call 1-800-IBM-SERV and ask for a **Rational Duty Manager**



# IBM Rational Training Solutions

## Boost your productivity with Rational application development software!

- Enhance productivity in building business applications
- Learn powerful techniques to support collaborative teamwork
- Streamline and automate change across the application lifecycle
- Reduce project risk by improving requirements management

## Top-Rated Courses

- Essentials of the Rational Unified Process, v7.0 – **RP401**
- Essentials of Configuration Management with Rational ClearCase UCM – **RS401**
- Administration Workshop for Rational ClearCase for Windows – **RSP01**
- Administration Workshop for Rational ClearCase for UNIX – **RSP02**
- Mastering Requirements Management with Use Cases – **RR611**
- Mastering Rational ClearCase Administration for Windows – **RS601**
- Mastering Rational ClearQuest Administration – **RS631**
- Mastering the Management of Iterative Development – **RP601**

## Recently Announced New Courses

- Essentials of IBM RequisitePro Client for Web, v7.1 – **YR202**
- Essentials of IBM Rational Build Forge, v7.0.1 – **RS543**
- Essentials of Manual Testing with IBM Rational Manual Tester – **RT421**
- Essentials of IBM Rational Systems Developer for Systems Development, v7.0 – **RD582**
- Mastering Servlet and JSP Development with Rational Application Developer, v7.0 – **RD792**
- Mastering Web Application Development with Rational Application Developer, v7.0 – **RD794**
- Pattern Implementation Workshop with IBM Rational Software Architect, v7.0 – **RD801**
- Functional Elements of IBM Rational Portfolio Manager, v7.1 – **RP110**

IBM Rational boot camps

[ibm.com/training/us/catalog/rational/bootcamps](http://ibm.com/training/us/catalog/rational/bootcamps)

IBM Rational instructor-led online training

[ibm.com/training/us/catalog/rational/ilo](http://ibm.com/training/us/catalog/rational/ilo)

IBM Rational Web-based training library

[ibm.com/training/us/catalog/rational/weblibrary](http://ibm.com/training/us/catalog/rational/weblibrary)

[ibm.com/training/us](http://ibm.com/training/us)



# Helpful Links

IBM Rational Support page - <http://www.ibm.com/software/rational/support/>

- Support for all Rational products plus downloads, searches, problem reporting, support handbook

IBM Developerworks (Community web site) - <http://ibm.com/developerworks/rational/>

- Premier technical resource for software developers, providing a wide range of tools, code, and education

IBM Support Assistant (ISA) - <http://ibm.com/software/support/isa/>

- Free local software serviceability workbench that helps you resolve questions & problems with IBM software

IBM Software Support Toolbar - <http://ibm.com/software/support/toolbar/>

- Navigate quickly to important ibm.com areas, plus perform targeted searches right from your browser's toolbar

IBM Education Assistant - <http://www.ibm.com/software/info/education/assistant/>

- Multimedia education modules

IBM Publications Center - <http://elink.ibm.link.ibm.com/public/applications/publications/cgibin/pbi.cgi>

- Offers customized search functions to help you find the publications you need such as release notes & manuals

IBM Software Support Handbook- <http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html>

- Worldwide numbers, escalation options, support processes

Passport Advantage - [http://lotus.com/services/passport.nsf/WebDocs/Passport\\_Advantage\\_Home](http://lotus.com/services/passport.nsf/WebDocs/Passport_Advantage_Home)

- Acquire new IBM software licenses, renew maintenance, and technical support

Electronic Service Request (ESR) - <http://ibm.com/software/support/probsub.html>

- Submit & manage Problem Management Records (PMRs) on demand: 24 hours/day, 7 days/week, 365 days/year



# Thank You