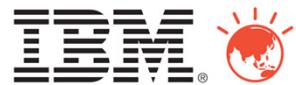


IMAC 2014

Maximizing Product Support

Scott Peluso, Business Unit Executive Smarter
Infrastructure Support

10Sept2014



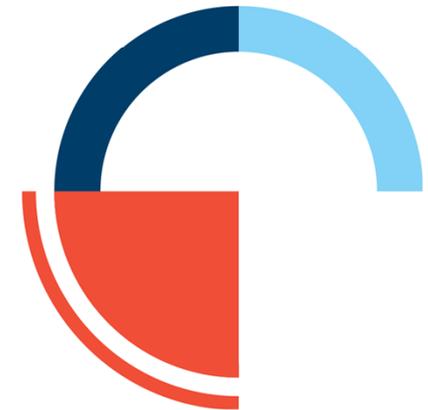


Agenda

- By the numbers...
- Smarter Infrastructure Support
- Product Maintenance
- Serviceability
- eSupport & Social business
- Q&A

By the numbers

- 113 Smarter Infrastructure Support personnel
 - Littleton, MA
 - Las Vegas, NV
 - London, Ont., Canada
 - Bedford, UK
 - West Pennant Hills, Australia
 - Quezon City, Philippines
- Product Families
 - Maximo Asset Management
 - IT Service Management
 - Tivoli Asset Management for IT (TAMIT)
 - Change and Corrective Database Management (CCMDB)
 - Tivoli Service Request Manager (TSRM)
 - TRIRIGA



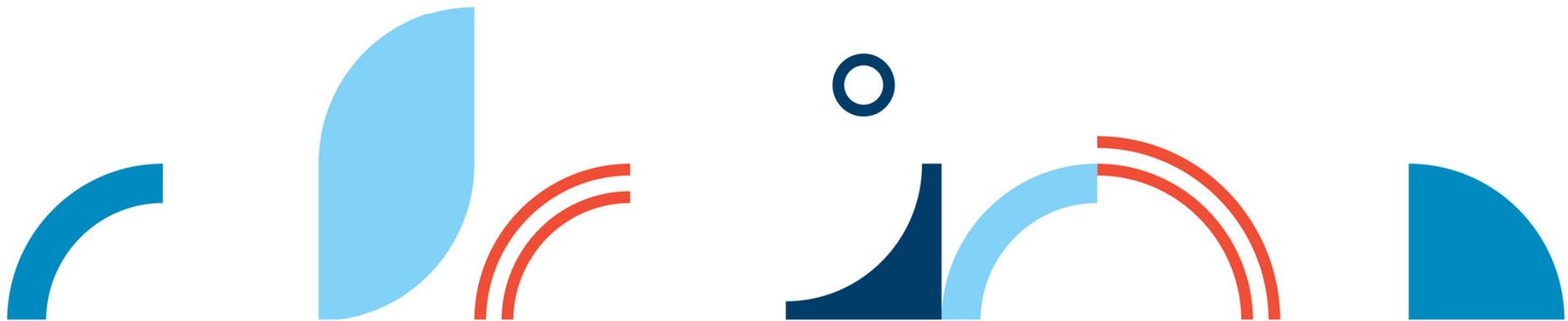
Smarter Infrastructure Support

- Support Delivery
 - 10,000 PMRs 2014 YTD
 - 24K PMRs in 2013
 - Hours per problem: 6.7
 - Turn Around Time: 24.5 days
 - Responsiveness: 90%
 - CSAT: 86% Satisfied
- Support Model
 - IBM Software [Support Handbook](#)
 - Support organizational structure
 - Problem escalation (or when the poo hits the fan...)
 - Tivoli Support Advocacy Program (TSAP)
 - Tivoli Client Care
 - Accelerated Value Program (AVP)

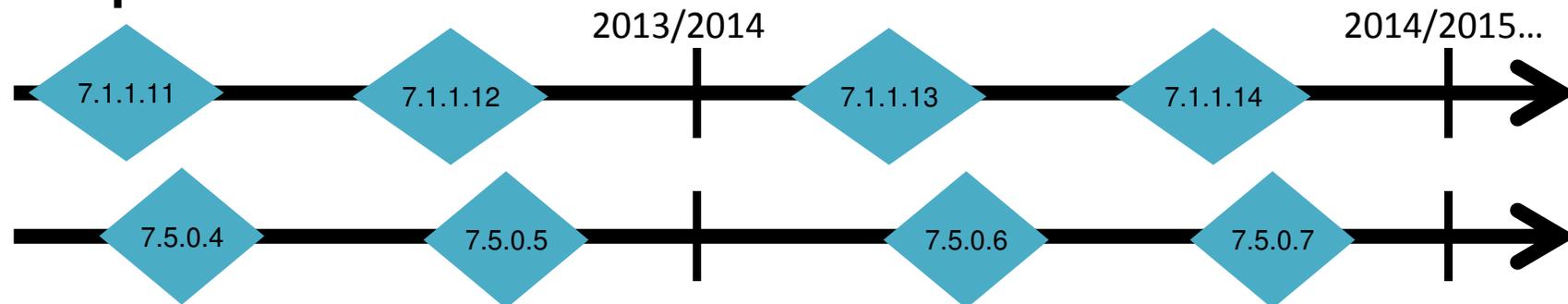


Product Maintenance

- What are the different types of maintenance delivered for Maximo
 - Fixpack
 - Interim Fix
 - Limited Availability Fix
- What are the attributes of those maintenance types
- What changes are happening with maintenance

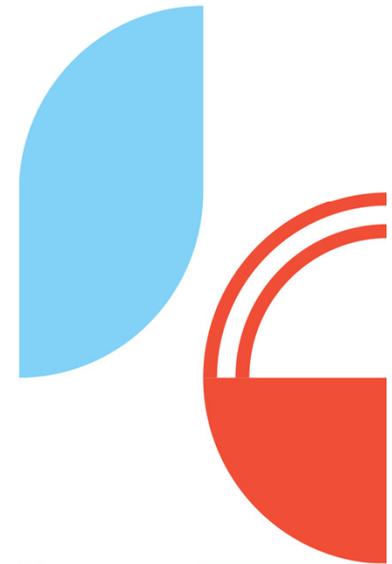


Fixpacks

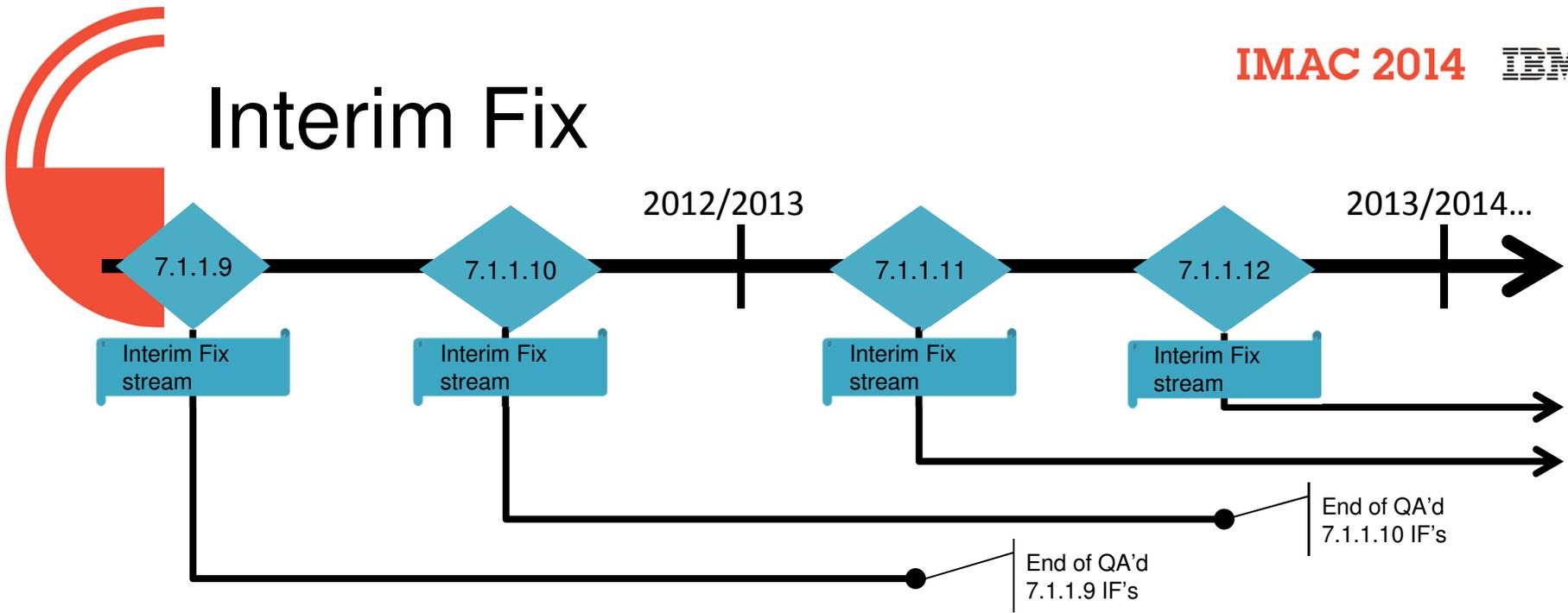


Fixpacks are deliveries of product defect fixes that are put through a full development release cycle and the largest amount of QA testing of all maintenance.

- For any issue reported either internally or externally regardless of severity.
- Used to deliver minor functional enhancements
- To add or update supported platforms/browsers/databases/middleware.



Interim Fix



Interim Fixes are the next level of maintenance for Maximo.

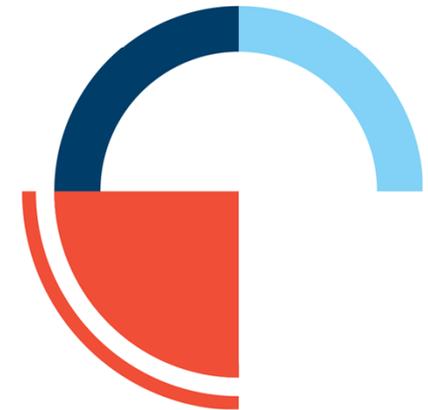
- They go by many names like; Hotfix, Cumulative Hotfix, IFIX, and Limited Availability Interim Fix.
- All relate to the same type of deliverable and are releases on fixpack levels for critical and high priority issues.

Limited Availability (LA) Fix

An LA Fix is an unofficial way to deliver emergency fixes for severe product issues that can not wait for the next publishing of regular maintenance. LA Fixes also go by the names “1-off” or “1-off Hotfix”

Conditions that may warrant an LA Fix

- A single APAR fix delivered directly to a customer from support.
- A high severity issue in production without a fix already published in the standard maintenance streams and no work around
- A high severity issue that is blocking a go-live for an upgrade where the fix is not available in an interim fix for the recently upgraded fixpack level.
- A fix is needed for a high severity issue on a system that because of 3rd party regulatory compliance can not have published maintenance applied in a reasonable amount of time.

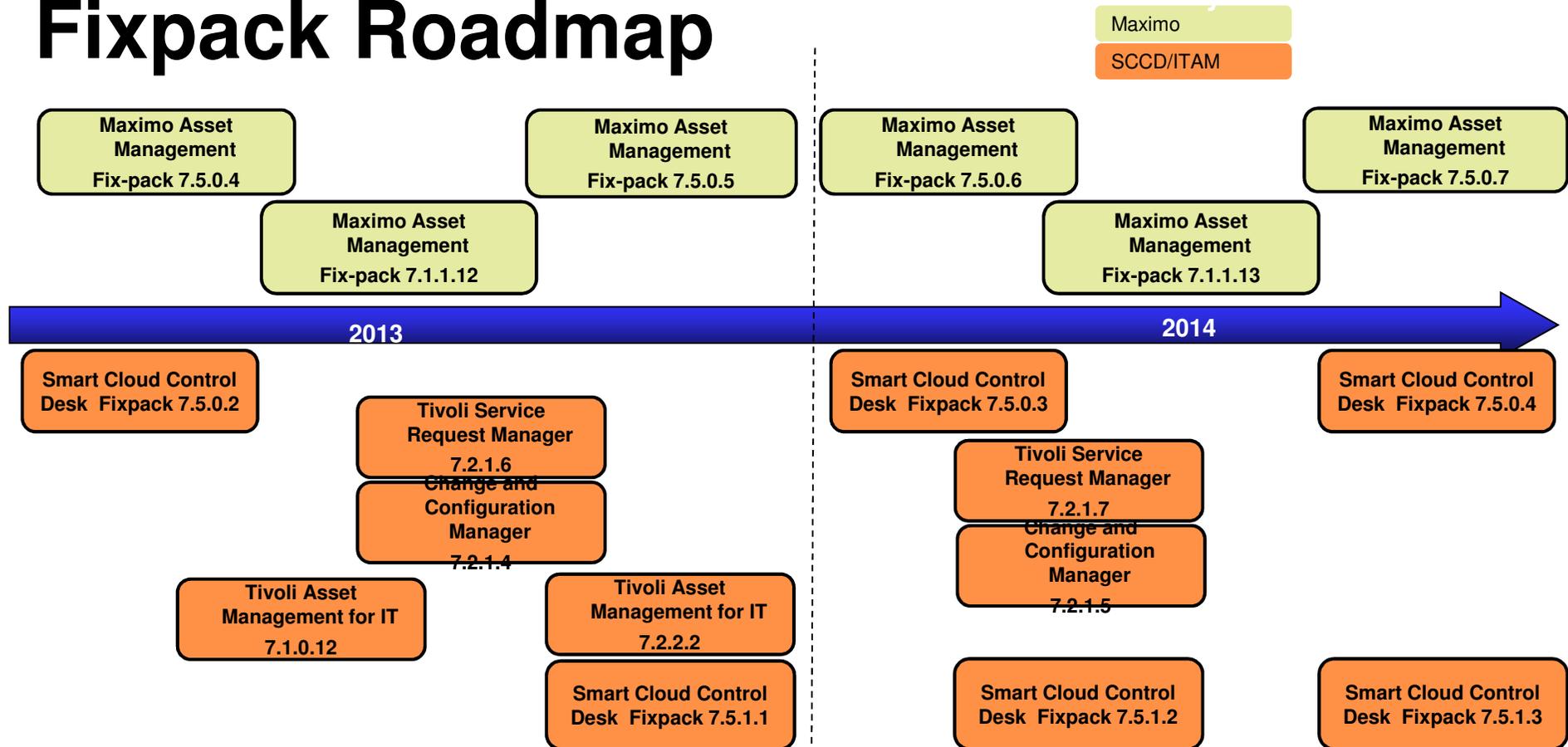


LA Fix Updates

- LA Fix report
 - Available since 7.5.0.2 and lists any LA Fixes applied to the environment
 - Provides critical information to support
- Cumulative interim fixes are now delivered every 4 weeks
 - Minimizes number of fixes from one to the next
 - Gets fixes for newly discovered issues out faster
 - Reduces the need for LA Fixes
- Documentation and README changes
 - Clearer delineation of previous fixes and newly introduced fixes
 - A separate section for fixes that affect behavior or functionality
 - Clearer instructions for manual changes that accompany new fixes



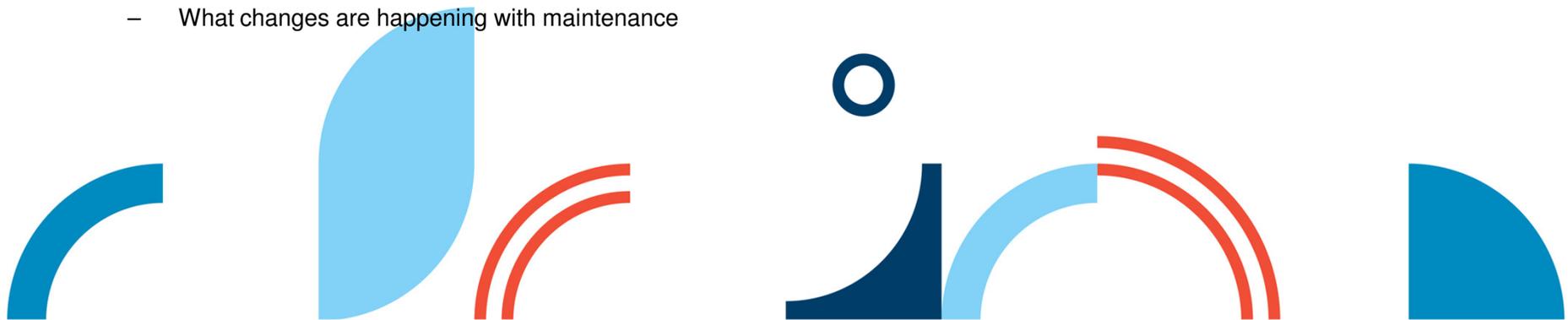
Fixpack Roadmap



The information on the new product is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information on the new product is for informational purposes only and may not be incorporated into any contract. The information on the new product is not a commitment, promise, or legal obligation to deliver any material, code or functionality. The development, release, and timing of any features or functionality described for our products remains at our sole discretion.

Serviceability

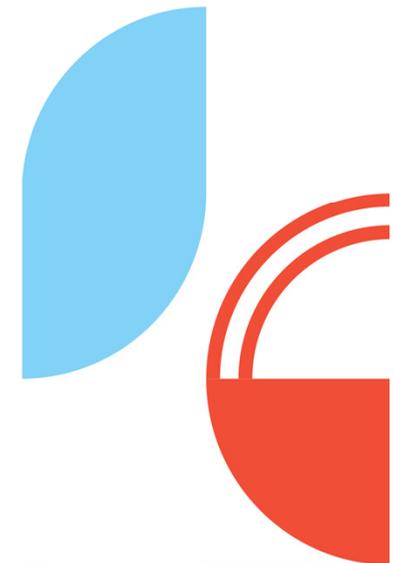
- Remote Assistance
- 2014 Serviceability initiatives
 - 61 serviceability items YTD
 - MustGather project
 - L2/L3/Dev weekly triage, Narrowing the Gaps calls
 - Deployment focus
- Maintenance
 - What are the different types of maintenance we deliver
 - What are the attributes of those maintenance types
 - What changes are happening with maintenance



What is IBM Electronic Support?

A portfolio of tools and resources to keep your systems, software, and applications running smoothly.

- IBM electronic support can help you:
 - [Prevent problems](#)
 - [Find information](#)
 - [Download fixes and updates](#)
 - [Troubleshoot problems](#)
 - [Work with IBM Support](#)
 - [Learn more about your products](#)
 - [SI Support Landing Page](#)



Service Management Connect

1. **Learn** more about Maximo from Technical experts via Blogs and Wiki Pages
Garbage collection, Scripting, Performance, Integration and more!
2. **Network** with other Maximo clients on customization techniques
What did you find worked best? Any tips on getting users to.....
3. Enter, review and respond to questions on **product features**
How do I add a cloned app? How do I use app designer?
4. **Keep current** on latest product releases and new enhancement features
Version 7.5 Feature Details, White Papers, Fix Pack Updates
5. Attend product **training** sessions and interactive web training sessions
30+ Detailed Maximo Upgrade Sessions, Performance, Reporting....
6. Receive monthly updates, including tips on maximizing **Pulse** Experience
If you need info on this, attend this session...



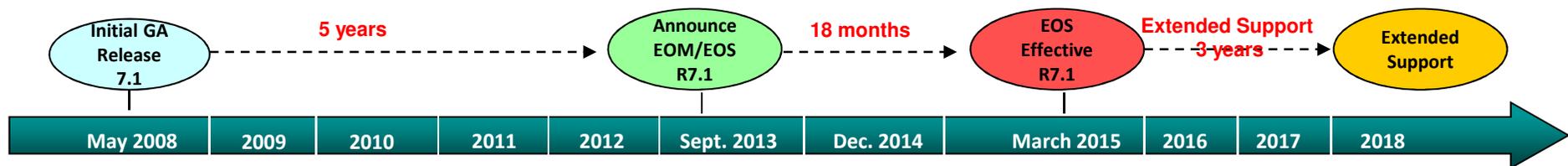


Social Business

- Service Management Connect (SMC)
 - [Blogs](#)
 - [Communities](#)
 - [Forums](#)
 - [Wikis](#)
 - [Request for Enhancement](#) (RFE)
- [C & SI Support](#) on Facebook
- C & SI Support on Twitter
 - [C & SI](#)
 - [Scott Peluso](#)
 - [Pam Denny](#)
 - Useful hashtags
 - #ibmeam
 - #maximo
- [Maximo User Group](#) on Yahoo

Maximo 7.1 End of Support

- Announce: **September 2013**
- Effective: **April 2015**
- All 7.1 products (Maximo and TSRM, CCMDB, TAMIT)
- Propose 18 month timeframe before Effective



IBM Software Support Lifecycle Support policy:

<http://www-01.ibm.com/software/support/lifecycle/lc-policy.html>

IBM Support Lifecycle list of Maximo Products:

<http://www-01.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=Maximo&scope=G821126W33273S39&ibm-view-btn.x=14&ibm-view-btn.y=12&ibm-view-btn=Search&sort=P>

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



Thank You!



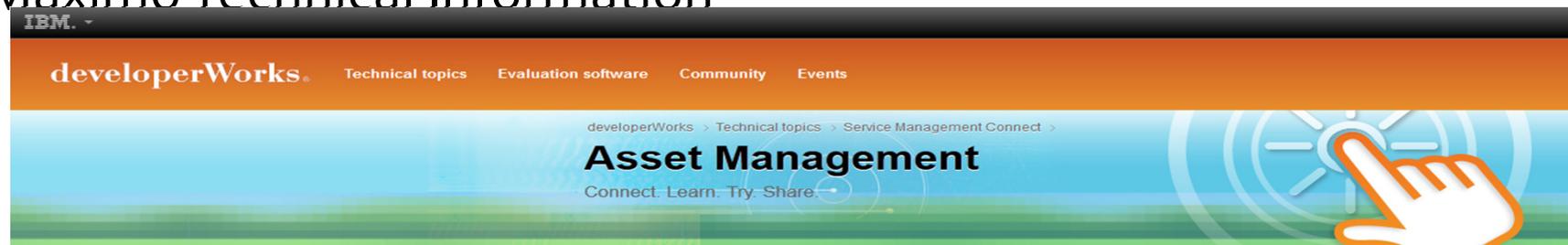
Backup



Service Management Connect (SMC)



Dynamic Portal for *Communication of* and *Collaboration on*
Maximo Technical Information



Enabling Clients to *stay current* with the latest technical information on Maximo, while *networking* with IBMers, Business Partners and other Maximo Clients on *Best Practices*



<http://ibm.co/nokOHc>

IBM My Notifications

Subscribe to My Notifications support content updates

- With [My Notifications](#) you can receive daily or weekly announcements through e-mail, custom Web pages and RSS feeds. These customizable communications can contain important news, new or updated support content, such as publications, hints and tips, technical notes, product flashes (alerts) and downloads and drivers.
- **Benefits**
 - Subscribe to stay informed about the products you use
 - Create multiple subscriptions as needed
 - View notifications on the IBM Support Portal
 - Choose how and when to receive notifications

<http://ibm.com/software/support/einfo.html>

The image shows two screenshots related to IBM My Notifications. The top screenshot is the 'My notifications for IBM technical support' setup page. It features a navigation bar with 'My subscriptions', 'Subscribe', 'My defaults', and 'Help'. The main content area is titled 'You are subscribing to the following' and lists 'Rational Rational ClearCase, Rational Rose'. Below this, there are sections for 'Options' (Name, Save in existing or new folder), 'Notify me by' (e-mail, daily e-mail, weekly e-mail, plain text e-mail, html e-mail, delivery to this folder, delivery via an RSS Feed), and 'Document types' (Downloads and drivers, Flashes, Forums/discussion groups, News). Red arrows point from yellow callout boxes to specific elements: 'Easily create and manage your IBM product notifications' points to the subscription list; 'Customer the delivery of your notifications' points to the 'Notify me by' options; 'Create subscriptions & custom Web folders' points to the 'Save in existing or new folder' section; and 'Select the category of the documents you need' points to the 'Document types' section.

The bottom screenshot is an example of an 'Actual email message' from IBM Electronic Support. The email header includes the IBM logo, 'IBM Electronic Support', 'My Notifications for Software', and the date '20 Aug 2012'. The body of the email contains a greeting, a link to the IBM Electronic Support site, and a section titled 'Rational Team Concert: Troubleshooting' with several bullet points. A red arrow points from the text 'Actual email message' to the email content.



Connect with Maximo Technical Community Virtually with *SMC - Service Management Connect!*

Site	Description	Short URL
RFE	Review, input and Vote on future product enhancement requests	http://ibm.co/MZDBwo
User Forum	Ask, review and respond to questions on best practices, configuration and functionality features	http://ibm.co/LqosRf
Maximo Virtual Group	Interact virtually with other Maximo clients, business partners and IBMers to share and learn from each other	http://ibm.co/xN55sO
Maximo Blogs	Short articles from IBM development team on new product features, hot topics and technical hints/tips	http://ibm.co/GGGyzu
Wiki Pages	Detailed repository of technical information, including customization code snippets, use case application and	http://ibm.co/YNOgjG



Stay current by following the communities on twitter: **@smc am** and **@smc am reports**

Enhancement Requests

IBM. English DaveGasia

developerWorks. Technical topics Evaluation software Community Events Search developerWorks

developerWorks > RFE Community > Tivoli >

Tivoli RFE Community

Welcome Tivoli users! Here you have an opportunity to collaborate directly with the Tivoli product development teams and other product users.

- Search for RFEs (view, comment, vote, and watch)
- Submit RFEs
- Track your RFEs (My RFEs)

Release plans (Pilot)

Now you can track upcoming product release plans through the release cycle, plus you can comment and rate planned items along the way.

- IBM open service delivery platform
- IBM SmartCloud Application Performance Management
- IBM Tivoli Monitoring
- Tivoli Business Service Manager
- Tivoli Workload Automation

Spotlight

- Announcements
- Give us your feedback

Brands

- All brands
- Information Management
- Rational
- Tivoli
- WebSphere

Customize this page for your favorite product:

Maximo Asset Management (MAM)

Welcome Maximo Asset Management (MAM) users

Select a Maximo Asset Management (MAM) view. The related RFEs will be displayed in the list to the right.

- Top 20 watched RFEs
- Top 20 voted RFEs
- Submitted RFEs
- Planned RFEs
- Delivered RFEs

Maximo Asset Management (MAM): Top 20 watched RFEs

- [Allow credit card statements/invoices to be proces...](#)
- [Address unassigned lines on Purchase Requests and](#)
- [Classification Search on Application List Screen](#)
- [manual input node enhancements on workflow](#)

Latest RFE submitted

Product: Maximo Asset Management (MAM)

Headline: [Location Meter rollout](#)

Submitter's display name: MichaelMarsonet

- IBM's latest RFE response
- RFE with most votes
- Most watched RFE

Consumability survey

start New Message ... Microsoft O... Microsoft Of... Lotus Samet... Presentations IBM Software R... 100% 2:19 PM

http://www.ibm.com/developerworks/rfe/?BRAND_ID=90

Asset Management Blogs

IBM. English Sign in (or register)

developerWorks. Technical topics Evaluation software Community Events Search developerWorks

Browse Blogs My Blog My Updates New Entry

Asset Management

Connect, learn, and share with the experts

analysis asset-management bi bilog data
eam ibmeam maximo performance qbr
report reports tivoli v7 v75

ALL POSTS Date Most Recommendations Most Comments Most Visits

Keeping your Maximo Tuned Up and Performing

TomRontiris | Mar 15 | Tags: performance statistics sql maximo create index | Comments (5) | Visits (1,645)

Maximo is everywhere! It has been around for several decades and is in use by many different industries of all sizes. Client databases have grown in size and complexity over the years. Continued monitoring of database integrity is always recommended to make sure all your I's are dotted and T's are crossed. Just the other day I was talking to a client that was experiencing major slowness in performance while generating a handful of Work Orders from the Preventive Maintenance application. They were attempting to generate about 5... [Continue Reading]

Like 0

3

Changing status of Stateful Mbos using Integration Framework

AnamitraBhattacharyya | Mar 12 | Tags: ibmeam maximo services changestatus annotation mea | Comments (1) | Visits (1,005)

Ever explored the various ways of changing status of Mbos using the Integration framework. The Integration framework provides 2 kinds of services - Object Structure Services and Standard Services which allows a client to change status of a stateful Mbo using XML/HTTP or SOAP invocation. All these can be achieved with configuration and no coding work is needed on the Maximo/Tpae platform side. For more details about how to do this please select this link or access this url... [Continue Reading]

Like 0

3

Bilog: Amazing Clients and Reporting FAQs from Pulse 2012 Conference

PamDenny | Mar 12 | Tags: bilog report customers strategy customize analysis pulse data | Comments (0) | Visits (912)

8,000 individuals from around the world gathered at IBM's Pulse 2012 conference the first week of March. It was an exciting, energetic conference where information and best practices were exchanged among clients, business partners and IBMers. Numerous technical and client sessions were held on Maximo including Upgrades, Integration, Archiving, Mobility and Industry Solutions. Additionally, numerous 'Meet the Expert' Sessions were held on Implementations and System Tuning, Scripting, Planning and Scheduling. Throughout the week, there... [Continue Reading]

Like 0

1

ABOUT THIS BLOG

Welcome to the Asset Management Blog, where you can read the perspectives from Asset Management experts. This Blog provides insights into the overall Asset Management solution, as well as technical details about specific IBM products.

TRENDING TOPICS

- ibmeam
- maximo
- bilog
- data

ARCHIVE

- April 2012
- March 2012
- February 2012
- January 2012
- December 2011
- November 2011
- October 2011

Slide 18 of 20 1_10 September 2009 English (U.S.)

start New Message Microsoft Office Lotus Sametime Presentations Latest Blog Entry 100% 2:32 PM

Helpful Links

IBM Support Portal - <http://ibm.com/support/>

- Single, unified and centralized view of all technical support tools and information, covering all IBM products

developerWorks - [Service Management Connect](#)

- Premier technical community resource for software developers and solution providers with a wide range of tools, code, and education

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

- Multimedia education modules

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

- Worldwide numbers, escalation options, support processes

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 Passport Advantage - <http://ibm.com/software/howtobuy/passportadvantage/>

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

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

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

Assistance for IBM Support Websites – in United States

- **IBM Passport Advantage Support, North America (support for the Full Product Downloads)**
 - Email: paonline@us.ibm.com
 - Within North America, call 800-978-2246
 - For support outside of North America, local phone numbers may be found at:
 - http://ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html
- **IBM Service Request (SR) Support**
 - Please visit the SR assistance page:
 - <https://www-946.ibm.com/support/servicerequest/help/srHelp.action>
 - SR helpdesk:
 - <https://www-304.ibm.com/software/entitlement/CustAssist?topic=esr>
- **IBM My Notifications Support**
 - <ftp://ftp.software.ibm.com/systems/support/tools/mynotifications/overview.pdf>

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- The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

