

Explore our services and support solutions:

Accelerated Value Program

The Software Accelerated Value Program pairs you with an assigned single point of contact working along side you in a trusted partnership. The trusted expert accelerates software solutions from start to finish with proactive, preventive and personalized service for all your IT software needs.

Cloud

IBM Software Services for Cloud helps you efficiently deliver your critical business applications in the cloud. We provide IBM software expertise and assets to deploy your workloads in private, public, or hybrid cloud environments.

Expert Access Services

Our Expert Access Services practice has the deepest skills within IBM and is used throughout our own organization on our most complex projects. The flexibility of this model and the range of expertise allow IBM to bridge critical skill gaps and reduce completion time for deliverables that may limit the productivity of your resources.

Industry

Our experts have industry domain expertise across global business sectors. We can provide software architects, specialists, and engineers who specialize in first-of-a-kind solutions and can address critical issues in your industry.

Migrations

Our combination of technology, expertise, and global reach will help you achieve your migration objectives. We can help you protect your software investment, reduce your total cost of ownership, and realize all the benefits of migrating to the newest product version or to IBM software.

Mobile

IBM Software Services for Mobile practice can help you quickly establish an agile, Mobile enterprise and enable your business and IT users with our prescriptive approach for success throughout the Mobile lifecycle.

Smarter Process

The BPM Solutions Practice offers the fastest and most cost effective approach to successfully adopting business process and decision management solutions.

Please visit our client partners at the Software Services and Support Zone in the Solution Expo or visit our URL ibm.com/software/expertise

Software Services and Support

ibm.com/software/expertise

Trusted Experts for your Solution Lifecycle

- Established methodologies and assets
- Proactive, preventive and personalized
- Global access to lab-based expertise

Software Services and Support Schedule of Events

| Time | Activity | Details (All Labs/Workshops are held in Zeno 4609) |
|---|--|---|
| Sunday, April 27th | | |
| 6:00 p.m. – 8:00 p.m. | Solution Expo Grand Opening | Please visit us in our IBM Software Services and Support Zone on the Expo floor to learn more about our offerings, hear from others who have leveraged our experience, and enjoy a beverage on us! |
| Monday, April 28th | | |
| 10:00 a.m. – 7:30 p.m. | Join us on the Expo floor to learn about IBM Software Services and Support | Please visit us in our IBM Software Services and Support Zone on the Expo floor to learn more about our offerings and hear from others who have leveraged our experience |
| 5:30 p.m. – 7:30 p.m. | Cocktail Social Reception: Evening in Margaritaville | Join us in our IBM Software Services and Support Zone on the Expo floor for a cocktail and to meet our Software Services and Support experts and thought leaders. |
| Tuesday, April 29th | | |
| 10:00 a.m. – 7:30 p.m. | Join us on the Expo floor to learn about IBM Software Services and Support | Please visit us in our IBM Software Services and Support Zone on the Expo floor to learn more about our offerings and hear from others who have leveraged our experience |
| 10:30 a.m. – 11:30 a.m. | AIM-3386: IBM Business Process Manager: Template-based Environment Set-up | Become familiar with methods for configuration of an IBM Business Process Manager deployment environment, using property file templates and a script-driven process. |
| 1:00 p.m. – 2:00 p.m. | AIM-3387: IBM WebSphere Problem Determination Workshop | Learn to be more effective in your WebSphere problem determination processes. The program will discuss JVM Garbage collection policies, some of the commonly seen issues, utilizing the WebSphere logs, and the IBM Mustgather documents. |
| 2:15 p.m. – 4:45 p.m. | AIM-3389: IBM WebSphere MQ & IBM WebSphere Application Server Hands-on Labs ** | Sharpen your WebSphere Application Server or WebSphere MQ problem determination and monitoring skills by completing one of our three (3) hands-on labs. Please see the list of labs below for further details. |
| Wednesday, April 30th | | |
| 10:00 a.m. – 2:15 p.m. | Join us on the Expo floor to learn about IBM Software Services and Support | Please visit us in our IBM Software Services and Support Zone on the Expo floor to learn more about our offerings and hear from others who have leveraged our experience |
| 10:30 a.m. – 11:30 a.m. | AIM-3392: IBM Worklight Problem Determination | Discover various methods to debug your IBM Worklight application. The session will introduce the IBM Worklight debugger, a powerful debugging tool for mobile apps. You will learn how to debug using just a regular web browser and leverage advanced web debugging tools. It will also cover some of the useful IBM MustGather documents to diagnose common issues. |
| 1:00p.m. – 2:00 p.m. | AIM-3388: IBM WebSphere MQ Monitoring | Become familiar with the built-in monitoring within WebSphere MQ that allows you to monitor events and messages and obtain statistics and other data about how your queue manager network is running. Learn how to configure your system to gather the monitoring information, find the monitoring output, and to review/diagnose the output to ensure a healthy environment. |
| 2:15 p.m. – 4:45 p.m. | AIM-3390: IBM WebSphere MQ & IBM WebSphere Application Server Hands-on Labs ** | Sharpen your WebSphere Application Server or WebSphere MQ problem determination and monitoring skills by completing one of our three (3) hands-on labs. Please see the list of labs below for further details. |

** Hands-On Labs: The Hands-on Labs are self-paced and offered throughout the session. Mentors will be available to assist with each of the Labs offered in the Table below.

| | |
|--|---|
| WAS: Java Troubleshooting with ISA 5 using Thread and Monitor Dump Analyzer | You will simulate a hung thread condition caused by a badly implemented application running on WebSphere Application Server V8.5. The lab will then demonstrate how to diagnose and analyse the Java thread dumps using the Thread and Monitor Dump Analyzer for Java tools from ISA 5. |
| WAS: Java Troubleshooting with ISA 5 using Health Center and Memory Analyzer | You will monitor and diagnose a problematic web application to simulate common problems such as memory leaks, large object allocations, slow methods and large HTTP session sizes using the IBM Health Center and Memory Analyzer tools from ISA 5. |
| WebSphere MQ: Monitoring Techniques | This lab will provide a detailed procedure for using the built-in WebSphere MQ monitoring features including configure event monitoring, message monitoring, accounting and statistics, and application activity tracing. |

Upcoming Event: IBM Software Services and Support will be hosting a DataPower Tech Talk. Stay tuned for more details.

For the latest information on our Software Services and Support activities visit: <http://www.ibm.com/support/docview.wss?uid=swg21381958>

