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IBM® Service Request Web application

Overview

This presentation provides an overview of the IBM Service Request Web application.

What is Service Request ?

Service Request (SR) is IBM's electronic problem submission tool that can be used by IBM customers with an active support contract to create service requests to report problems you experience while installing or using IBM products. After submitting the service request, an IBM representative will review it and then work with you to resolve the issue.

The new Software Service Request Web application is IBM's electronic problem submission tool that allows IBM software customers to report problems they experience while installing or using IBM software. With this new tool, service requests (also called Problem Management Records or PMRs) can easily be managed on line. After submitting the software service request, an IBM representative will review it and then work with you to resolve the problem.

All worldwide software customers for IBM software products with an active IBM software support contract can use software service request.
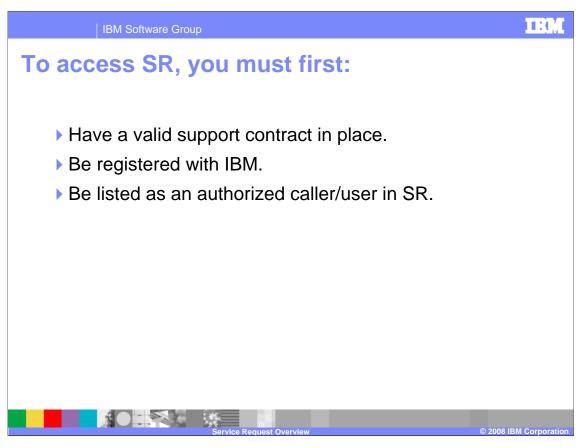
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You can use SR to:

- Submit and manage service requests on demand; 24 hours a day, seven days a week, 365 days a year.

- Describe your problem and environment in your own words.

- Monitor and update all open service requests relative to a given IBM customer number regardless of whether the service requests were opened by phone or by the SR tool.

- Receive e-mail notifications when an update has been made to your service request. Important: You must update your SR profile settings to receive e-mails.

- View closed service requests.

- Create custom reports in spreadsheet format and download them.

- Update your SR profile, including your name, e-mail, phone numbers, time zone, e-mail notification preferences, and the language for the e-mail notification,

- Attach files to your service request

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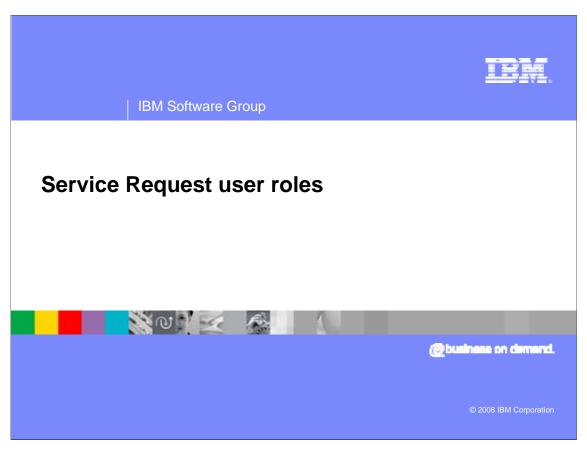
The Web based software service request eliminates the need to use the telephone to place a request or check the status of service. It is an enhancement over the existing Web tools that allows you to:

- Support **all** IBM products in your enterprise, using one tool, with one registration, whereas in the past, you had to use different tools depending on the software product.

- Get support for all products including the IBM Server Software, Passport Advantage Software, IBM Middleware and selected OEM software products covered under IBM support agreements.

- Electronically submit and manage service requests on demand—24 hours a day, seven days a week, 365 days a year.

- View your support contract details for any IBM software support contracts, including products supported, contract start and end dates, and incident details for incident based contracts

- Describe your software problem and environment in your own words.

- Monitor and update all open requests for your enterprise regardless of whether the requests were opened by telephone or any IBM software service request Web application.

- Receive notification through e-mail when an update has been made to your service request and when the request is closed.

- View closed service requests.

- Update your profile, including your name, e-mail, phone numbers, time zone, e-mail notification and Web notification preferences.

To access SR, you must first:

▶ Have a valid support contract in place.

▶ Be registered with IBM.

▶ Be listed as an authorized caller/user in SR.

To access the new software service request, you must first have an IBM User ID and password. If you are a current user of the SSR or ESR software support application, your ID has been migrated to the new application and you should have the same level of access to your customer numbers currently registered with these tools. If you do not have an IBM user ID and password, you can visit The IBM Registration Site to register. You can then request to register in the software service request tool. You must also know at least one IBM customer number or machine type and serial number for your software support contracts. You will be asked this during the self registration process using the self-nomination form in the tool.

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Service Request user roles

@business on demand.

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This section defines Service Request user roles.

Site technical contact

A site technical contact, also known as a primary STC, PSTC or STC, is a person at a customer site who is designated as the primary technical contact when a support contract is purchased. The STC is responsible for assigning authorized callers (users) and authorized readers to their contracts.

There is one primary site technical contact per contract.

There is one site technical contact, (also known as Primary STC or PSTC) for each Passport Advantage Site who is designated when software is purchased. The PSTC is responsible for assigning Secondary Site Technical Contacts (SSTCs) and Authorized Callers/Users to their agreements to give them access to the Service Request (SR) tool.

The PSTC is authorized to:

Add as many as nine Secondary STCs (SSTCs) and unlimited Authorized Callers/Users and Authorized Readers.

Change the caller type for SSTCs and Authorized Callers/Users

Open service requests and view all service requests for that site

Change the status for SSTCs, Authorized Callers/Users and Authorized Readers. Possible statuses are:

Active users can view existing Service requests and submit new ones.

Inactive Authorized Callers/Users can view existing service requests, but they cannot submit new service requests. Can be reactivated.

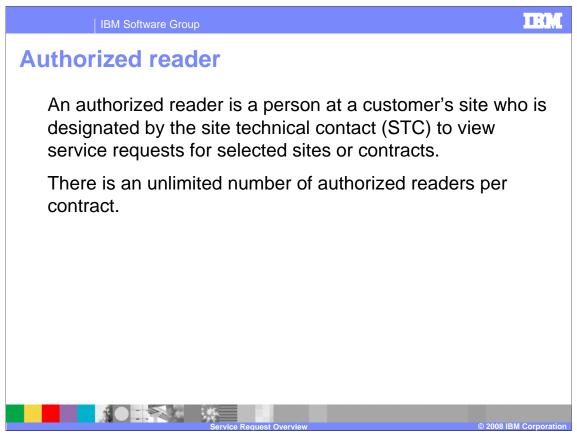Terminated means the user's access to SR is revoked.

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Authorized caller

An authorized caller (user) is a person at a customer's site who is designated by the site technical contact (STC) to open service requests and view all service requests for selected sites or contracts.

There can be an unlimited number of authorized callers (users) for a contract.

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Authorized callers are designated by the Primary Site Technical Contact (PSTC) or a Secondary Site Technical Contact (SSTC) to open Service Requests (SRs) and view all service requests for that Site or agreement. There can be an unlimited number of Authorized Callers/Users for a support agreement.
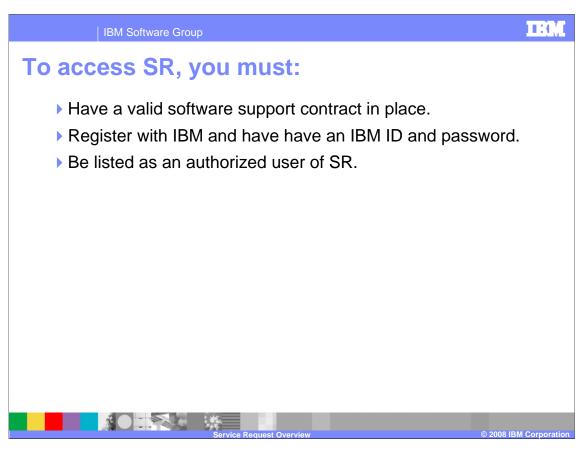
Before a PSTC or SSTC can add an Authorized Caller/User:

- The PSTC or SSTC must have a valid software support contract in place.

- The user must be registered with IBM.

Authorized reader

An authorized reader is a person at a customer's site who is designated by the site technical contact (STC) to view service requests for selected sites or contracts.

There is an unlimited number of authorized readers per contract.

An authorized reader is designated by the Primary Site Technical Contact (PSTC) or a Secondary Site Technical Contact (SSTC) to view all Service requests (SRs) for that Site or agreement. There can be an unlimited number of Authorized Readers for each support agreement. Authorized Readers cannot edit, create or update any Service Requests.

Before a PSTC or SSTC can add an Authorized Reader:

- The PSTC or SSTC must have a valid software support contract in place.

- The user must be registered with IBM.

Welcome e-mail

After the site technical contact (STC) adds a user to their authorized caller (user) list, a welcome letter via e-mail will be sent to the new user.

The e-mail contains instructions on how to access SR. If you do not receive this e-mail, contact your site technical contact (STC).

Once the PSTC or SSTC adds you as an Authorized Caller/User, you will receive a welcome e-mail. A copy is also sent to the PSTC or SSTC. If you do not receive this e-mail, contact your PSTC.

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Accessing Service Request

This section describes how to access the service request Web application.

To access SR, you must:

▸ Have a valid software support contract in place.

▸ Register with IBM and have have an IBM ID and password.

▸ Be listed as an authorized user of SR.

To access SR, you must first:

- Have a valid software support contract in place.

- Be registered with IBM.

- Be listed as an Authorized Caller/User in SR.

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First time user

- You need an IBM ID to log in to SR. If you do not have one, you must register for one first. There is a link on the SR sign in page that allows you to register for an IBM ID.

- After log in to SR, you will be presented with a "Self Nomination" form. Follow the instructions to request access to SR.

- Alternatively, give your IBM ID to your site technical contact (STC) and ask them to add you to their authorized caller/user list.

- **Passport advantage premium support customers -** Contact your premium support manager to request access to SR

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To access SR for the first time, select the URL in the welcome e-mail you received to go to the SR Web site. After you have accessed SR the first time in this manner, you can access SR any time by going to the IBM Software Support Web site and clicking on **Open service request** from the support task navigator, and then clicking on **SR**. When prompted, enter your IBM ID and password. If you have already accessed a secure IBM Web site during your current browser session, you will be taken directly to the   SR home page without being prompted for your IBM ID and password.

Accessing Service Request

http://www.ibm.com/software/support

To start using Service Request, go to the URL shown here and click on the Open service request link.

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