IBM Software Support Offerings

To access "IBM® support" your company must have a current software support and subscription or service contract entitlement. This card gives you an overview of the IBM support process whilst the following website contains more detailed information about IBM support http://www.ibm.com/support/handbook .

Use this link to find information on the support service offerings currently available from IBM, including definitions of programs, policies, and procedures and to improve your experience when contacting IBM Software Support for assistance. The handbook can also be downloaded as a pdf from a link on the right of the web page.

IBM Support Portal

The IBM Support Portal is a unified, customisable view of all technical support tools and information for all IBM software and services. It can be personalised to include just the products that are relevant to you and provides entry points to additional software support related links. http://www.ibm.com/supportportal

Reporting a Problem

To log a problem, call the support centre on **131 426** or log it through the internet on our Service Request (**SR**) tool. http://www.ibm.com/software/support/probsub.html

A Problem Management Record **(PMR)** will be opened to track and communicate information on the problem. Authorised clients and IBM staff can track PMRs on the Service Request tool. When you wish to check the progress of a PMR or escalate a software problem, ensure that it has been reported and be sure you have the PMR number handy – it will look like nnnnn,nnn,616 where n = a number.

It is suggested that use of the Service Request tool for a Severity 1 call after hours (initial submission or update) be followed by a telephone call to **131 426** to advise the support team of the logging or update.

Always be prepared with the following when you submit a PMR by phone or SR tool

- IBM Client Number
- Contact name
- Telephone number where you can be reached
- Related operating system and database information
- Severity of the issue in relationship to the impact of it on your business
- Company Name
- Preferred means of contact (voice or email)
- Related product and version information
- Detailed description of the issue.

Determining the Severity Level of a PMR

'**Severity**' is the speed of response required and lets the support team know the impact the problem is having on your business. The response goal for a new PMR is two business hours. Agreed Severity 1 issues are worked 24x7 when you are also available to do so.

Severity 1 Critical business impact, or system down. This condition requires an immediate solution.

Severity 2 Significant business impact. This indicates the program is usable but is severely restricted.

Severity 3 Some business impact. This indicates the program is usable with less significant features unavailable.

Severity 4 Minimal business impact.

Checking the Status of a PMR

Check the latest status of PMRs via the SR tool. The Owner field in the PMR gives the name of the technical support engineer allocated to the problem. Access to the SR tool is via the Internet. http://www.ibm.com/software/support/probsub.html

Problem Escalation

Raise PMR → Review Severity Level → Escalate PMR to duty manager

Escalating a Problem

If your PMR is not progressing as well as you expect, please call the Helpdesk on **131 426** and ask for a "recall" to be put on your PMR. If it is after hours, ask the Helpdesk to escalate to the Duty Manager to receive prompt attention and management focus. This ensures that the support team clearly understands the situation and the impact to your business.

End of Life for Software

All software products have a limited life. New versions and releases replace old, and each release eventually reaches an end of support date. IBM typically publishes a notice of withdrawal of support at least 12 months prior to the effective date. Support is not normally available after the published date. See IBM Software Support Lifecycle website for more information. http://www.ibm.com/software/info/supportlifecycle/

Contact numbers for Australia:

AUSTRALIA:
Support Contact Number: 131 426
Rational: 1300 307 005
Cognos: 1800 226 025
Filenet: Toll: +86 10 800 810 5122
http://www.ibm.com/planetwide/au/

How IBM handles Support Calls

Technical questions (how-to/install)

Technical question support allows you to obtain assistance from IBM for product specific, task-oriented questions regarding the installation and operation of currently supported IBM software.

Short duration problems involving

- Installation
- Usage (how-to)
- Specific usage/installation questions for documented functions
- Product compatibility and interoperability questions
- Technical references to publications, such as redbooks or manuals
- Assistance with interpretation of publications
- Providing available configuration samples
- Planning information for software fixes
- IBM database searches

Code Defects

During the investigation process, the Resolution Team determines if your defect issue falls into one of three categories described below.

1. Known defect-related issue: - A "fix" is provided if available. If no fix is available, the Resolution Team will work with you to find the best feasible workaround. Publicly available fixes are usually available at IBM Fix Central. http://www.ibm.com/support/fixcentral

2. New defect: The IBM Resolution Team will work with you to create an Authorized Program Analysis Report (APAR) or Software Problem Report (SPR) to track the resolution of the defect. These APARs and SPRs are routed to the appropriate development teams.

3. A problem that is not defect-related: If the Resolution Team determines that the issue is not a software defect in supported IBM code, IBM will continue to work the problem to resolution only at your request and with your concurrence, under a separate services agreement.

Software Support and Subscription and Support Line are not structured to address everything -- the following are examples of areas that are beyond their scope:
- Performance analysis
- Writing, troubleshooting or customizing client's code
- Extensive configuration questions
- Recovering a database, or data recovery
- Consulting

Most of these types of situations require some form of services engagement. For further information about these services please contact your IBM Representative.

Client Responsibilities

In order to resolve your problem our software support specialists will usually require specific diagnostic information, such as relevant logs, storage dumps, traces, etc. for analysis, Gathering this information is often the most critical step in resolving your problem. We ask that you capture documentation at the time of a failure. Our support specialists may also ask you to apply a trap or trace code to your system.

You are also responsible for obtaining fixes (available as a download or shipped media), applying the fixes to your systems and testing the fixes to ensure they meet your needs. Occasionally, removal of installed fixes may be necessary in the process of isolating problems. Sometimes fixing a problem will mean the installation of a later release of the software as some fixes cannot be retrofitted into earlier code.

If you do not have the required skill or are unwilling to do the work, you can engage a services provider such as IBM Software Services or a Business Partner to assist you for an additional fee. If you are involved in a services engagement in which IBM Software Services or a Business Partner is designing and implementing an application for you, the statement of work should be very clear as to whose responsibility it is to work suspected code defect issues with IBM Support, to ensure proper entitlement for remote support.