

IBM Business Analytics Business Analytics Software on System z

Gain **KNOWLEDGE**

Get **ASSISTANCE**

Grow **CONFIDENCE**

Highlights

- Comprised of SENIOR Technical Support SPECIALISTS with deep product and System z troubleshooting KNOWLEDGE
- Ensures that you, the client, ALWAYS receive a HIGHER level of SERVICE for System z related PMRs

Join Us!

Business Analytics Customer Support will be hosting a LIVE call in session where we will provide an overview and then open the floor up for questions.

Asia-Pacific

June 17, 2014 @ 8 PM EDT, 9 AM AEST

North America and Europe

June 18, 2014 @ 10 AM EDT

Toll free: 1-855-453-6951

International: 800 8487-9280

Participant Code: 7497207

SmartCloud Meeting Link:

<https://www.ibm.com/collaboration/meeting/join?schedid=AGORMAN>

Conference ID: agorman



What you can expect

In order to improve routing of Business Analytics software for our System z clients, our systems have been augmented to include new Product IDs. These new IDs will ensure your Service Requests are routed directly to the best suited, available Customer Support Analyst. When logging a z related Service Request, please be sure to choose the Product ID that accurately reflects the product or area of the product that you require assistance with.

New Product IDs:

BA0009SLS	SPSS Modeler on Linux for System z
BA0008SLS	Cognos TM1 on Linux for System z
BA0007SLS	Cognos BI on Linux for System z

How it works

The new Product IDs have been assigned to Analysts that not only possess an understanding of the product you selected, but also an understanding of the product on System z.

Now, when you log a new Service Request using one of the new z Product IDs, Service Request routing rules will ensure the SR is assigned to one of our designated z team members. This is especially important to ensure that the SR gets immediately assigned to the right team and Analyst. Once the SR has been assigned, the Analyst will review the description and contact you using the 'Preferred Contact' method you've selected. They will then work with you to progress the SR. During the initial review of the SR, the Analyst may:

- Request additional information
- Request log files
- Request configuration files
- Send a Tech Note or documentation
- Request an AOS session to review the issue

Next steps and commitment dates should be determined and agreed upon regarding who the next action owner is and the next action date.

Best Practices when logging a Service Request

One Issue per SR

An SR is a single problem or symptom that you require assistance with. This ensures the issue is accurately reflected and documented, regardless of who is reviewing the SR.

SR Severity

One of the most important aspects of logging an SR is setting the severity. There are 4 severity levels to choose from. Choosing the appropriate severity should accurately reflect the impact the issue is having on your business or application.

Severity 1 - critical business impact, so for example when a production environment is not available or is critically affected.

Severity 2 - high business impact such as a production application is seriously affected with no workaround.

Severity 3 - medium business impact where an application is restricted or partially available.

Severity 4 - low business impact and is usually in regards to a request for information, product clarification and/or an enhancement.

Product ID

It's important to take the extra time necessary to ensure the SR is logged using the correct Product ID. This will always ensure that your SR will be routed to the correct Analyst when logged.

When the wrong Product ID selection is made, service affecting delays may occur as the PMR is rerouted to another Analyst.

Escalating your SR

Business Analytics Customer Support is committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue in one of the following ways:

- The first point of escalation should be to the IBM Cognos Support Analyst that owns the PMR. Ensure the PMR severity is set accordingly and that any milestone dates are included.
- Go to the Business Analytics Support Escalation site and email a Business Analytics Support Manager at: <http://www.01.ibm.com/software/analytics/cognos/customercenter/escalation.html>
- Contact a Business Analytics Support Duty Manager by phone. Use the published support phone number for your country: <http://www.ibm.com/planetwide/> and ask to speak to a Business Analytics Support Duty

