ENTERPRISE SERVERS
IBM @server zSeries
NEW TOOLS TO MANAGE E-BUSINESS,
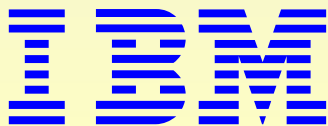
IBM

CUSTOMER SUPPORT PLAN
For the US

CONTENTS

IBM

Purpose of Document
This document communicates the IBM technical support available to you, the procedures for obtaining support, and information on contacting IBM.
You will find information on IBM e-support, hardware and software reporting procedures, escalation processes (including a chart defining severity levels), as well as information available by phone.
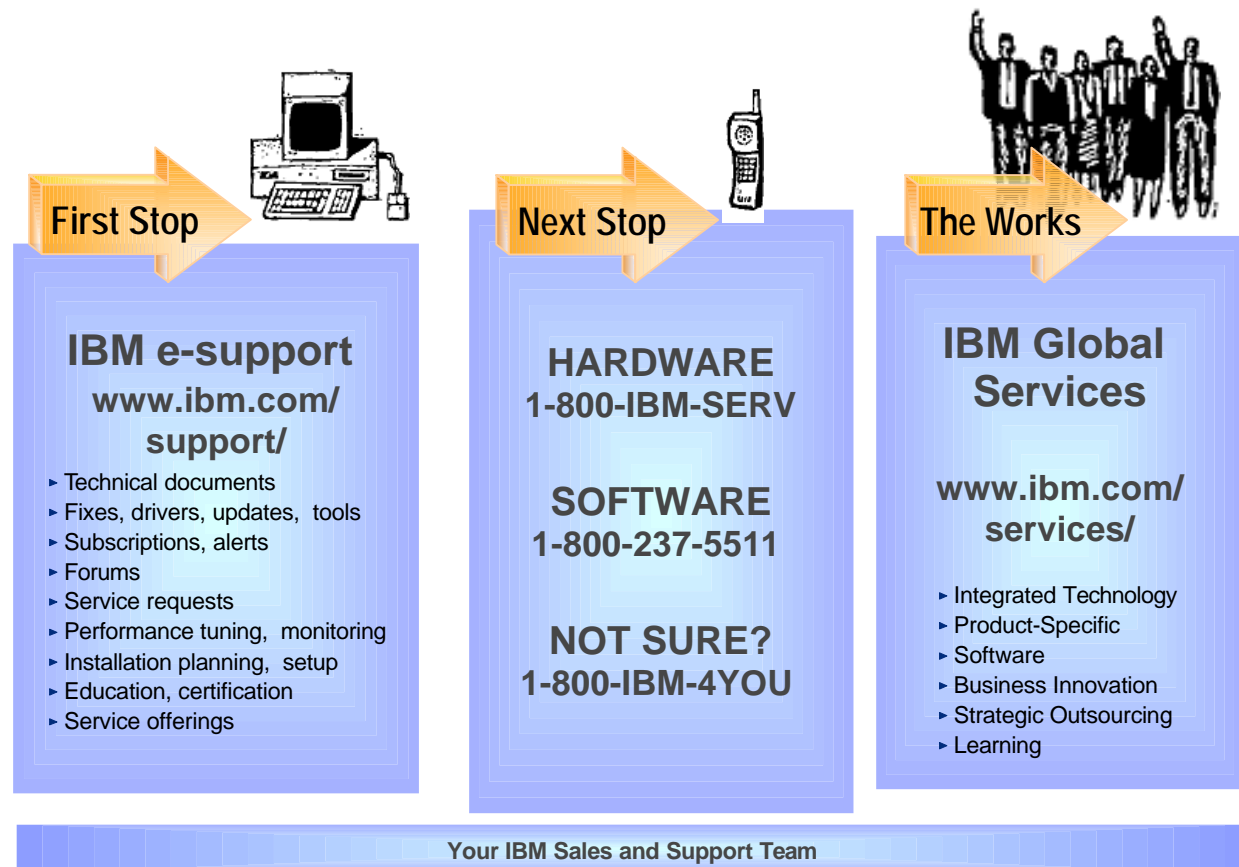
NOTE: To download this document's latest version, go to http://www.ibm.com/support/ and search using "customer support plan" (quotation marks included) in the search field.

05.24.01

Support Overview for IBM zSeries

From IBM's very largest customer to the individual consumer, the Web (http://www.ibm.com) is key to enabling e-relationships. Customers use the Web to learn about and buy offerings and solutions, to comparison shop, check on order status, and to invoke / receive after-purchase support and services. This is referred to as the ***Learn / Shop / Buy / Receive / Use*** cycle.

IBM also delivers technical sales support via the Web to allow customers to ***Learn / Shop / Buy*** in a self-service mode, without requiring assistance from the IBM sales channels or Technical Sales Support organizations. These activities can be end-to-end Web or Web-assisted, where the customer accomplishes some tasks via the Web and then engages skilled resources.

As an IBM customer, you have access to a range of technical support unmatched in the industry. IBM @servers come with the service and support you expect, giving you enhanced value and confidence. Below is a bird's-eye view of IBM's after-purchase customer support capability:

First Stop

IBM e-support
www.ibm.com/ support/

- ► Technical documents
- ► Fixes, drivers, updates, tools
- ► Subscriptions, alerts
- ► Forums
- ► Service requests
- ► Performance tuning, monitoring
- ► Installation planning, setup
- ► Education, certification
- ► Service offerings

Next Stop

HARDWARE
1-800-IBM-SERV

SOFTWARE
1-800-237-5511

NOT SURE?
1-800-IBM-4YOU

The Works

IBM Global Services

www.ibm.com/ services/

- ► Integrated Technology
- ► Product-Specific
- ► Software
- ► Business Innovation
- ► Strategic Outsourcing
- ► Learning

Your IBM Sales and Support Team

Base Services and Support

When you buy new IBM systems, you also buy IBM's unique depth of experience and expertise. You buy solutions from people dedicated to developing systems solutions for your business. As always, you can access a wide variety of techn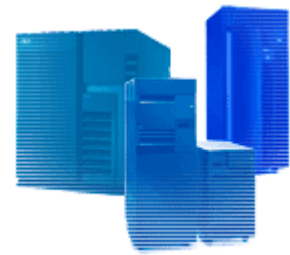ical support for your purchase -- free of charge. Before you decide on any purchase, you can use a wealth of technical sales support, delivered both via the web and through your sales and technical team. We want to ensure that our solutions and offering address your business requirements. To help you learn about our offerings and make a purchase decision, we offer a wide array of technical sales support, including:

* Offering technical content, such as white papers, model comparisons, and specifications
* Trial software downloads
* Offering and solutions demonstrations and seminars (including webinars)
* Identification and selection of appropriate solutions, including:
  * Complex solution design and assistance
  * Offering configurations
  * Basic capacity plans
  * Pricing
  * Solution Assurance reviews for new IBM offerings to assure the solution both addresses your business needs and is technically feasible
  * Education and education planning assistance

> *Leading Server Performance*
>
> *IBM consistently scores at the highest levels in a wide range of industry benchmarks. See*
> *http://www.ibm.com/ servers/solutions/ benchmark.html*

Once you have decided on a server offering, you can take advantage of our significant technical support that can help you install and implement your solution, including:

* Web self-service such as hints and tips, usage information, fixes, and downloads
* Installation planning assistance for new software licenses (via Resource Link at https://app-06.www.ibm.com/servers/resourcelink and Web-based OS/390 Wizards)
* Physical planning and installation planning assistance
* Warranty support of IBM hardware
* Repair of IBM hardware engineering and manufacturing defects
* Base Software Support included with your software offering license:
  * Base software support for most System/390 offerings includes problem support for suspected defects in IBM code and publications. Support is by fax, mail, telephone (voice), and electronic access (bulletin boards).
  * Base software support for IBM and Lotus' AS/400, RS/6000, and desktop platform products includes reporting and defect resolution for IBM code and publications. Support is by fax, mail, and electronic access where available.
  * A complete discussion of IBM/Lotus/Tivoli software support is at http://ps.software.ibm.com/pbin-usa-ps/getobj.pl?pdocs-usa/webhndbk.html

NOTE: This document contains representative lists only of the services and support available from IBM. For further information on services and support available, go to http://techsupport.services.ibm.com/eserver/support/ or call 1-800-IBM-4YOU.

Your first stop for IBM support ... e-support

IBM delivers world-class server support. We furnish you with the technical information and tools to help support a buying decision as well as help you get maximum value from your current servers. Our main technical support portal -- http://www.ibm.com/support -- offers you self-service 24 x 7 x 365 with its powerful, cross-IBM offering knowledge base.
The portal also posts hot links to all IBM offering support sites, including server e-support -- http://techsupport.services.ibm.com/eserver/support/

- Technical content
- Fixes, drivers, updates, tools
- Subscriptions, alerts
- Forums
- Service requests

- Performance tuning, monitoring
- Installation planning, setup
- Education, certification
- Service offerings

Resource Link

https://app-06.www.ibm.com/servers/resourcelink/

This customized Web-based solution gives you everything you need to plan for, install, and maintain your IBM zSeries 900 and IBM S/390 servers and associated software. No more searching! Resource Link places the information and support you need just a click away!

IBM Resource Link includes:
- User Profiles - Change your password and your user profiles.
- Planning - Perform pre-installation planning for products on order.
- Education - Learn using multimedia product education modules.
- Library - View and print product libraries, red books, white papers.
- Technical Support - Access hardware and software related technical support information.
- Group Discussions - Participate in user discussions with other product owners.
- Site Feedback - Submit your comments about the Resource Link site.
- Resource Link News - Read about what's new in Resource Link.
- Personal Folders - Set up and manage subscriptions to site content .

Don't overlook Redbooks!

IBM Redbooks are "how-to"" guides to technical information, and *Redbooks Online!* is THE web source for finding complete information on IBM products and offerings. You can view and download complete books, and we offer two ways to find Redbooks: **1.** Do a quick keyword search for a hit list of IBM Redbooks, Redpieces, and Redpapers; or **2.** Browse through pre-selected categories. See http://www.redbooks.ibm.com/

Ordering Redbooks and Other Publications

Many publications are available online free of charge. You may view or download these titles without having to place them in a shopping cart and without providing any information about yourself.

To order hard copy publications, however, you will be asked to provide your name, address, e-mail address, and credit card information. This information allows the IBM Publications Center search results to display prices in your local currency. If available in stock, your order will be dispatched within 8-14 days by surface delivery, without additional cost.

See http://www.elink.ibmlink.ibm.com/public/applications/publications/cgibin/pbi.cgi?CTY=US
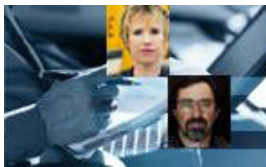
Residencies

IBM Redbooks are developed through a unique program - the Residency - that teams IBM technical professionals with Business Partners, customers, and IBM product developers. Depending on the market needs of a product or solution, a team of residents is chosen through a competitive nomination process and works at one of the IBM International Technical Support Organization (ITSO) centers for two to eight weeks, devoted to developing an IBM Redbook.

During the intensive, multi-week residency, small teams explore and document (via a Redbook) a product's implementation, integration, and operations -- often in the context of marketplace solutions. ITSO residencies apply leading-edge information technology to customer needs. If you are interested in participating in a residency, you can get more information from the IBM Redbooks home page --
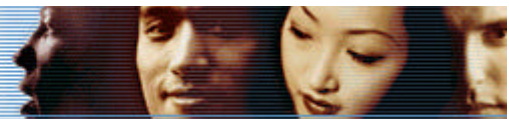
http://www.redbooks.ibm.com/

iSource -- Your Customizable, One-Stop Source for IBM Information

Whether it's hardware, software, system solutions or special pricing and promotions -- you can get the IBM news you need e-mailed directly to you. Sign up at http://isource.ibm.com/world/subscribe.shtml

If you don't find what you need with e-support, your next stop should be 1-800-IBM-SERV for hardware support.

Your first call will connect you to your IBM Remote Technical Support Center Representative. This Representative will help diagnose your hardware problem and, if not resolved, will create a plan to resolve it, including recommending parts (if appropriate) to the IBM System Services Representative (SSR) responsible for supporting your IBM hardware. You can reach Hardware Support at **1-800-IBM-SERV**.

For *service* issues:
- During business hours (M - F, -- 8 a.m. - 5 p.m.), call your Service Delivery Manager.
- During other times, call 1-800-IBM-SERV and request a Duty Manager.

If you need software support, call 1-800-237-5511.

Your call to Software Support at **1-800-237-5511** gives us the opportunity to consistently meet your expectations by providing:
- Rapid response to your requests
- Fast relief for high impact problems
- Timely problem resolution
- High quality fixes and information
- Up-to-date service and installation information.

NOTE: To be eligible for voice support on some software offerings, you must have either a Support Line or Passport/Advantage contract.

You are a valued customer. If for any reason we are not meeting your expectations, please escalate your concerns by calling.

- Duty Manager -- **1-800-237-5511**
- Support Family Information Center -- **1-888-426-4343 (option 3)**

When you're not sure, call 1-800-IBM-4YOU.

If you encounter a problem of unknown origin, contact your Remote Technical Support Specialist by calling the Hardware or Software Support numbers listed above, or call our general access number -- **1-800-IBM-4YOU**.

Problem Resolution Using Severity Codes

The following severity codes determine how IBM escalates hardware and software problems. **Report a severity code when placing the initial service request to the IBM Support Center.**

Severity 1— CRISIS
- *The system (or a major application or component) goes down, critically impacting a customer's ability to do acceptable business.*
- *No bypass alternatives are available.*
- *Severity 1 requires total commitment of equipment and personnel by the customer and vendors to resolve the problem. The respective management groups are responsible for assigning personnel.*

Severity 2 — MAJOR
- *A problem that causes a severe operational impact.*
- *Bypassing the problem is possible but not feasible.*
- *Severity 2 requires that the failing component be made available for repair.*

Severity 3 — MINOR
- *Any problem causing restricted function or minor impact on performance.*
- *Bypassing the problem is both possible / feasible.*
- *Deferred maintenance may be acceptable.*

Severity 4 — BYPASSED
- *A circumvented problem.*
- *The problem's impact is non-critical and does not affect operation.*
- *Deferred maintenance is acceptable.*

IBM Global Services for IBM zSeries: Overview

Why IBM Service?

IBM is uniquely qualified to deliver a caliber of service and support that allows businesses to concentrate on doing business. Why? Because:
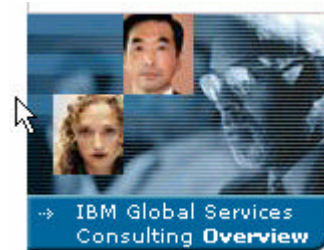
- 116,000 people worldwide deliver IBM support and service in 164 countries.
- 2,500 IBM support specialists handle thousands of customer and Business Partner calls each month, in 23 languages from 10 HelpCenters around the world.
- Maintenance parts are available from 145 parts-stocking locations (US); 479 locations (worldwide).

What IBM Services are available for your zSeries servers?

If you would like details on any of the services below, reference the services list at http://www.ibm.com/services/fullservice.html or call a member of your sales team.

Integrated Technology Services	◆ Business Continuity and Recovery ◆ e-business Infrastructure ◆ Information Technology Consulting ◆ Infrastructure and Systems Management ◆ IT Consolidation		◆ IT Product Training ◆ Networking and Connectivity ◆ Technical Support ◆ Total Systems Management
Product-Specific Services	@server **Services** (See following pages for more information) ◆ IBM zSeries	**Storage Services** ◆ Infrastructure and Systems Management ◆ Networking & Connectivity ◆ Technical Support	**Software Services** ◆ Self Help ◆ Base Support (included with the License Charge) ◆ Planning ◆ SmoothStart ◆ Alert ◆ Support Line ◆ Consult Line ◆ Performance Management ◆ Operational Support Services ◆ SoftwareXcel ◆ Resolve ◆ Lotus Passport Advantage ◆ Tivoli Maintenance/Support
Business Innovation Services	◆ Business Innovation ◆ Business Intelligence (BI) ◆ Custom System Integration ◆ Customer Relationship Management (CRM) ◆ Digital Branding / Marketing ◆ Procurement	◆ e-business Strategy and Design Consulting ◆ e-Commerce ◆ Enterprise Resource Planning (ERP) ◆ Knowledge Management ◆ Merger and Acquisition	◆ Security and Privacy ◆ Skills Development for e-business ◆ Supply Chain Management ◆ Web Application Development
Strategic Outsourcing Services	◆ Application Management ◆ Desktop Outsourcing	◆ Network Outsourcing ◆ Data Center Outsourcing	◆ e-business Hosting
Learning Services (Education)	◆ World's largest IT training provider	◆ Delivers thousands of courses daily in 55 countries	

IBM zSeries (S/390) Services

IBM zSeries (S/390) Services

zSeries Services include:
- Infrastructure and Systems Management Services
- Networking and Connectivity Services
- Technical Support Services

For a full list of IBM Global Services offerings, see http://www.ibm.com/services/fullservice.html

Helpful IBM URLs

Corporate Home Page . . . . **http://www.ibm.com/**

IBM Technical Support Home . . . . **http://www.ibm.com/support/**

IBM @server Support Home . . . . **http://techsupport.services.ibm.com/eserver/support/**

  zSeries (S/390) Home . . . . **http://www.ibm.com/servers/eserver/zseries/**

  zSeries Resource Link . . . .

  . . . . **https://app-06.www.ibm.com/servers/resourcelink/hom03010.nsf**

  zSeries Software . . . . **http://www.ibm.com/servers/eserver/zseries/software/**

  zSeries Operating Systems . . . . **http://www.ibm.com/servers/eserver/zseries/os/**

  zSeries Networking . . . . **http://www.ibm.com/servers/eserver/zseries/networking/**

  zSeries I/O Connectivity . . **http://www.ibm.com/servers/eserver/zseries/connectivity/**

IBM Software Home . . . . **http://www.ibm.com/software/**

Global Services Consulting . . . . **http://www.ibm.com/services/**

Redbooks . . . . **http://www.redbooks.ibm.com/**

Shop IBM . . . . **http://www.ibm.com/shop/**

Business Continuity and Recovery Services . . . .

  . . . . **http://www.ibm.com/services/continuity/recover1.nsf**

Global Financing **http://www.ibm.com/financing/webprod.nsf/ID/778AA4**

Operating Systems Home . . . . **http://www.ibm.com/software/os/**

Phone Directory of IBM Support

Customer Service Center   . . .   1-800-IBM-4YOU (426-4968)

- *A single point of contact if you do not know who to call at IBM*
- *Provides assistance and information on IBM products and services, seminars and classes, marketing assistance, and more*

Learning Services 1-800-IBM-TEACH (426-8322)

- *To receive information and/or enroll, call between 7 AM - 7 PM CST Monday - Friday.*

Software Support Center   1-800-237-5511

- *Serves as the primary contact for software problem reporting*
- *Accepts calls for software technical support covered by an IBM Licensing Agreement and Support Contract*
- *Notifies local IBM assistance if customer requests to contact them*

Hardware Support Center   . . .   1-800-IBM-SERV (426-7378)

- *Serves as the primary contact for hardware problem reporting*
- *Accepts calls for repairing hardware covered by an IBM Maintenance Agreement*
- *Notifies local IBM management if customer requests to contact them*

Publication Orders (including Redbooks) and System Library Subscription Service (SLSS) Support 1-800-879-2755

- *To order publications or to receive System Library Subscription Service (SLSS) support*

DID YOU KNOW?

IBM is the world's largest and most experienced hosting services provider, **managing 73,000 servers in 133 global data centers**.

Fifteen of these centers focus exclusively on e-business. *And, in partnership with AT&T, KPNQwest and Qwest, IBM is opening* **65 additional e-business hosting centers** *across the US and Europe.*