

IBM Software Support Information

IBM's software support organization is a global network of centers with expertise across our broad product portfolio. The organization is made up of teams of individuals that work together to provide you with the responsive software support that you require. For complex problems, we have specialized, skilled product teams with access to the experts in our Development Laboratories, as required. Therefore, you have access to the right level of IBM expertise when you need it -- no matter where they are located.

IBM Canada's ibm.com Service Centre operates 24 hours a day, 365 days a year. The Centre is the entry point for hardware and software service requests for all IBM serviced products. Service calls can be placed by voice to our 1-800 service or via electronic call entry. Each year the ibm.com Service Centre receives over 350,000 hardware service calls for IBM and non-IBM machines.

Our National RSC provides the highest level of technical expertise in Canada and they interface with the Product Engineering and development labs around the world to analyze and resolve software support. The RSC (Remote Support Centre) will utilize an online global problem/call management tool called RETAIN which is a system designed to track, manage and communicate software or complex problem call information, in addition to access a real-time symptom/fix knowledge management database for critical fixes and support information. The RETAIN tool is international and is an effective problem management and information repository as well as a communication vehicle.

For a complete description of Support offerings and channels, please refer to the IBM Support Handbook, located at: <ftp://ftp.software.ibm.com/software/server/handbook/webhndbk.pdf>.

Access to the ibm.com Service Centre 24 hours a day, 365 days a year for unlimited authorized callers is the standard offering which comes with an active Maintenance and Technical Support subscription on distributed and/or s/390 IBM software.

The ibm.com Service Centre attendants and the automated systems quickly and accurately assess incoming service calls. Pre-defined customer profiles describe customer environments, equipment install base, contacts, phone numbers, addresses, special service instructions, service level criteria and IBM service representative assignments. Service calls are immediately dispatched to the appropriate service provider, including IBM service representatives, IBM RSC (Remote Support Centre), business partners and subcontractors, or customers' own service groups.

When IBM is contacted to place a service call, the service call request will be routed to a software support specialist.

Please reference the below table for our severity codes and their response times.

	Severity	Impact	Response Goal
1	Critical business	impact	Within two business hours
2	Significant business	impact	Within two business hours
3	Some business	impact	Within two business hours
4	Minimal business	impact	Within two business hours

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Severity 1

The Customer is unable to use the product, which has a critical impact to operations. The problem requires an immediate solution.

Intermittent problems significantly impacting the operation. Problems that, due to unique Customer situations, are viewed as being equivalent in impact to the conditions described above.

Severity 2

The Customer is able to use the product; however operations are severely degraded or restricted.

Intermittent problems impacting the operation.

Problems that, due to unique Customer situations, are viewed as being equivalent in impact to the conditions described above.

Severity 3

The Customer is able to use the product with some restrictions on the functions.

Intermittent problems with minimal impact to operations.

Severity 4

The problem has been circumvented, and there is minimal or no impact to operations.

Intermittent problems with minimal impact to operations.

Please note: We will use commercially reasonable efforts to respond, to service calls from the authorized callers based on the above response table. Our initial response may result in resolution of the request, or it will form the basis for determining what additional actions may be required to achieve technical resolution of the request. We take pride in our ability to consistently meet and often exceed our objectives.

For customer dissatisfaction, system outage, high impact problem, or potential serious critical problems an alert system for management awareness is in place.

When IBM is contacted to place a service call, the service call request will be routed to a software support specialist. Calls are treated in priority fashion based on Severity and impact of the call. IBM Canada Support Level 1 support will work with the customer to resolve the situation, and escalate to Level 2 and/or Level 3 support if required. For customer dissatisfaction, system outage, high impact problem, or potential serious critical problems an alert system for management awareness is in place. There is also an on-call Duty Manager at all times in order to address any dissatisfaction.

Support Process for Problems

The following summarizes the process for resolving problems:

Search the support databases for up to date information on Corrective Service and product updates

- Update SW product to most current fixes (if this is feasible in a non-production environment)
- If problem not resolved, search support and knowledge databases for additional help
- If problem not resolved, call Support. Detail for using Support is found in the Problem Management Reporting (PMR) System section below.
- If problem is not being resolved in a timely manner, call the duty manager (use PMR System section below)
- If problem still not being resolved properly:
- Notify IBM Account team contact
- Ask IBM to open an IBM Complaint/Critical Situation (use Opening an IBM Complain / Critical Situation section below)

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Problem Management Reporting (PMR) System

The IBM PMR system is the primary mechanism for reporting and resolving problems. It supports both telephone (800-426-7378) and electronic methods of reporting and tracking problems. When reporting problems, the following information is required:

7-digit IBM Customer Number

Customer name and phone number

Name of product requiring support

Brief description of the problem

Severity level of the problem

Online Access to the PMR System

In order to submit/view/update PMR's electronically, online access is required. The following is the process to get online access:

Contact the Site Technical Contact (at beginning of document) to setup/authorize for access. This person requires the following:

- First Name
- Last Name
- E-mail address
- Phone number

Go to the support web-site and register <http://www-120.ibm.com/software/support/ecare/login?action=register>

Fill in the required fields. In order to get PMR access, the First Name, Last Name, and e-mail address must be identical to what the Site Technical Contact filled in.

- Press Continue and fill in the IBM Customer Number. (see beginning of document for Customer Number)
- If requiring access for Tivoli products, fill in the Tivoli User Id and password (This will be provided by the IBM Tivoli representative).

Once registered, select the Submit/Track Problems link on the left side of the page (<http://www.ibm.com/software/support>). Select the appropriate link:

Submit a new problem

Track submitted problems

Opening an IBM Complaint/Critical Situation

If the problem is not being addressed satisfactorily, an IBM complaint should be opened if the following criteria have been met:

IBM has been unable to correct a problem

IBM has failed to deliver on a commitment

Issue is related to IBM product, employee, sales or support process

You have already attempted to use the entitled support process (opened PMR, notified Duty Mgr)

You should open a complaint by notifying your IBM Account team and asking them to initiate this process.