

IBM Service Request tool



Highlights

IBM Service Request (SR)

tool is an online problem management tool associated with your support agreement. It requires approval from your Site Technical Contact to fully utilize the tool. As an approved contact you are automatically entitled when you access the tool.

Access

- Service Request is a selection on the Support Portal page list
- Sign in with your IBM ID and password
- Service Request module displays open SRs for your contract(s)

Your profile

- Stores your basic contact information
- Includes preferences such as email notification
- Product and component lists are saved here
- Profile information automatically populates new Service Requests to let you get right to problem definition

Open, edit Service Requests

- Edit existing Service Requests from the Support Portal module
- Open new Service Requests using the link in the Support Portal module
- Choose product and component to submit directly to the right support queue
- Define the problem in your own words and describe the business impact
- Assign severity and attach one or more troubleshooting files
- Include names of others to be notified, as needed
- Receive email notification when updates are made

Search or create reports

- Search to quickly find existing Service Requests
- View all open Service Requests and those closed within a year
- Choose from 10 fields to display Service Request information
- Print reports or download in spreadsheet format

IBM Service Request tool helps you:

- Open, update service requests
- Submit Service Requests directly to support queue
- Attach troubleshooting files
- Receive email update notifications
- Track progress
- Run reports

Access [Support Portal](#), choose Service Request page
Training videos on [YouTube](#), [IBM Education Assistant](#)
[Online help](#) page