

Security Intelligence.
Think Integrated.

IBM Security Systems Support

Hatem Zaghoul
Security Intelligence Support Operations Manager
zaghoul@uk.ibm.com
IBM Security
6/6/2014

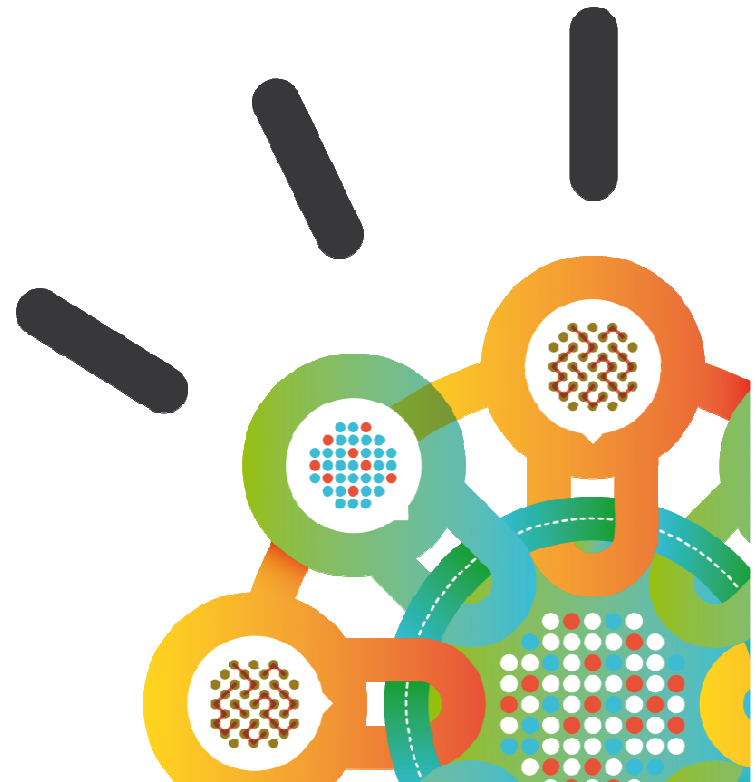




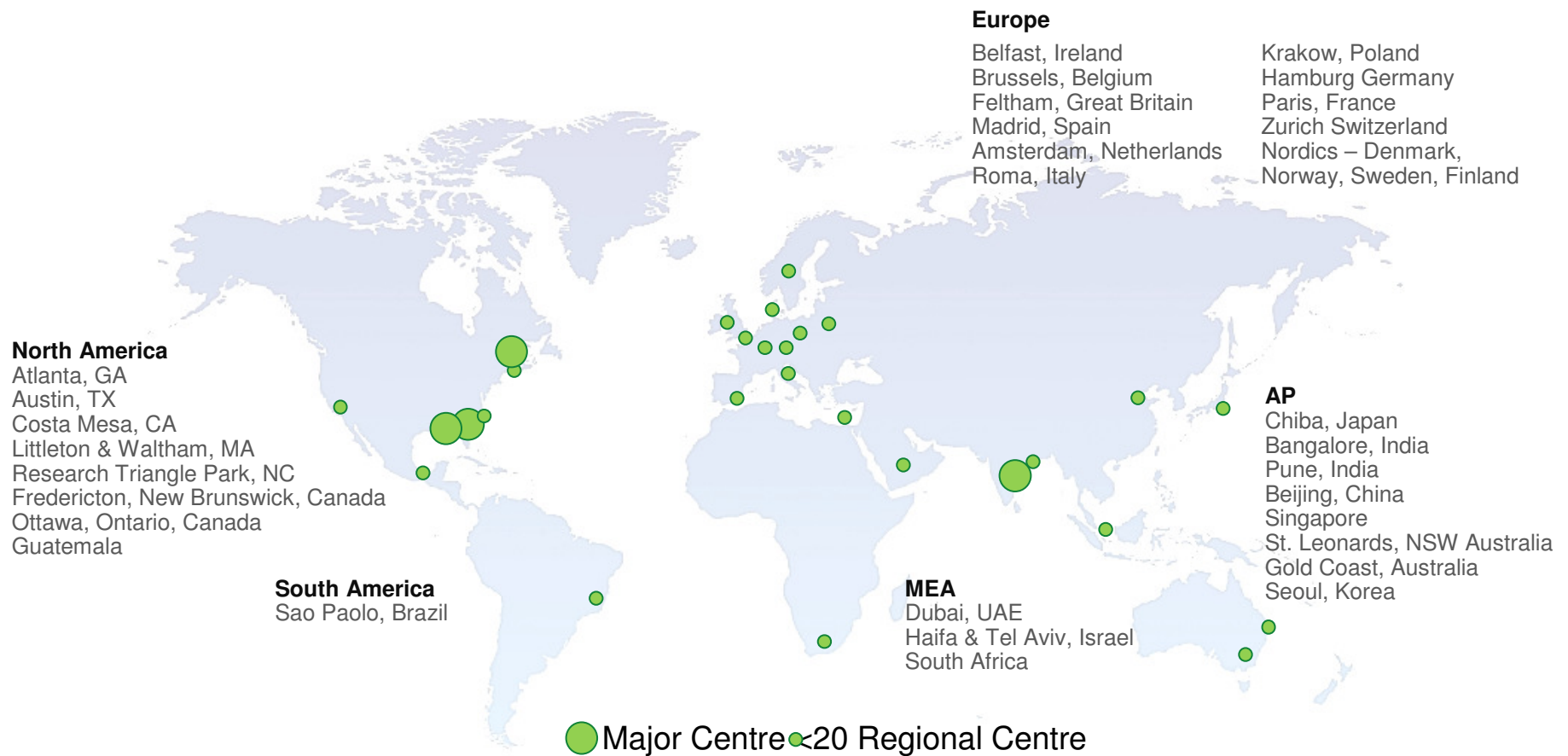
Table of Contents

- **An overview of support**
- **How to engage support**
- **The Accelerated Value Program (AVP)**
- **Our goals for the year**

Support Overview

Security Support / Services Global Coverage

Worldwide coverage for supporting our partners and customers.





Remote Technical Support

- **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

- **Subscription and Support and Support Line are not structured to address everything -- the following are examples of areas that are beyond their scope:**
 - Analyzing performance
 - Writing, troubleshooting or customizing code for a client
 - Answering extensive configuration questions
 - Recovering a database, or data recovery
 - Consulting

Most of these types of situations require some form of Advanced Support Offering or services engagement.

**Documented in the IBM Software Support Handbook

Engaging Support



IBM Support Links

1. Support Portal:

- <http://www.ibm.com/support/>
- ALL tickets must be logged as **software**

2. IBM support handbook with service level details:

<http://public.dhe.ibm.com/software/server/applhandbook/ApplianceSupportHandbook.pdf>

3. IBM Forums:

<https://www.ibm.com/developerworks/community/forums/html/category?id=33333333-3-0000-0000-0000-000000000528>



Support Overview

▪ SLA

- All customers have access to support **24/7 X 365 for Severity 1 Issues**
- Remote problem analysis and assistance during **normal country business hours** in your time zone for **Monday to Friday** for non Severity 1 issues.
- Response time objective of two hours during prime shift for electronic and voice problem submissions.
- Response objective of two hours for **critical/emergency** problems during off-shift hours is two hours.
- Users can toggle **set their issue priority** at any time

▪ Appliance Hardware:

- Next Business day parts replacement
- 4 hour 24X7/365 available if premium has been purchased
- Hard disk retention



Ticket Priorities

<http://public.dhe.ibm.com/software/server/applhandbook/ApplianceSupportHandbook.pdf>

Sev 1	<p>Critical:</p> <p>Appliance condition requires an immediate solution</p>	<ul style="list-style-type: none"> - System Down Emergency - Production unavailable - Clients unable to access - Issue with 'crippling impact' - Temporary relief/workaround reduced to Severity 2
Sev 2	<p>Significant:</p> <p>Appliance is usable but severely limited</p>	<ul style="list-style-type: none"> - Root cause analysis - One or more components unable to access. - Critical appliance error
Sev 3	<p>Some:</p> <p>Appliance is usable but less significant features impacted</p>	<ul style="list-style-type: none"> - Problem affecting near-term schedule - Appliance or applications return(s) errors at execution
Sev 4	<p>Minimal:</p> <p>Appliance is usable. Little impact or a reasonable workaround is in place.</p>	<ul style="list-style-type: none"> - General questions



Response Times

Issue Priority	Response	Progress Time	Restore Time (Workaround)	Fault correction time (Software Release Available)*
Severity 1 (P1) Critical business impact	24/7 within 2 hours (* Internal Target of 30 minutes)	2 hours 24/7	Continue to work on the issue 24/7 until a workaround or final fix has been determined. Both the Customer and IBM will commit the required resources	
Priority 2 (P2) Significant business impact	Within 2 business hours	Within 2 business hours	Work within normal business hours until a workaround or final fix is determined. Both the Customer and IBM will commit the required resources	
Severity 3 Some business impact	Within 2 business hours	Within 2 business hours		
Severity 4 Minimal business impact	Within 2 business hours	Within 2 business hours		



Escalation Paths

- Raise the Severity level of the issue in the Service Request Tool.
- Duty Manager - The Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately.
- Request to speak with the service representative's manager if it is of a non-technical nature.
- Contact your CTP for urgent matters such as POC or evaluation, revenue impacting escalations.
- Escalate by opening a Complaint or nominate as a Critical Situation, if warranted, via CSPO office.

Time	Priority 1	Time	Priority 2	Time	Priority 3
Under 2 hours	Assigned Technical Engineer	Under 2 hours	Assigned Technical Engineer	Under 2 hours	Assigned Technical Engineer
2 Hours	Team Lead		Team Lead		Team Lead
<p>Customers now have more control over the escalation of their issues:</p> <ul style="list-style-type: none"> · Be certain to explain the business impact of your problem to the service representative. · Raise the Severity Level of the problem. · Ask to speak to the person's manager - Escalations to an IBM manager will receive prompt attention and management focus. · Ask for a "Duty Manager" - The Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately. · Escalate by opening a Complaint or nominate as a Critical Situation, if warranted. 					
<p>World Wide L2 Managers monitors all tickets weekly with seniors management performing a monthly review. All data is then reviewed with Security Division General Manager.</p>					

The slide features a blue background with a pattern of faint, semi-transparent icons related to security and technology, such as a shield, a camera, a grid, and various circular and rectangular shapes. A dark blue horizontal band is positioned in the upper third of the slide, containing the title text in a light blue color. The bottom of the slide is a solid light blue color.

IBM Security Systems Accelerated Value Program (AVP)

What is the Accelerated Value Program?

Focus is on maximizing client value from our software and solutions!



Proactive

- Provides advisory assistance, acts as a Trusted Advisor
- Removes barriers to software adoption
- Delivers technical knowledge & expertise
- Researches and communicates new technotes, skills and product features applicable to your business



Preventive

- Reduces technical problems
- Performs advanced analysis and provides best practices on usage
- Minimizes implementation errors
- Provides fix advice and diagnostic coaching
- Provides customized reporting



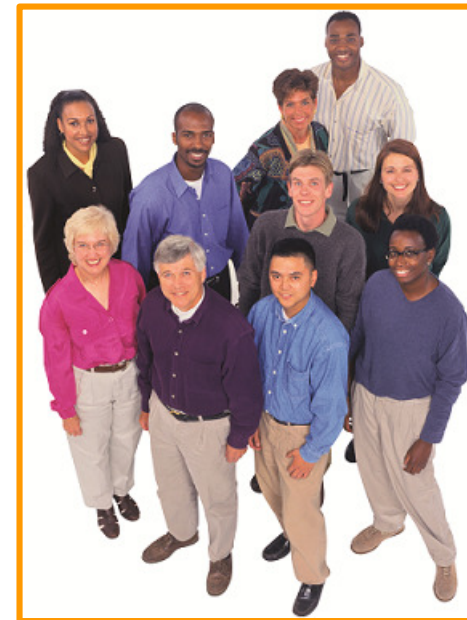
Personalized

- Applies knowledge of your environment
- Pushes client filtered content
- Builds team competencies
- Provides continuity of service as a virtual team member and single point of contact




What is the value proposition of AVP?

- Software runs **smoothly** and meets performance expectations
- Software solution delivers **faster return on investment**
- **Minimizes risks & reduces operational costs**
- **Faster** problem resolution when problems do arise
- Strong ties to **Development and Support teams**
- **Single point of contact** for support-related needs



Average AVP ROI = **5.3X**
customer investment

Two types of AVP resources

 **Accelerated Value Leader**

Primary goal: Leadership for relationship, problem avoidance, PMR management, escalation, and reporting

- ✓ *Fundamental knowledge of systems/processes/people*
- ✓ *Proactive problem/situation management and reporting*
- ✓ *Escalation management*
- ✓ *Support planning through proven support best practices*

 **Accelerated Value Specialist**

Primary goal: Technical expertise to avoid potential issues or resolve reported problems

- ✓ *Experienced and proven technical skills, risk mitigation planning*
- ✓ *Critical product issue/fix and best practice advice*
- ✓ *Assistance/coaching with problem determination and diagnostics*

→ OI for Lab Services engagements ←

Support goals for this year

2014 Security Systems Support Goals

- One goal: To deliver the best possible support from every person in the organisation.
- We work to ensure our customers' networks are secure.
- Three main focus areas for Security Systems Support
 - Meaningful content creation and distribution
 - This allows our partners and their customers to find the information they need in the shortest possible time frame.
 - Provides a framework for our customers to interact and share knowledge with each other through forums.
 - Investment in education and training for the team
 - Develops our teams so that they are technically skilled on the product and their focus areas.
 - Improves quality of support provided.
 - Long term improvement of relationship with development teams
 - Longer term strategy of improving overall software quality.
 - Provides feedback directly to the different development and product management teams.
 - Improves diagnostic tools and troubleshooting skills for all products.

The slide features a dark blue header and footer with a black central band. The blue sections contain faint, abstract geometric patterns of circles, squares, and lines. The word "Questions?" is centered in the black band in a light blue, sans-serif font.

Questions?

Statement of Good Security Practices: IT system security involves protecting systems and information through prevention, detection and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed or misappropriated or can result in damage to or misuse of your systems, including to attack others. No IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products or services to be most effective. IBM DOES NOT WARRANT THAT SYSTEMS AND PRODUCTS ARE IMMUNE FROM THE MALICIOUS OR ILLEGAL CONDUCT OF ANY PARTY.

Thank You
www.ibm.com/security



© Copyright IBM Corporation 2014. All rights reserved. The information contained in these materials is provided for informational purposes only, and is provided AS IS without warranty of any kind, express or implied. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, these materials. Nothing contained in these materials is intended to, nor shall have the effect of, creating any warranties or representations from IBM or its suppliers or licensors, or altering the terms and conditions of the applicable license agreement governing the use of IBM software. References in these materials to IBM products, programs, or services do not imply that they will be available in all countries in which IBM operates. Product release dates and/or capabilities referenced in these materials may change at any time at IBM's sole discretion based on market opportunities or other factors, and are not intended to be a commitment to future product or feature availability in any way. IBM, the IBM logo, and other IBM products and services are trademarks of the International Business Machines Corporation, in the United States, other countries or both. Other company, product, or service names may be trademarks or service marks of others.