



IBM Software Group

Tivoli Accelerated Value Program: Overview and Enablement for GRT – EMEA AP

Mike Hoefft
Janis Thomas

August 2011



Agenda

- AVP Overview (Mike)
- AVP Resources (Janis)
- Startup & Enablement (Janis)
- Basic Delivery Schedule and Output (Janis)
- Tools (Mike)
 - ▶ AMPS
 - ▶ AVL Reporter
 - ▶ Administrative
- Management Tools (Mike)
- Additional AVP Info (Janis)



AVP Overview



The AVP Value Proposition

We give you the time to focus on your business, while we focus on your IT environment by delivering:



Proactive Support

- ▶ Planning, deployment, upgrades, and migration
- ▶ Potential problem identification and prevention
- ▶ Sharing of best practices & technical “know how”

Knowledge and Skill Sharing

- ▶ On site technical activities
- ▶ Staff coaching, workshops, and guidance
- ▶ Invitations to remote briefings and summits

Issue Management

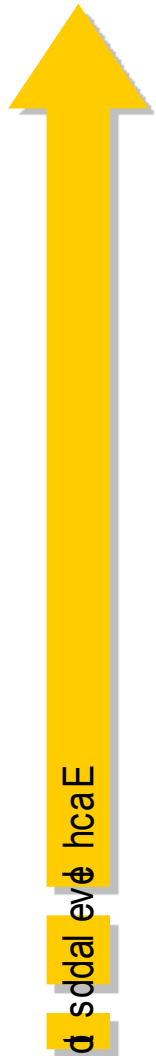
- ▶ Escalation & Advocacy
- ▶ Management & Coordination
- ▶ Reporting of trends & analysis for improvement

AVP Components of Delivery

Several or all of the following may be incorporated in to your AVP agreement:

- **Accelerated Value Leader** helps with planning, proactive support, strategic advising, situation management, and reporting
- **Priority Call Handling** Direct access to Sr. SW Engineers
- **Accelerated Value Specialist** provides deep technical skills, risk mitigation, fix advice, and diagnostic coaching (equivalent to BIGFIX Premium SME)
- **On site assistance** can include best practice reviews, performance optimization, deployment, migration, or upgrade assistance
- **Emergency on site assistance** On-site within 24 hrs. of SEV 1
- **Certification exam voucher** provided (1) per named caller
- **Knowledge sharing calls** exclusively for our AVP Clients
- **First access to technical content** that is relevant to your environment
- **Delivery plan** is a shared document that articulates your priorities and needs for the coming year; including success criteria for delivery

Software Accelerated Value Levels



Strategic	<i>Focus is on:</i> Skills supplementation and knowledge transfer	<ul style="list-style-type: none"> • Dedicated remote and/or <u>onsite</u> AVL &/or AVS resources with additional advanced technical skills, greater leadership in problem prevention activities, problem isolation and diagnostics, and problem management • Additional named callers • Executive sponsor with advisory role to IBM Support 	<i>For clients who require:</i> Deep technical expertise to address critical issues, interface with IBM resources, and work to prevent issues from occurring
Analyst	<i>Focus is on:</i> Minimizes issue impact, maximizes skills transfer	<ul style="list-style-type: none"> • More hands-on assistance with problem resolution activities • Additional customized reports and analysis for problem prevention • More named callers • Customized skills development / transfer plans • Onsite days for planning / skills development • Remote AVL &/or AVS resources 	<i>For clients who require:</i> On-going access to deeply skilled support resources for problem prevention and management
Assist	<i>Focus is on:</i> Proactive issue prevention	<ul style="list-style-type: none"> • Proactive problem prevention, maintenance planning and problem escalation management • Prioritized call handling for entitled named callers • Assigned remote Accelerated Value Leader (shared) • Emergency Onsite (available at additional cost) 	<i>For clients who require:</i> A single point of contact for issue management and escalations
Select	<i>Focus is on:</i> Rapid Reactive Resolution	<ul style="list-style-type: none"> • Select Level Support supplements and enhances IBM's standard Software Subscription and Support by providing priority call handling, faster response times, knowledge-sharing sessions, IBM expert recommendations based on tech assessments, advice on migration planning, and proactive alerts. • Benefits include more effective risk mitigation, quicker problem resolution, optimized life-cycle management, and faster return on the client's software investment. 	For clients who require: Focus on Priority Call Handling

AVP Resources Overview



Named Resources Assigned

■ Accelerated Value Leader (AVL)

- ▶ Single point of contact within IBM Support
- ▶ Proactively coordinates communications including issue management, escalations, and reporting
- ▶ Facilitates skills sharing activities and manages the application of product patches/updates

• Accelerated Value Specialist (AVS)

- *Leads IBM technical response on support issues related to assigned product(s) or segment*
- *Proactively shares Product Knowledge*
- *Technical Advisor on IT Planning and Strategy*

• Accelerated Value Program Select Engineer (AVPSE)

- *Senior Engineer*
- *Priority Call Handling*
- *Technical Advisor (Mini Technical Assessment, Migration Assistance, etc)*

Tivoli AVP Key Contacts

- Program Director – Maria Tafuri/Raleigh/IBM
- WW Planning and Enablement – Michael Hoeft/Raleigh/IBM
- Operations Mgr / Sales Evangelist – Sanjay Sekharan/Toronto/IBM
- Tivoli AVP AVL Leader – Janis Thomas/Raleigh/IBM
- SWG AVP Sales Manager – Alex Lewis/Austin/IBM
- SWG AVP Marketing Manager – Kim Killam/North Reading/IBM
- Delivery Manager GRT / AVP – Susan Ottinger/Dallas/IBM
- Delivery Manager GRT / EMEA – Silvia Bellucci/Italy/IBM
- Delivery Manager GRT / AP – Sern Chong Wong/Singapore/IBM

Startup and Enablement



Getting Started

■ Tivoli AVP Wiki Page

■ <https://w3.tap.ibm.com/w3ki08/display/SAVTW/Home>

- Customer Information
- Delivery Teams
- Process
- Knowledge & Education
- Contact/Feedback

■ AVL/AVS Start-up

- ▶ Knowledge & Education → Startup & Enab
 - Review AVL/AVS start-up actions task list



Foundation Training Roll-out



30 hours
+
Technical
training

Title	Duration	Date	Speaker
Kick off Bill F. /Anthony A. (30-45 minutes)	0.5	1-Mar	Bill & AA
Manager Big picture, why some changes are happening and the Client's benefits	1		Mary/Helen/Paul/Moe
AVL Roles & Responsibility, Workflow and Best Practices	1.5	2-Mar	Mike H
AVS Roles & Responsibility, Workflow and Best Practices	1.5	5-Mar	Mani
Soft Competencies : (12Hours)			
The soft part is the hard part	1	8-Mar	Jim De Piante
Active Listening	1	8-Mar	Mike Rock
"Becoming a Trusted Advisor"	1	16-Mar	Bob Dill
Client Focus	1	16-Mar	Doug Clifton
Beyond Haggling: Secrets of Master Negotiators"	1	22-Mar	Barclay Brown
LDR-403: "Secrets of Radio and T.V. Personalities to Keep Audience Attention - In-Person and On-Line"	1	22-Mar	Barclay Brown
LDR-407: "Remote Presentations that Rock"	1	29-Mar	Sacha Chua
LDR-304: ""If you build it, they will come" – how to build relationships for improved performance"	1	29-Mar	Harish Dindigal
BAC-202: "How to Win Friends and Influence Clients"	1	6-Apr	Willie Gruber
Time management	1	6-Apr	Willie Gruber
LDR-406: "Detox for PowerPoint (or Freelance) Junky. Reduce Your Dependency on Slide Presentations"	1	13-Apr	Doug Clifton
Meeting Expectations	1	13-Apr	Doug Clifton
Workflow: Best Practices & Tools : (~ 12 Hours)			
New Customer enablement	1	12-Mar	Janis thomas
Tools			
IWCS	0.5	12-Mar	Dan Nelson
OneStop	0.25	12-Mar	Mary Tafuri
PMR Alert	0.1	12-Mar	Mike Hoeft
Premium Support Team room	0.1	12-Mar	Mike Hoeft
SSR	0.1	12-Mar	Janis thomas
Email Distribution Lists	0.1	12-Mar	Jeff Lynn
Customer Relationship Management	1.5	19-Mar	Jeff Adams/John DeRosa/Michelle Howard/Jeff Lynn/Janis Thomas
request Central , Customer Portal	0.3	19-Mar	Mary Tafuri
Regular customer reports/activities	1	26-Mar	Jeff Lynn
AMPS	1	26-Mar	Colin thompson
Offerings & On-site days: how to get best usage	0.5	9-Apr	Mary Tafuri, Janis Thomas
AVL Reporter	1	9-Apr	Colin thompson
iRAM / Wiki	0.5	9-Apr	Mike Hau
KS	0.5	16-Apr	Janis Thomas
ILC	0.5	16-Apr	Benoit Cotnoir/Dawn Feimeyer
Audit	1	16-Apr	Mike Hoeft/Mani
Renewal			
PSST, ARB	0.5	23-Apr	MikeHoeft/Paul Gardiner
ARS	0.5	23-Apr	Jeff Lynn
ROI	1	23-Apr	Subramanian Sethuraman

Basic Delivery Schedule and Output



Accelerated Value Deliverables

PMR Report of Open Support Issues

Sent via Email by AVL and
Discussed in Regular AV
Meetings with Customer

APAR or Defect Report

Sent weekly via Email
Subscription set up by AVL

Delivery Plan

Set up by AVL with Customer Input.
Lists upcoming plans, upgrades,
migrations. Reviewed regularly.

AVP Quarterly Report

Sent quarterly by AVL and
covers Value Add Delivered
during the Quarter

AVP Knowledge Sharing Sessions

Schedule sent by AVL of upcoming
scheduled sessions. Playback links
available

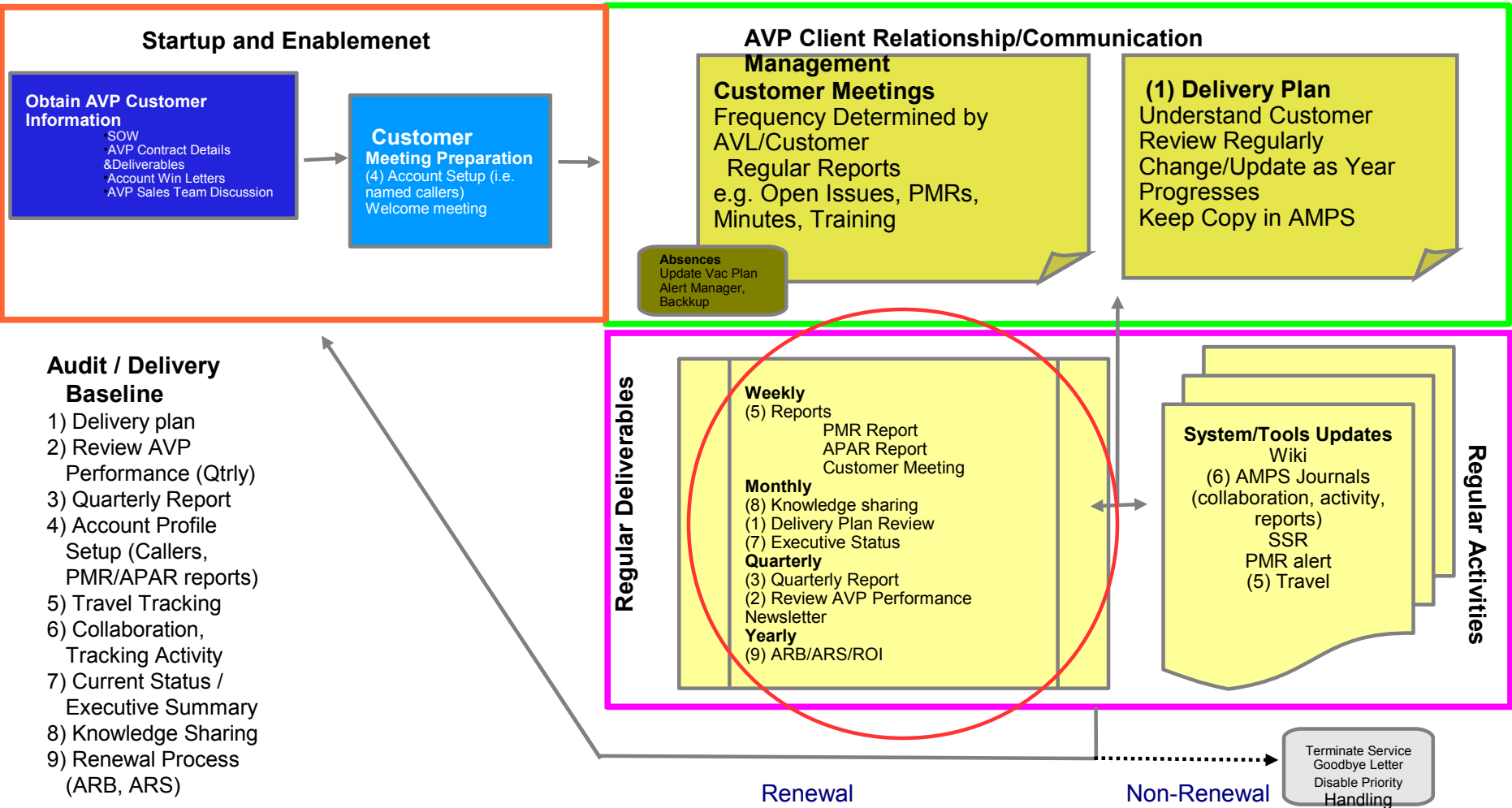
SWG Quarterly Newsletter

Sent quarterly via Email
Subscription set up by AVL

Additional AVP Reporting

Meeting Minutes list of open ER's
in PMR Report, and additional
reports based on customer need

AVP Work Flow / Audit for Baseline Delivery



Audit / Delivery Baseline

- 1) Delivery plan
- 2) Review AVP Performance (Qtrly)
- 3) Quarterly Report
- 4) Account Profile Setup (Callers, PMR/APAR reports)
- 5) Travel Tracking
- 6) Collaboration, Tracking Activity
- 7) Current Status / Executive Summary
- 8) Knowledge Sharing
- 9) Renewal Process (ARB, ARS)

AVP Value Add

AVP Value Add	AVP Deliverables	Examples
Proactive and customized support	<ul style="list-style-type: none"> • Custom Troubleshooting and Scripting • Remote Administration and Cleanup • Assistance with Disaster Recovery Planning • Facilitate Architecture review and assistance • Capacity / Performance analysis and tuning • Recommendations on backup and recovery procedures • Recommendations on security precautions 	<ul style="list-style-type: none"> • State of New York - onsite days used to review product plans, and make a recommendation for product usage and potential growth. • Follow-up 18 months later with an updated plan - Both times a formal document outlining the findings • State of CA DMV - TSM Environment cleanup, Disaster Recovery, and Capacity Planning • FBI - architects working to review questions related to TSPM • Bank of America - Accelerated Value Leader's weekly cross-brand team meeting
Customer Focused Product Management Assistance	<ul style="list-style-type: none"> • Maintain and track customer enhancement requests • Facilitate Product management sessions • Facilitate regular meetings to review and define enhancements requests based on customers business priorities • Work with IBM product management teams to ensure continuous progress is being made on enhancement requests 	<p>AT&T AVP -</p> <ul style="list-style-type: none"> • Liaison with various teams within AT&T's organization to capture their requirements for technpack upgrades and manage the delivery of those requirements thru upgrade roadmap aligned with their business needs • Initiate and maintain the relationship with AT&T network equipment vendors (Ericsson, Nokia, Siemens, Nortel, Lucent, Tektronix, Cisco etc) for procurement of Documentation and Sample data in support of IBM TNPM Engineering forces for Probes/Tech-pack upgrades • Manage Scope/Requirement Document Reviews and Approval process for each TNPM technpack upgrade <p>Bank Of America AVP -</p> <ul style="list-style-type: none"> • Facilitate Cross-Brand Involvement • Assist with Was 6.1 35 Upgrade- Collaborate with WAS AVL • Assist with DB2 9.7 fp3 Upgrade- Collaborate with DB2 AVL
Installation, Upgrade, and Migration Assistance	<ul style="list-style-type: none"> • Assist customer with installation and configuration • Custom APAR delivery thru iFix / LA Fix, Special APAR Reports • Check of environment and OS levels for installs Upgrade Assistance • Patch Strategy Recommendations • Facilitate weekly and ad-hoc meetings among IBM development, Customer, and their 3rd parties for resolving issues arising on daily basis around release/fixpack roadmap planning and implementation 	<ul style="list-style-type: none"> • MetLife - weekly Non-GA APAR / Internal Defects list • UNICEF – AVS TDS LDAP migration and consolidation • DTCC – custom installation scripts created for TAM Migration/Installation <p>Bank of America –</p> <ul style="list-style-type: none"> • Custom APAR delivery thru iFix / LA Fix and Special APAR Reports • CSP Production environment Support 7.1.1.4 on DB2 9.7. • Maximo 7.1.1.8 Upgrade (CCMDB, TSRM, TAMIT 7.2) Dev3 Environment. • User load scale support (Merrill Lynch) current user load 2800+
Assistance with Customer Environment	<ul style="list-style-type: none"> • Set up and maintain a test environment similar to customer • Test Environment Recommendations • Review of Customizations 	<p>Bank Of America AVP -</p> <ul style="list-style-type: none"> • Daily Touch Point Meeting with various teams within BoA • POC assistance - e.g. WAS MQ Design VS SiBus JMS • Assistance in creating Maximo Vanilla VM • Provide assistance in creating or upgrading development environments at client site • Collaborative with IBM Development, DE, and L3 teams in India to help resolve critical upgrade issue with TSRM 7.2.1.1FP (this saved customer opening critsit and was able to continue the rollout and maintain Go Live Date)
Knowledge transfer	<ul style="list-style-type: none"> • Access to user groups and advisory councils (peer collaboration with other AVP customers using same products) • AVS deliver hands-on customized product training • Ad-hoc assistance to end users on how best to solve their needs using the existing tool capabilities • Process consulting and technical workshops • Facilitate access to IBM's SMEs and Architects for assistance with customer's focused needs 	<ul style="list-style-type: none"> • Maximo Advisory council - where all AVP customers get together to discuss, share and learn best practices from each other • AVP Knowledge Sharing Sessions - only available to AVP customers. The topics that are presented could actually include topics on any type of AVP deliverable.

Basic Delivery Schedule and Output

- **Weekly**
 - Journal Entries
 - PMR Report
 - APAR Report
 - Customer Meeting (could be bi-weekly or monthly)
- **Monthly**
 - Knowledge Sharing Account Plan Review
 - Delivery Plan / Executive Summary / Account Status
- **Quarterly**
 - Quarterly Report
 - Quarterly Newsletter
- **Yearly**
 - ARB - Account Renewal Brief
 - ARS - Premium Renewal Summary (if requested by AVP Sales)
 - ROI – Return on Investment (if requested by AVP Sales)



Weekly AVP Report

- Track all issues, open and closed, related to AVP
- Provides status on all open items
- Reviewed by AVL and AVS during weekly / regular AVP meeting

- **PMRs**
 - **APARs**
 - **Enhancement Requests**
- http://www.ibm.com/developerworks/rfe/?BRAND_ID=90
- **Education**
 - **And more....**

Microsoft Excel - Copy of Marriott TWS AVP Report 3-16-10.xls

PMR	Opening Severity	Current Severity	Date Opened	Last Update	Summary Detail	APAR Number	Short Description	Support Contact	Customer Contact
68712,487,000	2	2	1/27/2010	3/9/2010	L3 requested and received various forms of data including JSC03b.tro, nestat, contents of Lwsonsozoleulerdata, etc... Awaiting L3 review of data.	n/a	84 Had to bounce eWAS for JSC to work	Richard Chessher	Prashant Mukadam
69478,487,000	2	2	2/3/2010	3/15/2010	Marriott will be migrating their TWS 8.4-PP02 Master from ADI 5.3 to TWS 8.4-PP04 on Linux PHEL 5 i86. Therefore requesting the fix for TWS 8.4-PP02 on ADI 5.3 and also for 8.4-PP04 on Linux PHEL 5 i86. Awaiting L3 reply.	I271824	DS 8.4 DB2 Errors in Log after FINAL	Joe Lopez	Prashant Mukadam
76387,487,000	2	2	2/24/2010	3/15/2010	L3 working at the root cause analysis, they want to provide a way to discover a possible problem into the zsmrve. Potentially an automatic tool to discover a potential incorrect plan. Awaiting L3 update.	I272156	MB jobmon crash: OS error 10054	Annalisa Testa	Prashant Mukadam
77883,487,000	2	2	3/8/2010	3/15/2010	Support analyzed documentation provided, the output of datamigrate is correct, error is related to the fact that the L3DMMASTER is defined twice. Support requesting the output of the following SQL queries executed on L3DMMASTER: db2 "select * from MDL_WKS_WORKSTATION_CLASSES"; wks_class db2 "select * from MDL_DDM_DOMAINS"; ddm db2 "select * from MDL_WKS_WORKSTATIONS"; wks Awaiting data/output.	n/a	FM 8.4 Parallel Migration FTAs Unlinked	Mike Tucci	Prashant Mukadam

Next Action: Awaiting Marriott review/feedback. **APAR Related**
 Tivoli - Requires Follow-up by AVP
 APAR or None - Monitor state or closing issue
 Tivoli - Support working PMR

AVL: Jeff Lynn
 TWS AVS: Joe Lopez

Ready NUM

AVP Meeting Minutes

- AVL should take and send meeting minutes for each regularly scheduled AVP meeting
- Contents:
 - Date
 - Attendees
 - Agenda
 - Ongoing / Open Items
 - PMR Updates
 - New Items

Marriott
Premium Support Meeting Minutes

ICN: 5501079
 Date: 3/22/10

Attendees
 Marriott
 IBM

- Alan Goko, Frank Hammond, Steve Liddery, Mykhailo Hannan, David Pombouls, Genevieve Chanani
- Jeff Lynn, Roy Spencer, Rob Rice

Agenda

- Open Items
- AVP Report
- New Discussion Items/Questions

Meeting Minutes

Open Items
 - PMR Report

76136,487,000 - TAMOS not installing on Windows. For UNIX, there is no inactive-timeout setting that would kick off the X Windows xlock program. [Clicking PMR.](#)

76148,487,000 - "Follower cookies are not actually a mechanism for maintaining sessions; it is a mechanism for transparently re-authenticating the user. Each WebSEAL server in the described scenario will have its own session for the user. The Session Management Server (SMS) can be used to accomplish seamless session followover between WebSEAL domains. With the provided setup, when a user logs into a WebSEAL configured into the MARRIOTT.COM Session Realm, the same SMS Session ID will be used. [Clicking PMR.](#)

29510,487,000 - L2 has successfully recreated the issue locally and engaged L3 to determine root cause. Measures put in place to help avoid issue, so reoccurance since.

77506,487,000 - Fix provided 3/17 - Marriott rolling into production over 3/19 weekend - Discuss results of next AVP call.

78324,487,000 - Enhancement MPO312105958 - Customers have found value in leveraging their ITDIs efforts in evaluating changes made via the change log for his (and other) customized data sync solutions. Customers are requesting this due to the complexity of their replication configuration on multiple peer systems. We have a centralized repository of changes made not just to each replica peer, but a remote universal change log which tracks ALL changes made to ALL systems in the topology. [Clicking PMR.](#)

New Discussion Items/Questions

- Onsite meeting scheduled for 3/31
- Joe DeMRobRoy will be onsite all day


Weekly APAR Report

- Automated Report sent by AMPs based on customer profile setup
- Report consists of all APARs opened that week against the product(s) for which the customer has AVP support
- Only Named Callers receive report
- Recipients defined in AMPs to receive

New Tivoli Storage APARs Encountered by Customers for 02/12/2010 - 02/18/2010						
APAR	HIPER	Open Date	Product	Version	Description	
IC66415	n	2/17/2010	TDP FOR DOMINO	55W	DP DOMINO DOCUMENTATION IS MISSING X86_64 WEB CLIENT RESTRICTION	
IC66674	n	2/14/2010	TIV CONT DP FOR FIL	310	CDP RESTORE FAILS WITH "FILEPATH ERROR FPDIFF CATCHUP READ ERR: DESIRED:### GOT:0"	
IC66818	n	2/14/2010	TIV CONT DP FOR FIL	310	UNNECESSARY STORAGE USED IF E-MAIL APPLICATION IS RUN BEFORE CDP3.1 OR FASTBACK FOR WORKSTATIONS 6.1 STARTS UP	
IC66248	n	2/17/2010	TPC FOR DATA	41W	TPC FAILS TO LAUNCH DS8000 STORAGE MANAGER, AND ELEMENT MANAGEMENT IS MISSING FUNCTIONALITY IF JRE 1.5 IS NOT INSTALLED.	
IC66380	n	2/16/2010	TPC FOR DATA	41A	SRA INSTALLATION RUN FROM AN AIX-BASED TPC SERVER TO WINDOWS HOSTS FAILS.	
IC66384	n	2/16/2010	TPC FOR DATA	41A	MISSING DOCUMENTATION FOR ERROR CODE AGT0306E IN TPC 4.14.1.1 MESSAGES GUIDE.	
IC66434	n	2/17/2010	TSM CLIENT	61S	CLIENT GUI CAN INCORRECTLY PROCESS THE -ASNODENAME PARAMETER	
IC66263	n	2/15/2010	TSM CLIENT	55A	HSM DSMRECONCILE COMMAND MAY HANG ON STARTUP.	
IC66225	n	2/18/2010	TSM FOR SHAREPOINT	610	AUTOMATIC PRUNING OF THE INDEX CACHE DOESN'T FUNCTION CORRECTLY.	
IC66317	n	2/18/2010	TSM FOR SHAREPOINT	610	BACKUP REPORTED AS SUCCESSFUL WHEN INDEX FAILS	
IC66262	n	2/15/2010	TSM SERVER	61W	MESSAGE "ANR0530W TRANSACTION FAILED ..." FOR BACKUPS USING A DISK POOL WITH CACHE ENABLED THAT IS FULL	
IC66136	n	2/12/2010	TSM SERVER	61W	TIVOLI STORAGE MANAGER 6.1.3 "EXPORTING RESTRICTIONS"	
IC66231	n	2/12/2010	TSM SERVER	61W	TIVOLI STORAGE MANAGER STORAGE POOL DEDUPLICATION MAY CAUSE LINKED DEDUPLICATED DATA TO BECOME INVALIDATED	
IC66235	n	2/12/2010	TSM SERVER	61W	VERSIONING OF TIVOLI STORAGE MANAGER 6.1 MONITORING & REPORTING NOT CLEAR	
IC66285	n	2/15/2010	TSM SERVER	61L	TIVOLI STORAGE MANAGER BACKUP DB FAILS DUE TO DB2 SQLCODE -2428	
IC66299	n	2/15/2010	TSM SERVER	61L	TMTXN008 CRASH ABEND ERROR HANDLING TIVOLI STORAGE MANAGER SERVER	

Delivery Plan and Monthly Review

- The Delivery Plan serves as a roadmap for AVP activities as well as retaining *some* historical data for reference
- Contents/Topics/Agenda:
 - Open Action Items
 - Upgrades/Migrations
 - Onsite Usage
 - Enhancement Requests
 - Technical Notes
 - Other Recommendations
- The monthly review ensures all parties are in congruence



State of New York AVP Account Plan

ICN: 6713052
 Date: 10/21/2009
 AVL: Janis Thomas - janist@us.ibm.com

Task	Activity Title	IBM Owner	Customer Owner	Status	Action	Due Date
1	Architecture Document for ITM6	John Kuhn	Charlie Sigadel	Started	OFT is waiting for this document which includes ITCAM for Transaction info. An architect from Tivoli, Jeffrey Powers, came onsite. Janis will check with John Kuhn to see where this currently stands.	Delivered August, 2009
2	Legacy Tivoli	Toben Nelson	Charlie Sigadel	Started	Never moved the Legacy Tivoli (Framework, ITM5, TEC) to zLinux. There were 2 issues: 1) Servers are quite old (oldest from 2002) 2) Too many of them. Migrating the Legacy Tivoli to new AIX LPARs, and the target is Q4 2009.	Q4 2009
3	Multi-Homing TMRs	Toben Nelson	Charlie Sigadel	Initial	OFT is not that familiar with multi-homing TMRs	Q4 2009
4	Migrating ITM5 to ITM6	Toben Nelson	Charlie Sigadel	Started	Challenges with passing things to TEC (it clears out events), and with Monitoring w/ITM5.	Q4 2009
5	OMNIBUS	n/a	Charlie Sigadel	Started	Big unknown. Planning to attend a webcast on 8/25. Janis suggested we might use this as an idea for a future Premium Support Knowledge Sharing call. He said he would like to have an idea of what they're going to face for the migration to do	Q4 2008

Quarterly Report

- This Quarterly Report highlights AVP activity delivered during the previous quarter, specifically identifying improvements achieved and recommendations for improvements next quarter.
- Contents:
 - AVL/AVS Activities
 - Proactive Activities
 - Metrics
 - PMRs / APARs / Enhancements
 - Knowledge Sharing Activities
 - Recommended Actions for Next Quarter
 - Due on the 15th following end of quarter:
 - Q1 - April 15
 - Q2 - July 15
 - Q3 - October 15
 - Q4 - January 15



AVP Contract Renewal

Report Type	Due Date	Responsible Party
Delivery Plan (Account Plans)	April 30 AVLs should work on these during the first quarter of the year.	AVL
Quarterly Reports	Due on the 15th of the month following end of quarter. Reports due: Q1 - April 15 Q2 - July 15 Q3 - October 15 Q4 - January 15 (of new year)	AVL
Account Renewal Brief (ARB)	90 to 120 days prior to contract expiration date	AVL
Account Renewal Summary (ARS)	The ARS document should be completed by the AVL 3-4 months prior to the renewal date of the contract.	AVL
Return on Investment (ROI) Calculation	This is part of the ARS and should be completed by the AVL 4 months prior to the renewal date of the contract.	AVL (Questionnaire , SSS (Contract, \$\$)
Account Renewal Summary (ARS) Cover Letter	3-4 months prior to contract expiration date (Should be completed after the ARS is done.)	SSS (with input from AVL)

Tools

- **AMPS**
- **AVL Reporter**
- **Administrative**

AMPS Introduction

- A single portal for AVP users that provides internal client-facing audiences a program view for each client that includes entitlements, deliverables, contacts, value adds, PMR reporting and workflow capacity
- Direct URL: http://tiger.lenexa.ibm.com:81/amps/amps_main
- Authorization as TaylorMade:
 - ▶ access the TaylorMade home page using IBM intranet login/password
 - ▶ http://tiger.lenexa.ibm.com:81/taylor_made/tam_master
 - ▶ click on "Request TM Access" in the left hand menu box, fill out and submit the access request form
 - ▶ email will be sent when the request has been processed
- Community link
 - ▶ <http://w3.ibm.com/connections/communities/service/html/communityview?communityUuid=66abeb4d-3892-44c0-a19c-9346f0cac965>

Task	AMPS	AVL Reporter	CAPture
Setup Account details	✓		
Named Caller details	✓		
Record on-site days	✓	✓	
Generate APAR report	✓		
Open PMR status	✓	✓	
PMR detailed information	✓	✓	
PMR reporting	✓	✓	✓
Quarterly reporting		✓	✓
Client requests (tasks) or email via journals	✓		
Store customer documents	✓		
Detailed account snapshot	✓		

AMPS - Main page layout

Account Management for Premium Support Search w3

Main User Options

Return | **My Space** | Customers | Reports | Search | Blog Zone | Help

PMRs | Journal | Reports | Contacts | Environment | Documents | Business Profile

PMRs for Norges Arbeids-og Velferdsetat (NAV) View: Open PMRs

IBM Confidential PMR Filters

PMR	Brand	Product	Severity	Status	Age	Last CT	Abstract	Application	APAR	ICN
42141,001,806	Tivoli	TEPS	3	Open	76	2010-01-14 11:35	W4F 091124 RDOD> OMXE4.1 g...			0107119
42157,001,806	Tivoli	ITCAM FOR SOA-DIST	3	Open	74	2010-01-22 13:00	ITCAMSOA - SDSM database ...			0107119
42237,001,806	AIM	WAS PREMIUM SUPPORT	4	Open	67	2010-01-11 03:13	WDOC java.io.IOException:...			0041547
42402,001,806	Tivoli	TEP	2	Open	63	2009-12-18 11:17	premium support ITM - TC...		IZ66596	0107119
42456,001,806	Tivoli	ITCAM TRANSACTIONS	2	Open	59	2010-01-21 14:57	Premium - ITCAM for ZOS ha...			0107119
42528,001,806	AIM	WBI MODELER AE	3	Open	48	2010-01-20 01:31	BB: Search in Modeler PDF ...			0107119
42529,001,806	AIM	WBI MODELER AE	3	Open	48	2010-01-19 10:31	BB: Diagrams in reports is...		JR35454	0107119
42779,001,806	AIM	WEB PROC SERV PREM	1	Open	17	2010-01-28 08:04	DJB - WPS Crash/Hang (W4D)			0107119
42806,001,806	Tivoli	ITCAM TRANSACTIONS	2	Open	12	2010-01-22 08:34	CYTQ0080E RC 160 and 170			0709500
42819,001,806	AIM	BUS PRC CHOREOGMP	2	Open	12	2010-01-21 09:52	bpeconfig jacl fails			0011547
51322,001,806	Tivoli	ITCAM TRANSACTIONS	2	Open	5		CYTQ0025E message is not d...		OA31798	0709500

Show Details Refresh PMRs | Download | Send e-Mail

Contextual Information

My Customers **Customer Selection**

DnB NOR

Norges Arbeids-og Velferdsetat (NA

Produban

Raiffeisen Schweiz

Other Accounts

Reminders

Customer Snapshot

1 Severity 1 PMRs

0 Hot PMRs **Dashboard**

0 Open Critical situations

11 Open PMRs

9 PMRs with no contact in 5 days

3 PMRs with active APARs

2 Open Activities

Avg. PMR Duration is 43 days

Avg. PMR Backlog Age is 44 days

4 Aging PMRs - Older than 60 days

Avg. days for last contact is 15 days

Delivery Status

Contract is **expired**

15 of 20 onsite days used

0 of 0 emergency days used



AMPS - Account options – PMR Info and Reporting

Main purpose: allows the AVP team to review the PMR status and update summary status for inclusion in the regular PMR reports that can be sent to the customer.

- **Displays one line per open PMR for all the brands covered by the contract**
- **View can be modified by view selection, PMR Filter, or by selecting the brand tab**
- **Line selection displays detail in the lower section of the screen, and has selection tabs for the detailed display of PMR body text or customer summary. It also has a hyperlink to WebRETAIN**
- **Download report**

for editing, or send directly to customer

PMRs for DnB NOR View:

IBM Confidential [PMR Filters](#)

PMR	Brand	Product	Severity	Status	Age	Last CT	Abstract	Application	APAR	ICN
08439,999,806	AIM	WEBS APP SERV ND	4	Open	7		WFBK STD CETThread Pool Se...			0008320
43136,001,806	AIM	WEBSHERE APP SERV	2	Open	3		ALM @ 3:11AM Feb 19 addCon...			0765670

Next Refresh PMRs Download Send e-Mail

[Hide Details](#)

Info	PMR Text	Customer Summary	Internal Notes	Additional Features
PMR No.: 08439,999,806 Status: Open Opened: 02/12/2010 Severity: 4 Impact: <input type="text" value="Select Impact"/> Hot: <input type="radio"/> Yes <input checked="" type="radio"/> No Age: 7 Release: <input type="text" value="61S"/>				
Brand: AIM Product: WEBS APP SER... Comp ID: 5724H8800 PMR Owner: Lempinen, Jarm... Contact: Jon Trygve Utn... Last CT: APAR: Hide PMR: <input type="radio"/> Yes <input checked="" type="radio"/> No				
Current Queue: AFWCTS ICN: 0008320 Application: <input type="text" value="Select Application"/> Project: <input type="text" value="Select Project"/> IWCS: <input checked="" type="radio"/> Yes <input type="radio"/> No QuickView: No Source: PHONE Billable Hours: <input type="text"/> <small>*Note: Only for Block Hour PMRs</small>				

AMPS - Account options – Journal Entries

Main purpose: displays the journal entries for the selected customer. Journals are a way of recording and tracking tasks performed for the customer, which should be reported in the Quarterly Report

- View summary one line per journal, click on line to view detail
- Brand selection tabs
- View open, completed, past due, visits, value adds, time period, IWCS
- Customized display via journal filters
- Create new entries, download list and email interface
 - ▶ **eMail to Journal: journal@tiger.lenexa.ibm.com**

PMRs | **Journal** | Reports | Contacts | Environment | Documents | Business Profile

Journal Entries for Norges Arbeids-og Velferdsetat (NAV) View:

IBM Confidential [Journal Filters](#)

All		AIM	Tivoli					
Type	Status	Activity	Brand	Project	Owner	Open	Target	
Communications	Open	PMR 42141	Tivoli		COLIN THOMPSON	02/16/2010	02/26/2010	
Executive Summary	Open	Account Status - Internal ...	Tivoli		COLIN THOMPSON	05/26/2009	02/26/2010	
Technical Issues	Open	WPS 7.0 support within ITM...	Tivoli		COLIN THOMPSON	12/15/2009	02/26/2010	

[Show Details](#) **New** **Download** **Send e-Mail**

AMPS - Account options – Maintain Contacts

Main purpose: displays contact details for the selected customer. Maintains the account contacts and their subscriptions.

- View one line per contact, click on line to view detail
- Setup automatic distributions, no longer enabled within TM
- Selectable view, and display can be customized via filters
- Email interface

Contacts for Norges Arbeids-og Velferdsetat (NAV) View: All

IBM Confidential [Contacts Filters](#)

*Note: Select the to enable subscriptions for contacts.

Name	Role	Primary Phone	Product	Subscribe	Primary Contact	Named Caller	Survey	Tech Talks	Newsletter	APAR	IWCS
COLIN THOMPSON	PSM	44-(0)1784-445267	Tivoli								<input checked="" type="checkbox"/>
Dominic King	Backup PSM	44-1926-465752	Tivoli								<input checked="" type="checkbox"/>
Ernst Bohmer	Management	+47 95 25 12 70	Tivoli,WS Busine...		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Johnny Kristiansen	Technical	+47 21 07 16 03	Tivoli			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Kjell-Anders Karst...	Technical	+47 21 07 09 11	Tivoli			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Roger Karlsson	Technical	+47 41 61 66 35	Tivoli			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Next New Download Send e-Mail

[Hide Details](#)

Info Subscriptions e-Mail Groups ICNs

Contact Type: Customer IBMer

Status: Active Inactive

***Name:**

***Role:**

Category:

Title:

***e-Mail:**

***Primary Phone:**

Copy Customer Address

***Geo/Region:**

Address:

City:

State:

Postal Code:

***Timezone:**

***IWCS:** Yes No

AVL Reporter - Overview

Notes database which generates customer reports. It reads PMR data from Retain, and allows the AVL to customise for their customers.

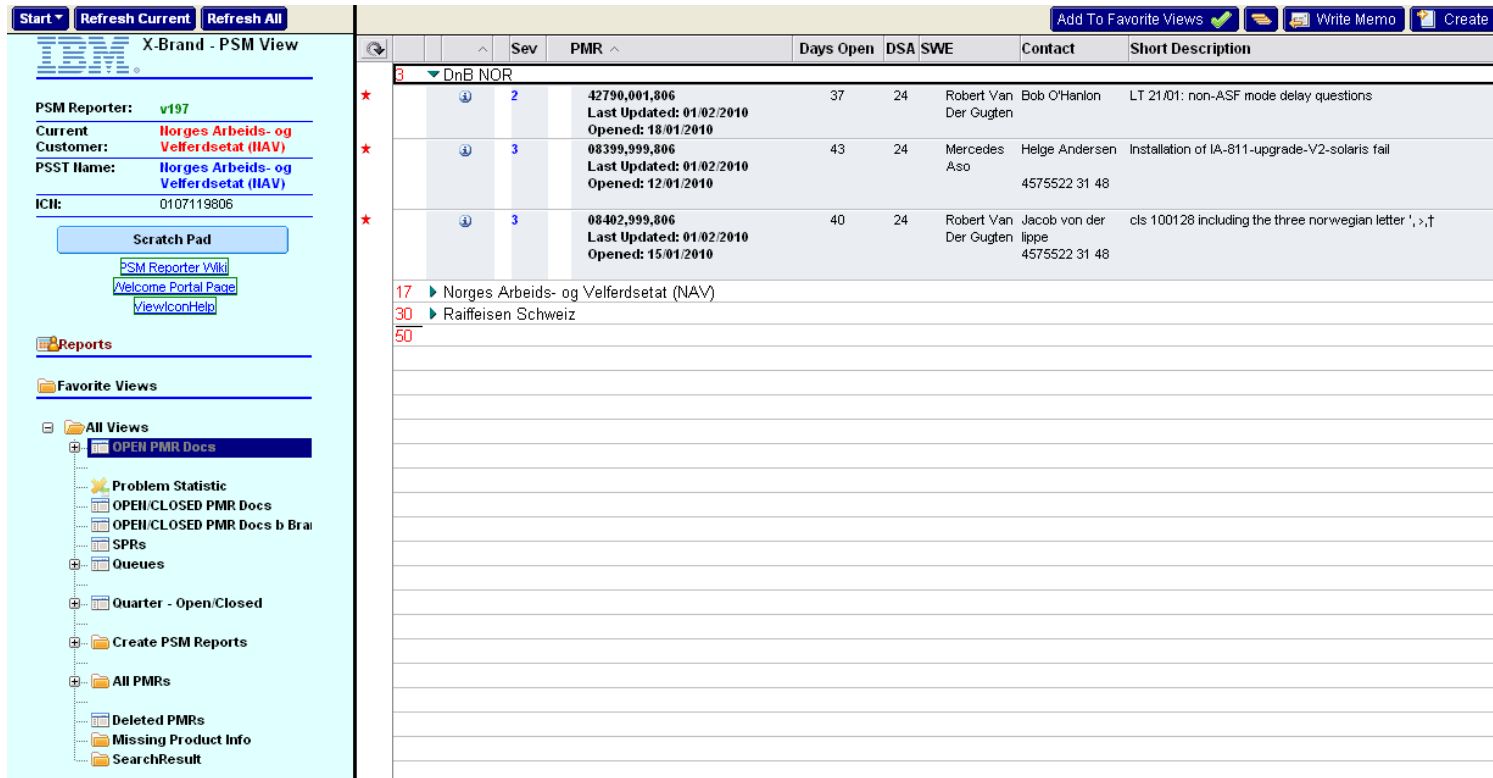
Developers:

- ▶ Steve Waggoner
- ▶ John Haslam
- ▶ Roland Urban

LotusScript agents build Microsoft Office documents using the data stored in the database.

Interfaces to:

- ▶ Premium Support Services Tracking (PSST) for contract information and details of named callers
- ▶ CompidMaps database, to convert Retain Product IDs into product names and brands



The screenshot shows the AVL Reporter interface. On the left is a sidebar with navigation options, and on the right is a main table displaying PMR data.

Sidebar Navigation:

- Start, Refresh Current, Refresh All
- X-Brand - PSM View
- PSM Reporter: v197
- Current Customer: Norges Arbeids- og Velferdsetat (IAV)
- PSST Name: Norges Arbeids- og Velferdsetat (IAV)
- ICIT: 0107119806
- Scratch Pad
- PSM Reporter Wiki
- Welcome Portal Page
- ViewIconHelp
- Reports
- Favorite Views
- All Views
 - OPEN PMR Docs
 - Problem Statistic
 - OPEN/CLOSED PMR Docs
 - OPEN/CLOSED PMR Docs b Bra
 - SPRs
 - Queues
 - Quarter - Open/Closed
 - Create PSM Reports
 - All PMRs
 - Deleted PMRs
 - Missing Product Info
 - SearchResult

Main Table:

Sev	PMR	Days Open	DSA	SWE	Contact	Short Description
2	42790,001,806 Last Updated: 01/02/2010 Opened: 18/01/2010	37	24	Robert Van Der Gugten	Bob O'Hanlon	LT 21/01: non-ASF mode delay questions
3	08399,999,806 Last Updated: 01/02/2010 Opened: 12/01/2010	43	24	Mercedes Aso	Helge Andersen 4575522 31 48	Installation of IA-811-upgrade-V2-solaris fail
3	08402,999,806 Last Updated: 01/02/2010 Opened: 15/01/2010	40	24	Robert Van Der Gugten	Jacob von der lippe 4575522 31 48	cls 100128 including the three norwegian letter ',>,†

Additional table information: 17 ▶ Norges Arbeids- og Velferdsetat (NAV), 30 ▶ Raiffeisen Schweiz, 50

AVL Reporter - Report Formats

- Basic weekly report:

PMR	STATUS	SEV	SWE	Customer Name	Short Description	Open Date	Mod Date	DSA
42402,001,806	OPEN	2	sal Gunduz	Audun Simonsen	premium support ITM - TCAMfRT issue IZ66596	11/30/2009	01/27/2010	29
42456,001,806	OPEN	2	dwight Dixon	Dino Hockic	Premium - ITCAM for ZOS hangs in pre-production	12/04/2009	02/18/2010	7
42459,001,806	OPEN	2	dwight Dixon	Svein Seglen	PREM support TCAMfT CICS	12/04/2009	02/18/2010	7

- Monthly report with charts:

The screenshot shows a monthly report for January. It features a bar chart on the left side and a data table on the right. The table has columns for various metrics and a grid of data points.

- Quarter report template doc with charts, standard files can be appended:

The screenshot displays a report template with an 'Appendix Selection' dialog box. The dialog has sections for 'Append Header 1 Text', 'Append Header 2 Text', 'Append Header 3 Text', and 'Append Header 4 Text', each with 'Yes' and 'No' radio buttons and a 'Description' field. The main report area includes a table titled 'Appendix - PMR Overview' and a chart area with red and black text.

Admin - PMR Alert Process

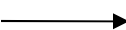
- Please go to <http://ausgsa.ibm.com/projects/i/isstl2sup/pmralert/> read carefully the following links:
 - - Queue Addition:
 - <http://ausgsa.ibm.com/projects/i/isstl2sup/pmralert/access.html#requestQueueAddition>
 - - Queue Removal:
 - <http://ausgsa.ibm.com/projects/i/isstl2sup/pmralert/access.html#requestQueueRemoval>
 - - Configuration Change:
 - <http://ausgsa.ibm.com/projects/i/isstl2sup/pmralert/access.html#requestConfigChange>

Team	ICN	Who to alert - Primeshift	Who to Alert - Offshift/Weekend	Chang ed by	Chan ged Date
Walmart	9521495	8004251160@archwireless.net; 8004319419@archwireless.net; afreitas@us.ibm.com,mj@us.ibm.com, alvonda_howard@us.ibm.com	afreitas@us.ibm.com,mj@us.ibm.com, alvonda_howard@us.ibm.com	Micha el hoeft	05/12/ 2007
Siemens	0877439	447764667138@mmail.co.uk, HAMILGAR@uk.ibm.com,DIAPER@uk.ibm.com,HAUM@uk.ibm. com, David.G.Kay@uk.ibm.com,MAGUIREP@uk.ibm.com,WILLJEN@ uk.ibm.com	HAMILGAR@uk.ibm.com, DIAPER@uk.ibm.com, HAUM@uk.ibm.com, MAGUIREP@uk.ibm.com, WILLJEN@uk.ibm.com	Micha el Hoeft	07/08/ 2007
Siemens	0822971	447764667138@mmail.co.uk, HAMILGAR@uk.ibm.com	HAMILGAR@uk.ibm.com, DIAPER@uk.ibm.com, HAUM@uk.ibm.com, David.G.Kay@uk.ibm.com	Micha el Hoeft	07/08/ 2007

Text Address

email address

Received
Alert

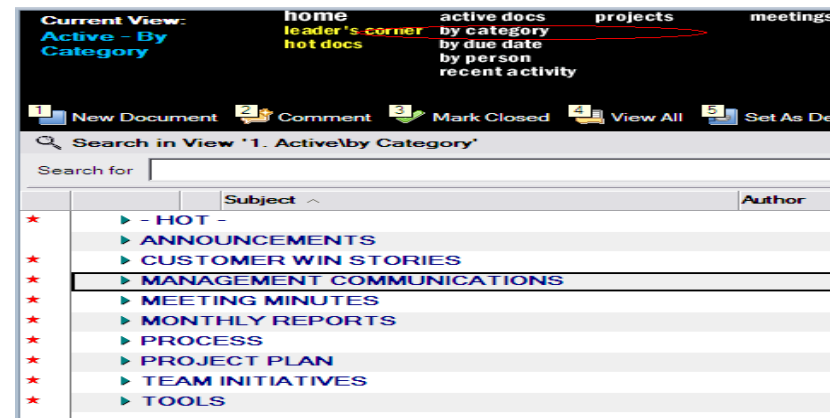
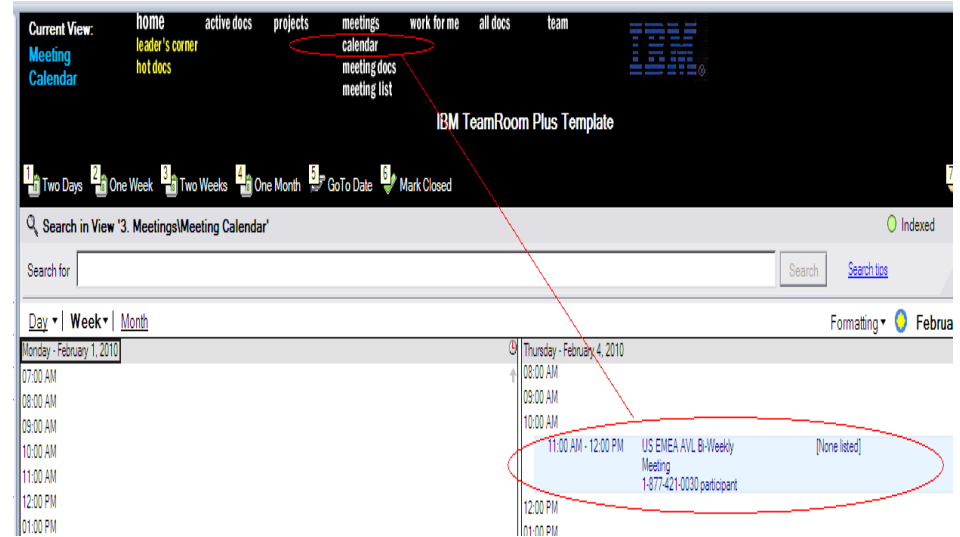


Dist -
 PMR 34455_7TD_000 was detected on WBETIM,12H with state: (1) - PMR Arrival
 Comment: ATTN Mike: Txfr back to TIM
 Additional information:
 CSTATUS:
 COMPID: 5724C3403
 Category: PAX
 Severity: 2
 Timestamp: 01/08/2009 10:38
 shift: 1
 timeZoneOffset: -002
 Priority: 2
 timePutOnQ: 11:36/08
 PPG: 202

Admin - AVP Support Team Room

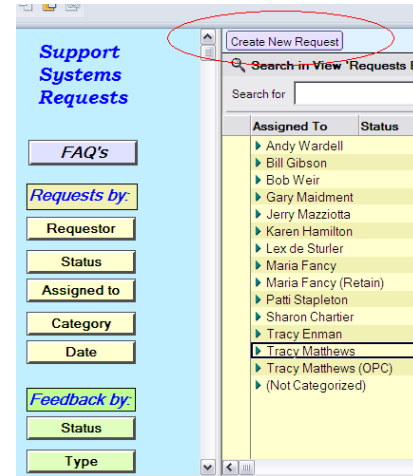
- **AVP Support Team Room**
 - (Tivoli Premium Support Implementation)
 - **Notes://D03DBM06/87256FC8005E0BD6/**

- **Main Use is for Monthly AVL/AVS Meeting Agenda and Materials:**
 - Monday. 10 am – 11 pm EST
 - Request Access:
 - *Send email to either Janis Thomas/Raleigh/IBM or Michael Hoeft/Raleigh/IBM*



Admin - SSR Support Systems Request DB

- **Lotus Notes Workspace**
 - Install Database Link:
 - <Notes://CAMDB04/86256E8C007992FB/>
- **Main Use - Setup/Change Authorized Callers, report SR issues, etc. for AVP customers**
- **To open a Request:**
 - Click on “Create New Request”
 - Fill in Support Systems Request Form
 - Primary Category: Accelerated Value Pgm
 - Secondary Category: Select from pulldown
 - Complete ICN, Brief Description, Detailed Description
 - Click on “Save and Exit”



The screenshot shows the 'Support Systems Request Form' in Lotus Notes. The form has a menu bar with options: 'Save', 'Save and Exit', 'Edit Document', 'Create Response to Main', 'Notify Requestor of change to Request', and 'Forward Request'. The form is divided into sections: 'Requestors Information' (Name: Michael Hoelt, Email address, Phone, Additional Email updates to), 'Information about Request' (Request Created on: 03/01/2010, Request Closed on, Status: New, Assigned To), 'Primary category', 'Secondary Category', 'ICN', 'Brief Description', 'Detailed Description', and 'Solution'. A 'Select Keywords' dialog box is open over the 'Detailed Description' field, showing a list of keywords: Accelerated Value Program (Premium Support), CallPromoter, ccWin, Data Power Premium, ECURept, ID Request / Issue, India, OPC, and RMP. The dialog box has 'OK' and 'Cancel' buttons.


Admin - AVP Notes / Email Aliases

- **Example -email-alias**
 - Example-embedded-email-alias
- **1) Tivoli-AVL-US**
- **2) Tivoli-AVS-US**
- **3) Tivoli-AVL-EMEA**
- **4) Tivoli-AVS-EMEA**
- **5) Tivoli-AVL-AP**
- **6) Tivoli-AVL-LA**
- **7) Tivoli-AVL-WW**
 - Tivoli-AVL-US, Tivoli-AVL-EMEA, Tivoli-AVL-AP, Tivoli-AVL-LA
 - Tivoli AVP Management (not an alias)
- **8) Tivoli-AVS-WW**
 - Tivoli-AVS-US, Tivoli-AVS-EMEA
- **9) Tivoli-AVP-WW**
 - Tivoli-AVL-WW, Tivoli-AVS-WW, SupWW_GRT-Tiv-All, Tivoli-AVP-ISS
- **10) SupWW_GRT-Tiv-All**
 - SupAM_GRT-Tiv-All, SupEMEA_GRT-Tiv-All, SupAP_GRT-Tiv-All

Admin – Vacation Planner

Backup/Absences

1. Determine your backups, and inform your Manager
2. Update your Vacation Planner and send to the appropriate team e.g. Tivoli-PSM-US or Tivoli-PSM-EMEA, PSA(s)



Vacation Day
 Vacation Planner - Version 1.14 9/09/2003

Date:

05/15/2009 16

Multiple Consecutive Days

Type:

- Vacation Day
- PC Holiday
- Flex Day
- Site Holiday

Duration:

- Full Day (10:00:00 AM-06:45:00 PM)
- 1/2 Day AM
- 1/2 Day PM

Description:

KPMG - <Backup Name, Contact Info>
 UNICEF - <Backup Name, Contact Info>



3. Inform your Customers via email.
4. Update your Out Of Office in Notes:

Management Tools

Using ILC

- There is on-line documentation: [ILC Users Guide](#)
- ILC data will be used to prove to the customer that time was spent on his/her issues. Areas to be reported on are:

<i>Activity Code</i>	<i>Activity Description</i>
AV0224	Other Deliverables
AV0225	Problem Management
AV0226	Customer Visit
AV0227	Knowledge and Skills
AV0228	ROI Staff Advisement
AV0229	ROI Risk Avoidance
AV0230	ROI Proactive Tasks

- These codes correspond to AVP Deliverables as describe in the Delivery section on the Wiki. This presentation as well as a detailed list of ILC codes now reside on the Wiki.
 - <https://w3.tap.ibm.com/w3ki08/display/SAVTW/Delivery>
- If you can't find an activity that corresponds to a deliverable, use AV0224 as the catch all.

AVP Wiki ILC Instructions

w3 IBM Software Accelerated Value Program - Tivoli Wiki
 Delivery

WikiCentral Home > IBM Software Accelerated Value Program - Tivoli Wiki > ... > Process > Delivery

[Edit](#) [Attachments \(3\)](#) [Info](#) Published on May 13, 2010

Tivoli AVP Delivery Basics

xBrand Delivery Templates & Education

- [xBrand Delivery Templates](#)
- [xBrand Delivery Education](#)

AVL & AVS Basic Deliverables

- [Basic Deliverables](#)
- [Tivoli AVP Delivery Methods & Value Adds](#)

SWG AVP Process

- [IBM SWG AVP Process](#)
- [SWG AVP Forms, Letters and Presentations](#)

SWG AVP Time Recording

- [IBM SWG AVP ILC Instructions](#)
- [SWG AVP ILC Activity Codes](#)

xBrand Deliverables

NOTE: These are the basic xBrand Deliverables. The Tivoli Accelerated Value Deliverables are built from the IBM SWG Deliverables, and this section is included mostly just for reference.

AVL Deliverables

- [AVL Deliverables](#)
 - Problem Management
 - Customer Reporting
 - Customer Profiling
 - Escalation Management
 - Support Planning

AVS Deliverables

- [AVS Deliverables](#)
 - Skills Sharing,
 - Remote Analyst
 - On-site Analyst
 - On-site Analyst Days
 - Request On-Site Days

Standard Deliverables

- [Standard Deliverables](#)

Additional AVP Info



Knowledge Sharing Sessions

- ***Offered exclusively for our Accelerated Value Customers***
 - ✓ Topics come directly from customer suggestions and requests
 - ✓ Topics cross all segments
 - ✓ One hour sessions are recorded via Centra
 - ✓ Playback Links available for missed sessions
 - ✓ Ideas or Recommendations are forwarded through AVLs

Segment Champions

- ***Segment Focused Teams to help serve AVP clients more efficiently***
 - ✓ Focal Point for any specific segment related request
 - ✓ Inner Circle communication structure
 - ✓ Intended to ensure AVL/AVS are aware of Segment Roadmap/strategy plans and properly leverage them
 - ✓ Group meets monthly

Accelerated Value Support Portal

▶ <http://www.ibm.com/supportportal>

The screenshot shows the main interface of the support portal. At the top, there's a navigation bar with 'United States [select]' and a search box. Below that, a secondary navigation bar lists 'Home', 'Solutions', 'Services', 'Products', 'Support & downloads', and 'My IBM'. A welcome message for 'Janis Thomas' is visible. The main content area is titled 'Support overview' and includes a search bar, 'My bookmarks', and 'Translate this page' options. A large banner for the 'IBM Software Accelerated Value Program' is prominent. On the left, there's a sidebar for 'Choose your products' and 'Viewed Products'. The central section is titled 'My support programs' and features a 'Welcome Janis' message with a 'Company' dropdown menu set to 'IBM Support Portal AVP Users'. Below this, there are links to various support resources and a 'Featured links' section. A 'Technical Support Chat' widget is visible at the bottom right of the main content area.

This block contains two overlapping screenshots from the support portal. The top screenshot, titled 'Manage my product list', shows a 'Company products' section with a list of products like 'Alloy by IBM and SAP', 'IBM Mashup Center', and 'IBM Mobile Portal Accelerator'. It also features a 'My products list' section with a table of active products including 'IBM Mashup Center', 'Cloudscape', and 'Cognos 8 Business'. The bottom screenshot, titled 'Enhanced PMR Management', displays a table of problem reports. The table has columns for 'PMR', 'Sev', 'Description', 'Owner', 'Assigned', 'Created', and 'Modified'. A 'News' pop-up window is overlaid on the bottom right of this screenshot, with the headline 'Software Accelerated Value: Access your personal account' and links to 'ETS Gateway', 'Electronic Service Agent', and 'Integrated Network Support (INS)'. A small icon in the top right corner of the PMR Management portlet indicates that this portlet is available only to AVP participants.

Company product list when managing products

Icon indicates portlets or documents available only to AVP participants

Enhanced manage problems portlet

Best Practices Initiative

- ***Ongoing Initiative to Provide Consistency and Efficiency to Team***
 - ✓ AVP Refresher – offered in April 2011
 - ✓ Tested with current AVP customer for fdbk
 - ✓ AVL and AVS Refreshers planner for Q3/Q4
 - ✓ Teaming and Collaboration Efforts being put in place for Dev, L2, Sales, AVP
 - ✓ Reviewing and Standardizing Scorecards / Executive Briefs

Thank
YOU

