



# CUSTOMER SUPPORT PLAN

## Purpose of Support Plan

This document communicates the full range of IBM 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), plus information available online and by phone.

### NOTES:

To download the latest version of this Customer Support Plan, go to <http://w3.ibm.com/support/> and do a search using "customer support plan" (quotation marks included) in the search field.

To submit feedback on this document, go to <http://w3-1.ibm.com/support/americas/csp.html> and click the **Feedback** button at the bottom of the page.

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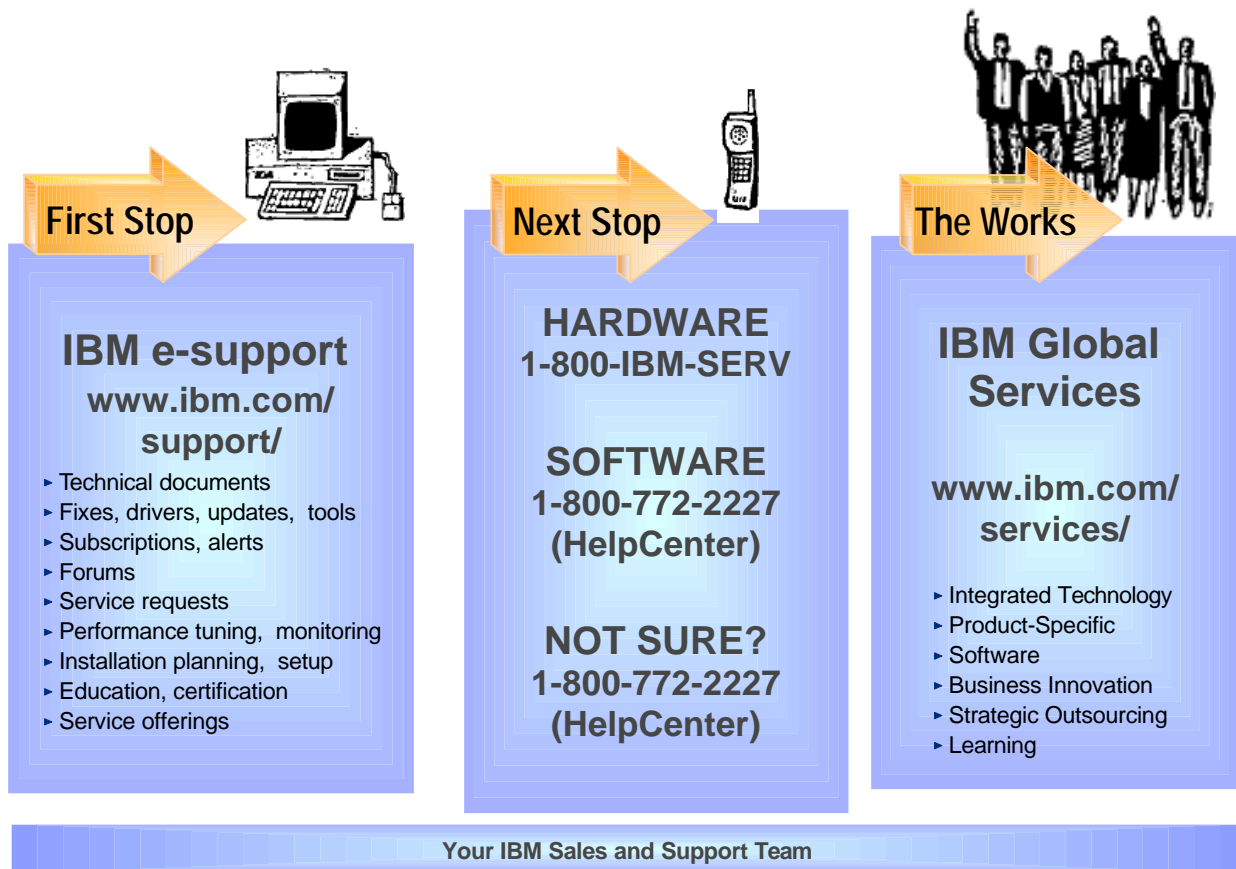


## Support Overview for IBM pSeries

From IBM's very largest customer to the individual consumer, the web ([www.ibm.com](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 ~ s 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:



## Base Services and Support

When you buy new IBM systems, you also buy IBM's unique depth of experience and expertise. You buy support from people dedicated to developing systems solutions for your business. As always, you can access a wide variety of technical 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 pre-sales support:

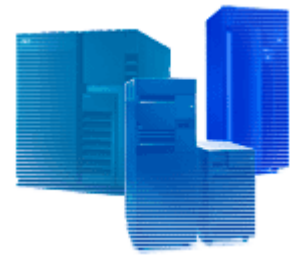
### Technical Pre-Sales Support

- ◆ 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:
  - w Complex solution design and assistance
  - w Offering configurations
  - w Basic capacity plans
  - w Pricing
  - w Solution Assurance reviews for new IBM offerings to assure the solution both addresses your business needs and is technically feasible
  - w Education and education planning assistance

### Technical Pre-Sales Support

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
- ◆ Physical planning and installation planning assistance
- ◆ Warranty support of IBM hardware (An Extended Service Agreement is available for post-warranty coverage.)
- ◆ Repair of IBM hardware engineering and manufacturing defects
- ◆ Base Software Support included with your software offering license for pSeries
  - w Includes reporting and resolving defects for IBM code and publications. Support is by fax, mail, and electronic access where available.



### 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>**

*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/>, contact your sales and support team (see page 2), 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 hotlinks 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

**YOU NEED THIS INFORMATION WHEN YOU CALL SUPPORT!**

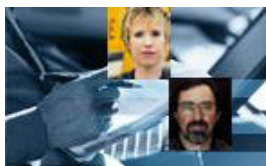
- Machine Type
- Model
- Serial Number
- Your IBM Customer Number

### 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/>



### 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 -- now you can get the IBM news you need e-mailed directly to you.

To receive *iSource*, simply sign up -- at <http://isource.ibm.com/world/subscribe.shtml>

### 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 hardcopy 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.

#### Quick Publication Ordering System search

Begin your IBM Publication Ordering System (POS) search by using one or more keywords. You can type (parts of) a publication title and description keywords, and publication numbers. At the bottom of this page provide additional search functionality to the IBM Publications Center.

Search on

Publication number  -  -  (xxxx-xxxx-xx)

List  All publications  
 Only orderable publications  
 Only online publications (read/download)

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

## 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 (see page 2).
- ◆ During other times, call 1- 800-IBM-SERV and request a Duty Manager.

## If you need software support to report defects and obtain fixes:

If you suspect a defect in IBM code and publications, you may report the potential defect and obtain fixes via:

- ◆ Fax to **1-512-823-7634**
- ◆ E-mail to **AIXSUPT@AIX.Boulder.IBM.com**
- ◆ Electronic access to <http://www.ibm.com/support/>

NOTE: To be eligible for voice support on some software offerings, you must have either a Support Line or Passport/Advantage contract. If for any reason we are not meeting your expectations, please call us.

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

## For general information, 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. Our general information number is **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 pSeries -- 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 IBM pSeries?

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 (see page 2) for help locating the correct resource..

<b>Integrated Technology Services</b>	<ul style="list-style-type: none"> <li>◆ Business Continuity and Recovery</li> <li>◆ e-business Infrastructure</li> <li>◆ Hardware Extended Service Agreement</li> <li>◆ Information Technology Consulting</li> <li>◆ Infrastructure and Systems Management</li> <li>◆ IT Consolidation</li> <li>◆ IT Product Training</li> <li>◆ Networking and Connectivity</li> <li>◆ Technical Support</li> <li>◆ Total Systems Management</li> </ul>		
<b>Product-Specific Services</b>	<p style="text-align: center;">^      <b>Services</b> (See following pages for more information)</p> <ul style="list-style-type: none"> <li>◆ IBM ^ pSeries</li> <li>◆ SupportLine</li> <li>◆ SmoothStart</li> <li>◆ Migration</li> <li>◆ Operational Support</li> <li>◆ High Availability</li> </ul>	<b>Storage Services</b> <ul style="list-style-type: none"> <li>◆ Infrastructure and Systems Management</li> <li>◆ Networking &amp; Connectivity</li> <li>◆ Technical Support</li> <li>◆ Systems Administration</li> </ul>	<b>Software Services</b> <ul style="list-style-type: none"> <li>◆ IBM Support Family of Services</li> <li>◆ SmoothStart</li> <li>◆ Alert</li> <li>◆ Support Line</li> <li>◆ Electronic Support</li> <li>◆ Consult Line</li> <li>◆ Performance Management</li> </ul>
<b>Business Innovation Services</b>	<ul style="list-style-type: none"> <li>◆ Business Innovation</li> <li>◆ Business Intelligence (BI)</li> <li>◆ Custom System Integration</li> <li>◆ Customer Relationship Management (CRM)</li> <li>◆ Digital Branding / Marketing</li> <li>◆ Procurement</li> </ul>	<ul style="list-style-type: none"> <li>◆ e-business Strategy and Design Consulting</li> <li>◆ e-Commerce</li> <li>◆ Enterprise Resource Planning (ERP)</li> <li>◆ Knowledge Management</li> <li>◆ Merger and Acquisition</li> </ul>	<ul style="list-style-type: none"> <li>◆ Security and Privacy</li> <li>◆ Skills Development for e-business</li> <li>◆ Supply Chain Management</li> <li>◆ Web Application Development</li> </ul>
<b>Strategic Outsourcing Services</b>	<ul style="list-style-type: none"> <li>◆ Application Management</li> <li>◆ Desktop Outsourcing</li> </ul>	<ul style="list-style-type: none"> <li>◆ Network Outsourcing</li> <li>◆ Data Center Outsourcing</li> </ul>	<ul style="list-style-type: none"> <li>◆ e-business Hosting</li> </ul>
<b>Learning Services (Education)</b>	<ul style="list-style-type: none"> <li>◆ World's largest IT training provider</li> </ul>	<ul style="list-style-type: none"> <li>◆ Delivers thousands of courses daily in 55 countries</li> </ul>	

# IBM <sup>^</sup> pSeries (RS/6000) Services



## SmoothStart Services for RS/6000 -- Enterprise Server

With this SmoothStart service, our services specialist coordinates the planning, installation, and recommended configuration of a current level of your AIX operating environment on an RS/6000 workstation/server or RS/6000 enterprise server. The SmoothStart service includes:

- ← IBM Global Services Consulting
- Integrated Technology Services**
- Promotions/special offers
- Solutions
- Services A-Z
- Success stories
- News library
- White papers/articles
- Business Partners
- General info
- [Register for service info](#)

- ◆ **Planning**
- ◆ **Installation and Configuration**
- ◆ **Operational Verification**
- ◆ **SmoothStart Installation Record**
- ◆ **Basic AIX Skills Transfer**

See: <http://www-1.ibm.com/services/its/us/mus57a1.html>

## Migration Services for RS/6000 -- Workstation/Server and Enterprise Server

**We can make it happen!** Migrations require careful planning. It's often difficult to identify the tasks involved plus to anticipate and resolve issues.

Use IBM's Migration Services for RS/6000 -- Workstation/Server and Enterprise Server. Our migration specialist verifies that your migration is properly executed. **While IBM's experienced and highly trained migration specialist focuses on your system upgrade, you can focus on your business.** This service includes:

- ◆ **Analysis** of your RS/6000 workstation/server or enterprise server migration requirements by an IBM migration specialist
- ◆ Provides **expert installation and configuration assistance**
- ◆ Offers **multiple upgrade options** to meet your RS/6000 requirements

[Contact me about this service](#)

**Related links**

- [More details](#)
- [Migration Services](#)
- [Technical Support Services](#)

See: <http://www-1.ibm.com/services/its/us/mus03e1.html>



## Operational Support Services -- RS/6000 System Expert

**Identify system exposures early!** When you use RS/6000 System Expert, an IBM Operational Support Service, our services specialists can help you manage your AIX system limits and workloads - both automatically and proactively.

IBM provides the following:

- ◆ RS/6000 System Expert software that helps us **continually and remotely monitor your networked or remote AIX systems** for:
  - w Performance
  - w Capacity
  - w Configuration
  - w Security
- ◆ **Daily electronic reports** that let you see both high-level and detailed data about system events, changes and urgent conditions
- ◆ **Emergency alerts** (such as a breach in security limits) with notification to you and your remote staff either by pager, by e-mail or onscreen
- ◆ **Monitor and viewer software** for looking at your reports and alerts online
- ◆ **Automatic encryption of data and reports** that are transferred from or to the RS/6000 System Expert

See: <http://www-1.ibm.com/services/its/us/mus11d1.html>

### Prerequisites

Provide an Internet connection for e-mail transfer between your RS/6000 and the System Expert software (in some countries, dial-up connection may be an available option)

Have X-Windows and Netscape installed to view your reports online

Contact IBM or your IBM Business Partner who will collect some basic information about your RS/6000 installation and record it into the System Expert software

### Related links

## High Availability Services -- Availability Cluster Implementation Services for RS/6000

**Securing high-availability levels is key to supporting business growth.** Economic globalization, the Web's around-the-clock nature, employee productivity pressures, and increasing demands to enhance customer service are a few reasons why. In today's volatile e-business world, information technology (IT) systems must be up and running at all times, because a customer's move to a competitor is just a click away.

As part of the IBM High Availability Services portfolio, Availability Cluster Implementation Services for RS/6000 can **help improve your server system availability through the deployment of cluster technology.** Our experienced consultants work with you to help ensure your IT server environment can maintain acceptable levels of systems availability to support business requirements and growth.

See: <http://www-1.ibm.com/services/its/us/ss-hiavailcluster.html>



## Helpful IBM URLs

Corporate Home Page .....	<a href="http://www.ibm.com/">http://www.ibm.com/</a>
IBM Technical Support Home .....	<a href="http://www.ibm.com/support/">http://www.ibm.com/support/</a>
IBM ^ Support Home .....	<a href="http://techsupport.services.ibm.com/eserver/support/">http://techsupport.services.ibm.com/eserver/support/</a>
pSeries (RS/6000) home .....	<a href="http://www.ibm.com/servers/eserver/pseries/">http://www.ibm.com/servers/eserver/pseries/</a>
IBM Software Home .....	<a href="http://www.ibm.com/software/">http://www.ibm.com/software/</a>
Global Services Consulting .....	<a href="http://www.ibm.com/services/">http://www.ibm.com/services/</a>
Redbooks .....	<a href="http://www.redbooks.ibm.com/">http://www.redbooks.ibm.com/</a>
Shop IBM .....	<a href="http://www.ibm.com/products/">http://www.ibm.com/products/</a>
Business Continuity and Recovery Services .....	<a href="http://www.ibm.com/services/continuity/recover1.nsf">http://www.ibm.com/services/continuity/recover1.nsf</a>
Global Financing .....	<a href="http://www.ibm.com/financing/webprod.nsf/ID/778AA4">http://www.ibm.com/financing/webprod.nsf/ID/778AA4</a>
Operating Systems Home .....	<a href="http://www.ibm.com/software/os/">http://www.ibm.com/software/os/</a>
ITS Services Catalog .....	<a href="http://www.ibm.com/services/its/us/portfolio.html">http://www.ibm.com/services/its/us/portfolio.html</a>

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# 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)

- *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*