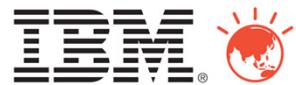# IMAC 2014

Maximizing Product Support

Scott Peluso, Business Unit Executive Smarter
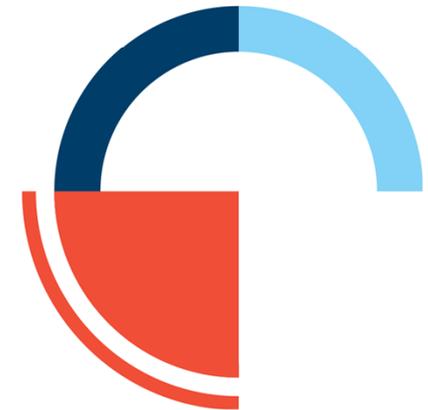Infrastructure Support

10Sept2014

IBM

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
  - Bedfont, 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% Satisified
- 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
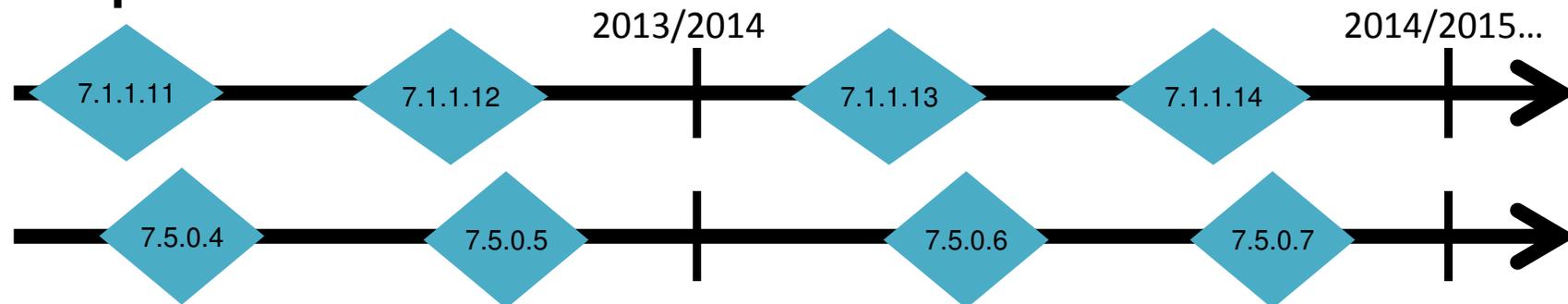   - Accelerated Value Program (AVP)

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
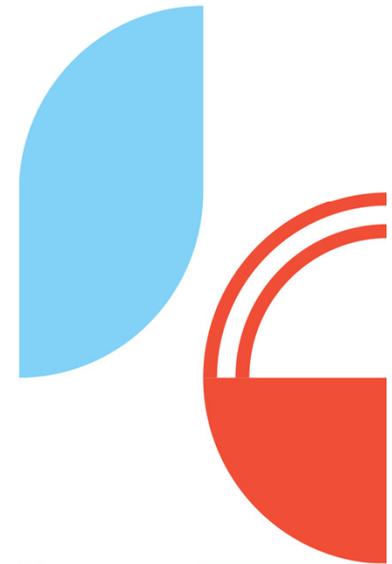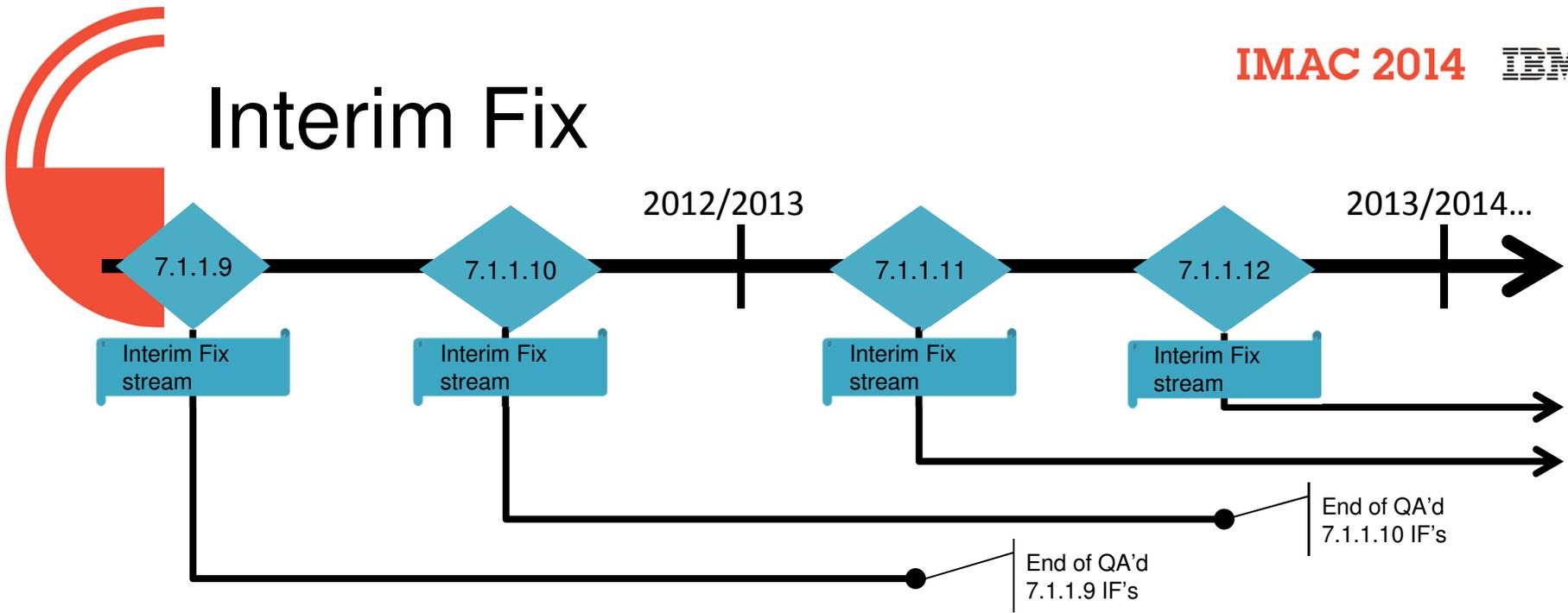- What changes are happening with maintenance
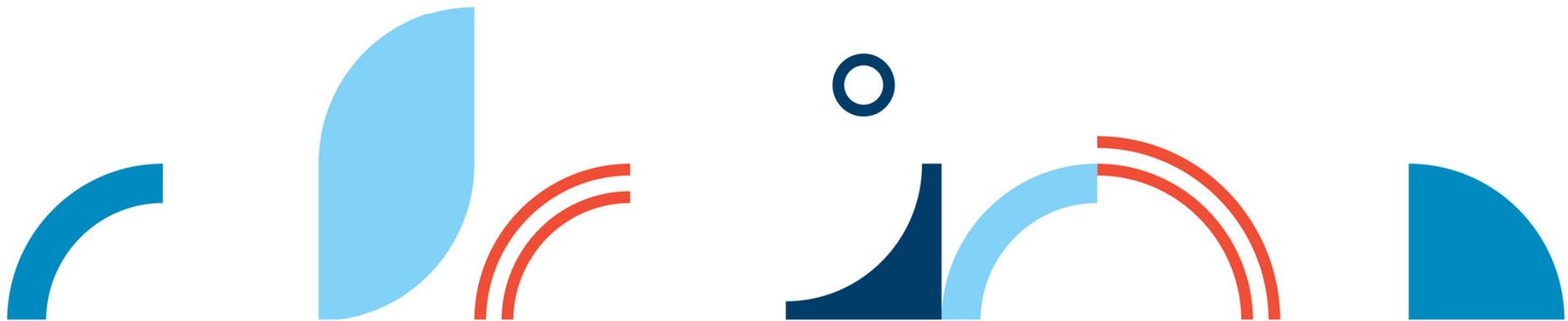
Fixpacks

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

2012/2013   2013/2014...

7.1.1.9   7.1.1.10   7.1.1.11   7.1.1.12

Interim Fix stream   Interim Fix stream   Interim Fix stream   Interim Fix stream

End of QA'd 7.1.1.10 IF's

End of QA'd 7.1.1.9 IF's

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 <u>may</u> 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 <u>party regulatory compliance</u> can not have published maintenance applied in a reasonable amount of time.
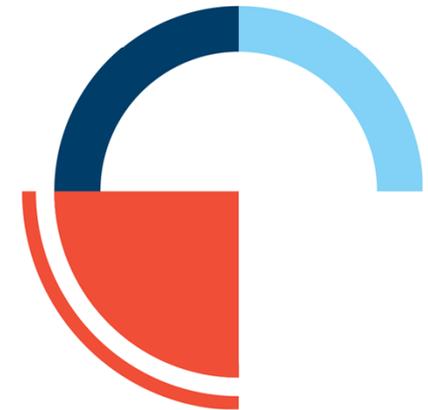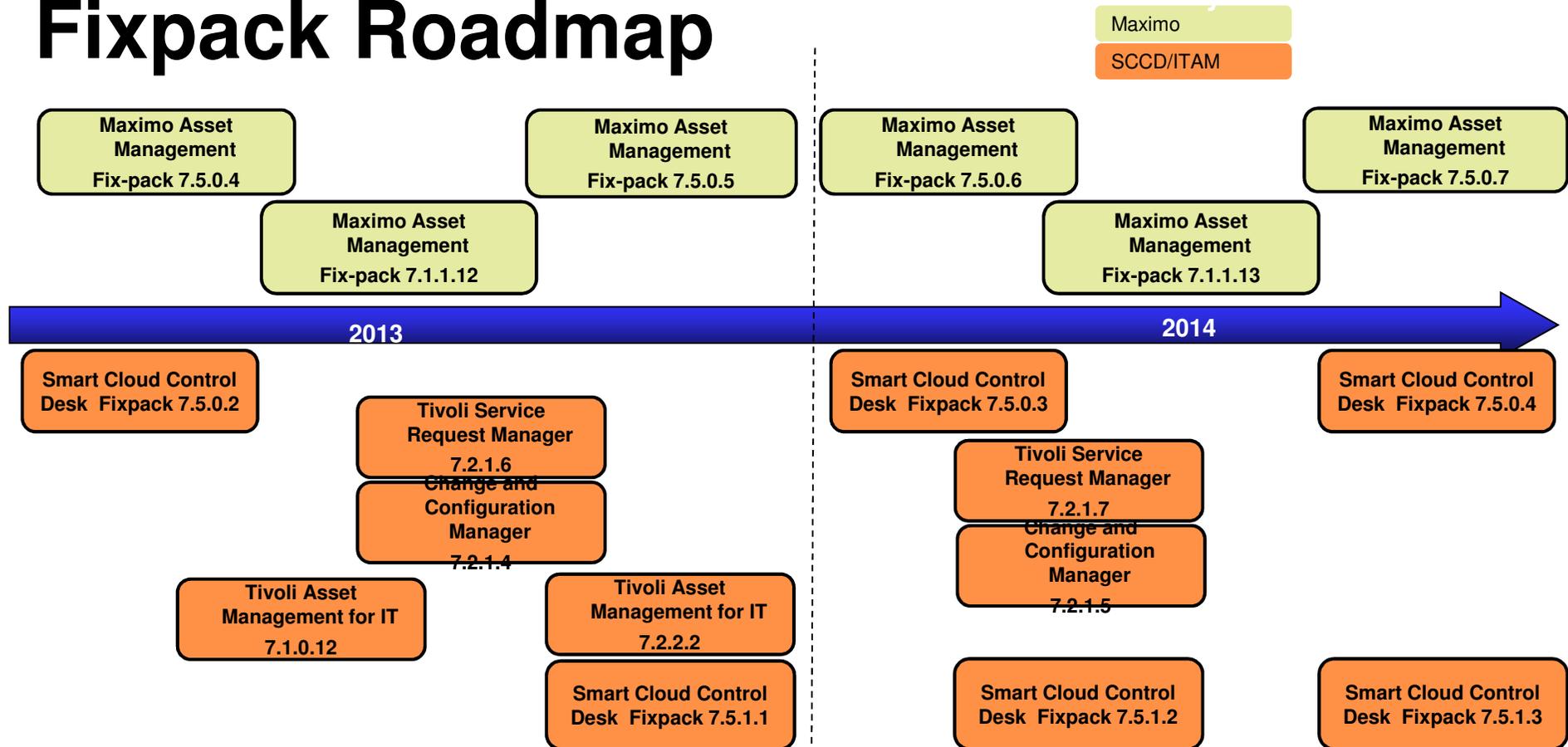
LA Fix Updates

- 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

Maximo

SCCD/ITAM

Maximo Asset Management Fix-pack 7.5.0.4

Maximo Asset Management Fix-pack 7.5.0.5

Maximo Asset Management Fix-pack 7.5.0.6

Maximo Asset Management Fix-pack 7.5.0.7

Maximo Asset Management Fix-pack 7.1.1.12

Maximo Asset Management Fix-pack 7.1.1.13

2013

2014

Smart Cloud Control Desk Fixpack 7.5.0.2

Smart Cloud Control Desk Fixpack 7.5.0.3

Smart Cloud Control Desk Fixpack 7.5.0.4

Tivoli Service Request Manager 7.2.1.6

Change and Configuration Manager 7.2.1.4

Tivoli Service Request Manager 7.2.1.7

Change and Configuration Manager 7.2.1.5

Tivoli Asset Management for IT 7.1.0.12

Tivoli Asset Management for IT 7.2.2.2

Smart Cloud Control Desk Fixpack 7.5.1.1

Smart Cloud Control Desk Fixpack 7.5.1.2

Smart Cloud Control Desk Fixpack 7.5.1.3

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
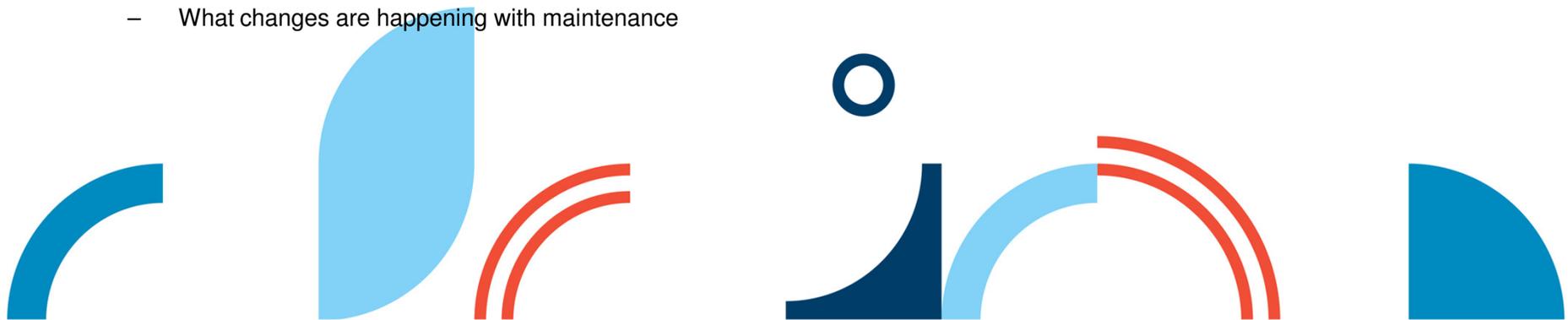
What is IBM Electronic Support?

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**
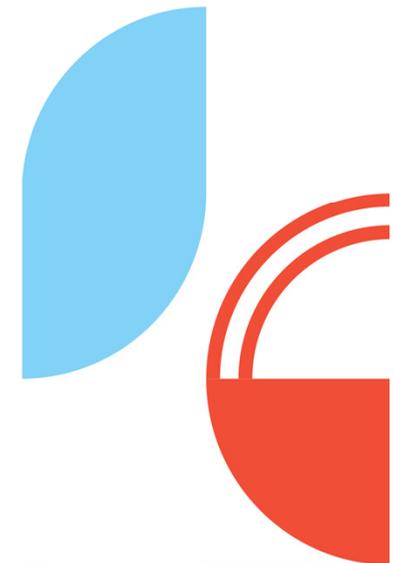
Service Management Connect

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

Initial GA Release 7.1	5 years		Announce EOM/EOS R7.1	18 months	EOS Effective R7.1	Extended Support ~~3 years~~	Extended Support
May 2008	2009	2010	2011	2012	Sept. 2013	Dec. 2014	March 2015	2016	2017	2018
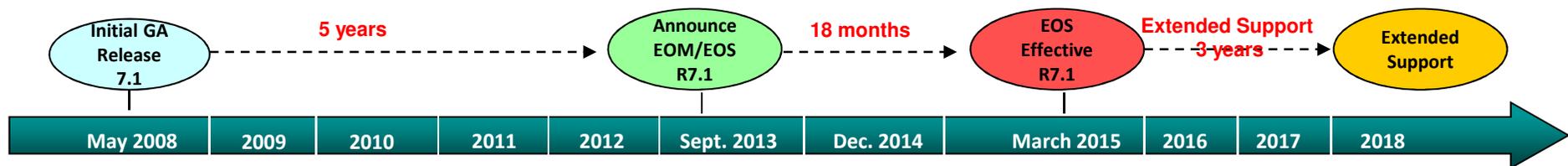
IBM Software Support Lifecycle Support policy:
   http://www-01.ibm.com/software/support/lifecycle/lc-policy.html

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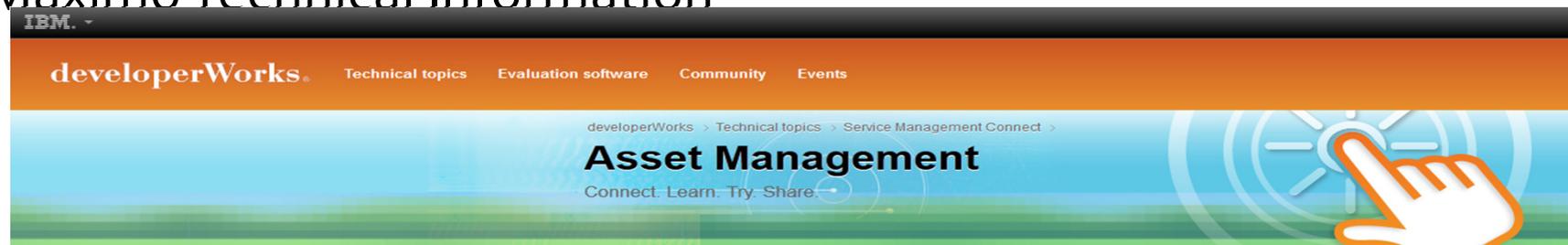
Enabling Clients to stay current with the latest technical information on Maximo, while networking with IBMers, Business Partners and other Maximo Clients on Best Practices

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

Actual email message

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

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

Asset Management Blogs

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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