IBM @server

CUSTOMER SUPPORT PLAN

CONTENTS

IBM

03.2001

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, team members' roles and responsibilities, as well as information available by phone.
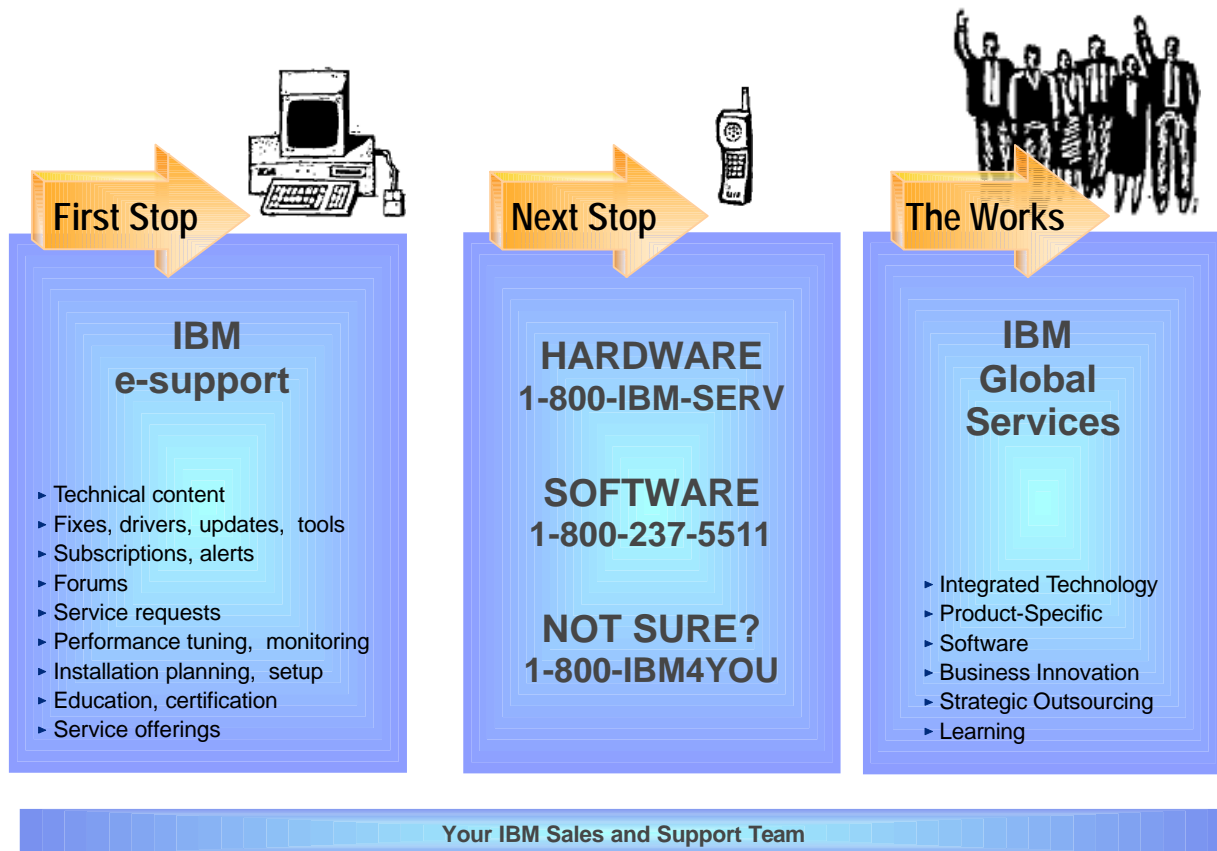
NOTE: To submit feedback on this document, go to
http://w3-1.ibm.com/support/americas/csp.html
and click the Feedback button at the bottom of the page.

Support Overview for IBM @server

From IBM's very largest customer to the individual consumer, the web (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

▸ Technical content
▸ 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-IBM4YOU

The Works

IBM
Global
Services

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

Your IBM Sales and Support Team
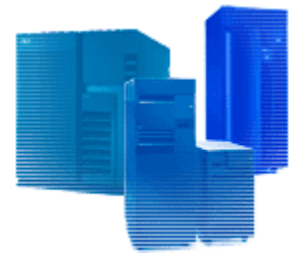
Base Services and Support

When you buy new IBM systems, you also buy IBM's unique depth of experience and expertise. You buy 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 offerings 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:
  - 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

Once you have decided on a server offering, you can take advantage of the significant technical support resources to 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
- Repair of IBM hardware engineering and manufacturing defects
- Base Software Support included with your software offering license
  - w 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).
  - w 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.
  - w 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/ , contact your sales and support team (see page 2), or call 1-800-IBM-4YOU.

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*

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 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 of IBM offering support websites, including server e-support at
http://www.pc.ibm.com/support/

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

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

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 solutions and
offerings on the World Wide Web. You can view and
download complete books. We also offer two ways to
find the redbook you want. . Do a quick keyword search
for a hit list of IBM Redbooks, Redpieces and Redpapers.
Or browse through pre-selected categories.

See http://www.redbooks.ibm.com/
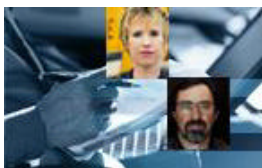
Residencies

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 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 Redbook 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 mor
You can type (parts of) a publication title and description keywords, and publica
at the bottom of this page provide additional search functionality to the IBM Pu

Search on [   ]

Publication number [   ]-[   ]-[   ] (xxxx-xxxx-xx)

List
- ○ All publications
- ● Only orderable publications
- ○ Only online publications (read/download)

Start search   **Help**   **Advanced POS search**

See http://www.elink.ibmlink.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**. The Service Delivery Manager or Duty Manager can assist you with any service issues you may have.

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 call us.

- 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 and 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 @server*s* -- 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 @server*s*?

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).

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 @server xSeries • IBM @server iSeries • IBM @server pSeries • IBM @server zSeries	**Storage Services** • Infrastructure and Systems Management • Networking & Connectivity • Technical Support	**Software Services** • Self Help • Base Support (included with the License Charge) • Enhanced Support • IBM Support Family of Services • Planning • SmoothStart • Alert • Support Line • Electronic Support • Consult Line • Performance Management • 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	• World's largest IT training provider	• Delivers thousands of courses daily in 55 countries	

IBM @server Services

IBM @server xSeries (Netfinity) Services

xSeries Services include:

- Infrastructure & Systems Management Services
- Networking & Connectivity Services
- Technical Support Services (see sidebar)

xSeries Technical Support Services

wHigh Availability	**w**Planning
wInstallation	**w**Power Protection
wIntegration	**w**Relocation
wMaintenance	**w**Site
wMigration	**w**SmoothStart
wOperational Support	

IBM @server iSeries (AS/400) Services

iSeries Services include:

- Infrastructure & Systems Management Services
- Networking & Connectivity Services
- Technical Support Services
- Maintenance Services

Additional IBM @server *iSeries Service -- PM/400e (Performance Management)*

PM/400 Services Highlights
- *Helps you fine tune your operating system to manage peak periods efficiently*
- *Helps you effectively plan for future capacity requirements*
- *Produces regularly scheduled, detailed usage reports in an easy-to-understand format*
- *Captures performance trend data automatically*
- *Displays valuable historical performance data that is thoroughly analyzed*
- *Provides the option of online access to your performance data via the Internet*

IBM @server pSeries (RS/6000) Services

pSeries Services begin with System Expert Services:

When you use RS/6000 System Expert services specialists can help you manage your AIX system limits and workloads - both automatically and proactively. With System Expert, 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
- A 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

Additional IBM @server *pSeries Services*

- **Infrastructure & Systems Management**
  - **w** Asset
  - **w** Capacity Planning
  - **w** Performance Management
  - **w** Testing
  - **w** Tivoli
- **Networking & Connectivity**
- **Technical Support**
  - **w** Installation
  - **w** Integration
  - **w** Maintenance
  - **w** Migration
  - **w** Operational Support
  - **w** Planning
  - **w** Power Protection
  - **w** Relocation
  - **w** Site
  - **w** SmoothStart
  - **w** Software Support

IBM @server zSeries (S/390) Services

zSeries Services include:

- Infrastructure & Systems Management Services
- Networking & Connectivity Services
- Technical Support Services

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/

  xSeries (Netfinity) home . . . . http://www.pc.ibm.com/us/eserver/xseries/

  iSeries (AS/400) home . . . . http://www.ibm.com/servers/eserver/iseries/

  pSeries (RS/6000) home . . . . http://www.ibm.com/servers/eserver/pseries/

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

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/

NOTE: Although this document's information is currently accurate, be aware that contracts, terms and conditions, support procedures, and assigned personnel can change at any time. This document does not modify or replace any contract in place between you and IBM and is subject to change based on the terms and conditions of the contracts in place between you and IBM.

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 United States and Europe.*